

Office 2007 Customer Best Practices

How Office 2007 Helps Organizations Save Money

Office 2007: Why?

Save money

- Cut costs related to paper, hardware, telecom, office space, travel, and marketing.

Save time

- Do more with less. Improve efficiency, eliminate manual workflow, improve collaboration, and unify communications.

Reduce risk

- Protect sensitive information and reduce compliance reporting time and money.

Office 2007 Is Helping Businesses...

Cut costs

Paper and print

Hardware and telecom

Office space

Travel

Marketing

Support

Do more with less

Automate manual processes

Improve communication and collaboration

Gain insight and visibility

Reduce risk

Improve security

Streamline compliance

Office 2007:

Enabling New Ways of Doing Business

Then	Now	Benefits
People		
My work	Team work	Money, Time
My documents	Our knowledge	Money, Time
My organization	Secure value chain collaboration	Money, Time, Risk
Process		
Tasks	End to end, optimized business processes	Money, Time
Manual routing	Approval cycles, end to end processes, workflow	Money, Time, Risk
Paper forms	Electronic forms eliminate paper	Money, Time, Risk
Printed manuals and binders	Multimedia, electronic notebooks	Money, Time, Risk
Phone tag	Any time, anywhere communication	Money, Time
Technology		
Best-of-breed software products	Integrated business productivity. rich client, consistent user interface	Money
Deploying applications	Integrate people, tools, processes, and infrastructure.	Money, Time
Lowering IT costs	Save money and increase business value	Money, Time, Risk



Save Money

The Problem with Paper

Paper is the “largest hidden cost in IT today”

Business cost of paper “is 13 to 31 times the purchase price”

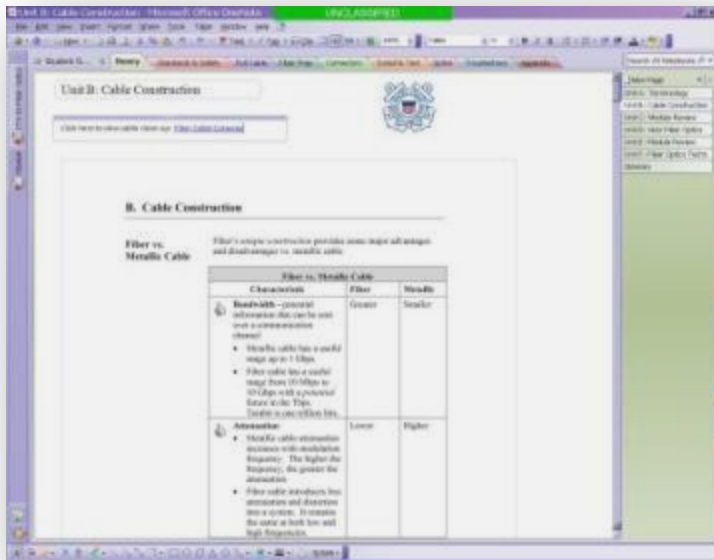
Document-related activities “consume up to 15 percent of a company’s annual revenue”



Save Money – Paper: OneNote 2007

US Coast Guard saves paper, time, and money

“A tool like OneNote 2007 (for training delivery) could save new instructors one full month in training and preparation time...(and for a single class) hundreds, possibly thousands, of dollars in printing costs”



Organization US Coast Guard

Armed Forces. 40,000 Active Duty members

Solution

Training content with Office OneNote 2007

Benefits

Eliminated 7,000 printed pages per course
Saving one full month instructor time

- Calculated paper reduction cost: \$800/course based on
- 14 reams paper savings @4.40 each, * 13x business cost

With Office OneNote 2007, US Coast Guard training instructors can prepare an entire course—complete with documentation, video clips, and links to Web-based resources—and present it to students in one simple package

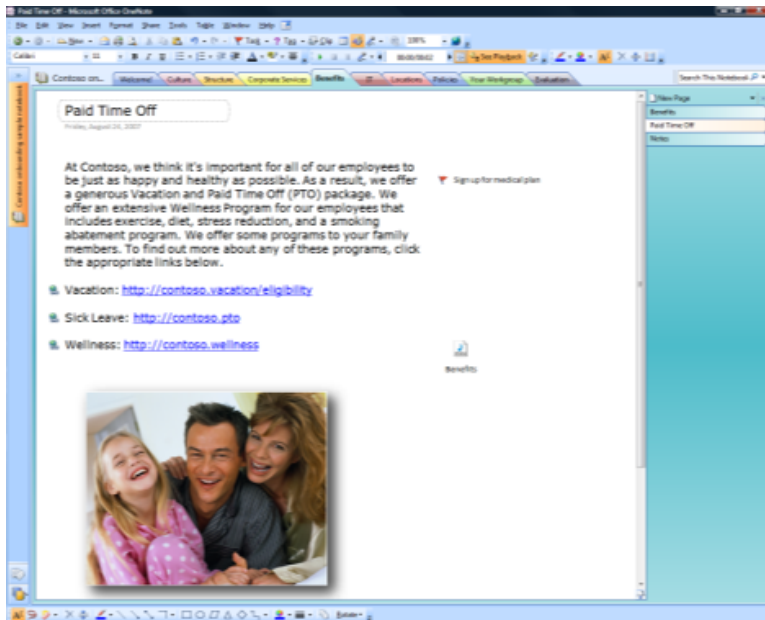
“The ability to organize mountains of information into one easy-to-search resource is a huge benefit”.

