

## Windows 7 Customer reference



### Customer Profile

Established in 1910, Gossweiler Civil Engineering has been providing solutions to public works organizations in the Dübendorf region of Zürich, Switzerland, for nearly a century. Gossweiler's staff of 75 employees uses its own custom and specialized design software (CAD) to develop complex, detailed surveying and civil engineering documents for customers – making system performance, quick problem resolution, and document backup top priorities.

### Benefits

- Speeds system performance by 25%
- Saves 180 hours in productive time due to quick problem resolution
- Improves performance for RAM-intensive CAD applications
- Safeguards complex designs with periodic backup and encryption

### Windows 7 Features

- sFaster
- ReadyBoost
- Advanced Backup
- Restore Previous Versions
- Encrypting File System
- Action Center
- Troubleshooting Platform
- Problem Steps Recorder

## Gossweiler Civil Engineering Speeds up System Performance by 25% with Windows 7

*«We are amazed at how fast our systems perform with Windows 7.»*

Bernhard Völkin, System Administrator, Gossweiler Civil Engineering

The Gossweiler staff of engineers and surveyors had been experiencing decreased productivity due to sluggish computer performance and frequent downtime waiting for help desk assistance and was an acute pain point for Gossweiler.

Gossweiler began migrating to the Windows® 7 Professional operating system to help increase system speed (especially for memory-hungry graphic design features), improve business continuity, and reduce time needed to resolve computing issues.

### Situation

Gossweiler civil engineers often spend weeks and months developing intricate design specifications for buildings, neighborhoods, parks, and waterways. In fact, its engineers have developed their own custom and specialized version of GIS software in order to increase the quality of their designs. Recently however, increasingly sluggish computer performance and ongoing computing issues were causing errors and making it difficult for engineers to use this robust design software. They were losing time, and were ready for an upgrade.

«We were losing valuable minutes due to system performance and computer issues, we were looking for a solution that brought the stability of XP but could fit our future needs,» says Bernhard Völkin, System Administrator at Gossweiler.

Gossweiler needed a more stable solution that would speed up GIS application performance, and safeguard documents against damage or loss while reducing downtime due to computing issues. The company now places big hopes and expectations in a solution with Windows 7.

## Partner



The company Klein Computer System AG was founded in 1986 with its registered office in Dübendorf, and as a skilled IT-partner it offers a comprehensive range of products, IT services and sector-oriented solutions in the areas of system and application integration. Being a Microsoft Gold-Certified Partner and also HP Preferred Partner Gold, the focus is on products by Microsoft and Hewlett Packard (HP).

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## Solution Overview

In 2009, Gossweiler began migrating its computers to the Windows 7 operating system. Windows 7 makes computer systems faster, more reliable, and more responsive – even for RAM-intensive applications. In addition, powerful troubleshooting and diagnostic tools make it easier and less expensive to resolve many IT issues, while advanced backup features safeguard documents for loss or damage.

## Increasing System Speed

With Windows 7 sFaster, systems start up, shut down, resume from standby, and respond more quickly. In addition, ReadyBoost™ technology uses a USB drive to act as extramemory to improve performance while handling RAM-intensive graphics, photos, and CAD applications – exactly what Gossweiler needed for its custom and specialized engineering design software.

## Reducing Time-to-Resolution

With the powerful diagnostics and troubleshooting tools in Windows 7, businesses spend less time and money resolving PC issues. The Troubleshooting Platform monitors settings and system issues, sending self-help information to the Windows 7 Action Center, which consolidates alerts from 10 Windows features, including Security Center and Windows Defender. Rather than popping up with on-screen messages every time there is an issue, the Action Center icon appears. Users simply click the icon to get information when they are ready. Until then, Action Center will keep the information waiting for the user.

When users experience issues that do require help desk support, the Problem Steps Recorder enables users to quickly identify problems and help reduce time spent with the help desk by recording screen shots of and keystrokes for what the user is experiencing. That information is then sent to the help desk

agent for faster diagnosis.

In addition, help desk agents can use the Problem Steps Recorder to show users how to fix problems. Instead of explaining steps over the phone, the consultant simply records the solution, screen by screen – saving time, confusion and mistake – and e-mails it to the user. «The troubleshooting tools give us the power to solve more issues ourselves, and the Problem Steps Recorder makes it easier and faster to get help desk issues resolved,» says Bernhard Völkin. «The combination is boosting uptime by 180 hours per year.»

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## Moving Forward

According to Bernhard Völkin, Gossweiler is well-positioned for the future, and Windows is a big part of that. Gossweiler's custom and specialized engineering software is an important part what makes the company a leader in civil engineering solutions. «When our systems were sluggish and prone to computing issues, we were not gaining the real benefits of our software,» says Bernhard Völkin. «With Windows 7, our systems are more reliable and our software performs better. This secures us the advantage over other Swiss engineering firms not only now but also in the future.»

## Software and Services

- Windows 7