Save Money – Paper: OneNote 2007

Microsoft Training Saves \$360,000

“We needed to get rid of the dusty binders and offer a way for managers to tailor their own development – it needed to be self driven and integrated with their work experience.”

Microsoft®



Capture, share, and store rich content including text, audio, and images.

Organization: Microsoft

Solution

Corporate Learning developed interactive training system with OneNote® 2007. Employees can customize their professional development experience and participate at their own rate.

Benefits

- Highly effective on-the-job training
- 30% increase in use of training materials
- Simpler course development
- Simpler to keep content up to date and consistent

Annual Cost Savings

\$360,000 in training costs by reducing paper

Save Money – Paper: InfoPath 2007

Nypro e-forms eliminate paper

Although it seems a small thing, using paper forms across the company was expensive. With InfoPath, we can significantly reduce the amount of paper we use, saving us up to \$2 million a year”.



Organization Nypro

Medical Manufacturer. 9000 employees

Solution

Replaced paper forms with InfoPath 2007. Electronic forms validate information and connect to appropriate data sources.

Benefits

- \$2 million annual paper savings

“The new system will help us recognize problems faster and reduce the amount of product scrap. It has the potential to save us U.S.\$8 million a year.”

A screenshot of the Microsoft Office InfoPath 2007 application window. The window title is "Expense Report.xml - Microsoft Office InfoPath". The menu bar includes File, Edit, View, Insert, Format, Tools, Table, and Help. The form is titled "EXPENSE REPORT" and contains the following sections:

- Report Date:** 05/17/2006
- Expense Code:** 3928797
- Start Date:** 02/06/2006
- End Date:** 02/07/2006
- Business Purpose:** College Recruiting Trip
- Employee Information:**
 - Name:** Michael DeVoe
 - Title:** Associate University Recruiter
 - Department:** Recruiting
 - ID Number:** EB-345
- Itemized Expenses:**

Date	Description	Category	Cost	
02/06/2006	Round-trip flight	Transportation	325.00	>>
02/06/2006	Hotel	Lodging	175.00	>>
02/06/2006	Dinner	Meals	22.90	>>
02/07/2006	Breakfast	Meals	5.50	>>
		University Transportation	12.00	>>
			Subtotal	540.40
			Less cash advance	0.00
			Total expenses	540.40

A context menu is open over the "University Transportation" row, showing options: "Insert Item Before", "Insert Item After" (with keyboard shortcut Ctrl+Enter), "Remove Item", and "Cut" (with keyboard shortcut Ctrl+X).

InfoPath 2007 forms eliminate the need for paper.

Gather, validate, route, and approve information.
integrate data from systems of record, business rules
and workflow

Save Money – Paper: InfoPath 2007 Willcox & Savage \$2.1 million with e-forms

“We estimate that collaboration-related efficiencies will save the firm \$2,100,000 annually.”



Organization: Willcox & Savage

Law firm. 185 employees

Solution

InfoPath 2007 Electronic forms automatically populate client and billing information . The company estimates that at least 30 other paper-bound processes can be overhauled by using the 2007 Microsoft Office release, ranging from time-off requests to regulatory compliance requirements.

Benefits

- Improved client service
- \$2 million annual savings from collaboration efficiencies
- \$13,000 annual costs administrative time
- \$2,000 annual photocopy costs

A screenshot of a Microsoft Word document titled "Working Contract.docx". The document is a contract form with several sections: "Contract # 12345", "Contractor Contact Information" (with fields for name, phone, and email), "Project Details" (with fields for start and end dates and contract amount), and "Signatures". The main body of the document contains a "Statement of Work/Purchase Order/Schedule" section, which includes a paragraph of text and a numbered list item describing the work. The status bar at the bottom indicates "Section 1 Page 1 of 2 Words: 1,513".

The advanced integration capabilities of Office InfoPath 2007 and the Microsoft Office system enable InfoPath to extend into other programs to improve information gathering for databases, documents, and more.

Save Money – Telecom: Smaller Files

Hobart Service saves \$50,000 on bandwidth



“Hobart Service employees can spend working on their computers rather than waiting for backups to complete”

Name	Size
William Shakespeare.doc	44 KB
William Shakespeare.docx	20 KB

Open XML formats reduce file sizes of Word, Excel, and PowerPoint documents as much as 50%, avoiding bandwidth and hard drive cost increases.

Organization Hobart Services

Services for food related industries, 1400 employees

Solution

Hobart Service upgraded to Microsoft® Office Professional Plus 2007 to maximize hard disk drive space, decrease the time that it takes to back up data,

Benefits

- \$50,000 annual cost avoidance
- \$345,000 improved productivity
- Rapid deployment

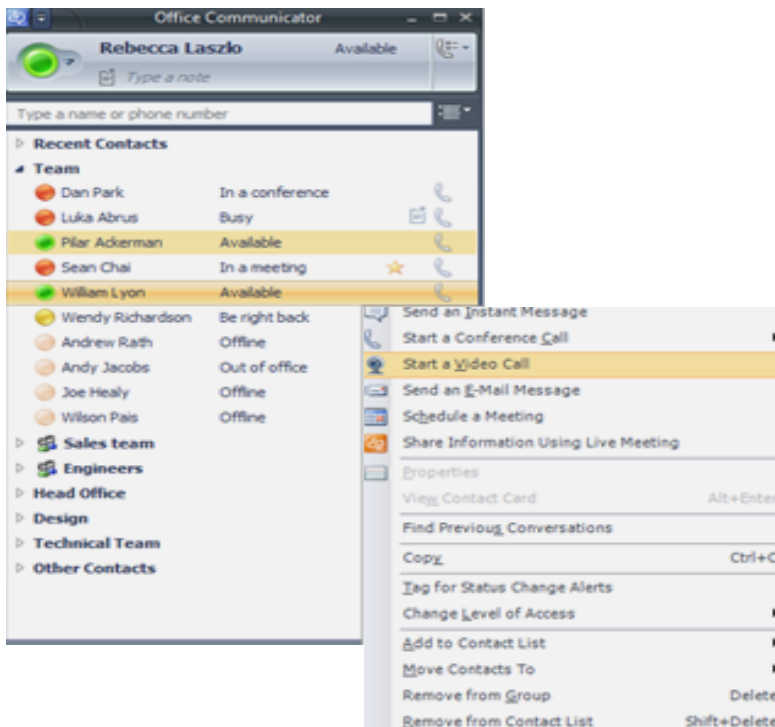


✓ Out of the box

Save Money-Telecom: Communicator 2007

Podravka saves \$2.1 million

“Because Office Communicator 2007 gives executives a credible alternative to face-to-face meetings, we (Podravka) expect business travel to drop by 20%.”



Organization Podravka



Solution

Podravka deployed Microsoft® Office Communications Server 2007 and Microsoft Office Communicator 2007

Benefits

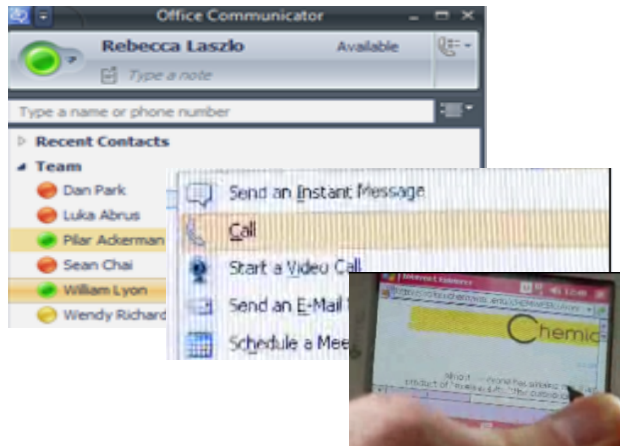
- \$2.1 costs over 5 years
- 50% less telecom costs
- 20% less travel costs
- 20% faster communication
- Low-cost calls with good sound quality

With Office Communicator 2007 staff can work remotely and make calls via an Internet connection

Save Money-Telecom: Communicator 2007

Tayside Fire & Rescue cuts telecom costs

“Our entire implementation.. is costing less than 10 percent of previous proposals. And we gain other features that we couldn’t get with a standard voice-mail system, like presence information and voice access to e-mail messages.”



Tayside Fire & Rescue can see clearly when people are available, on vacation, or in a meeting.

“We’ve seen a lot of efficiency gains from being able to do this.”

Organization

Tayside Fire & Rescue, Scotland. 750 employees

Solution

Tayside Fire and Rescue deployed a unified communications solution based Exchange Server 2007, Communications Server 2007, Communicator 2007, and Office Outlook 2007

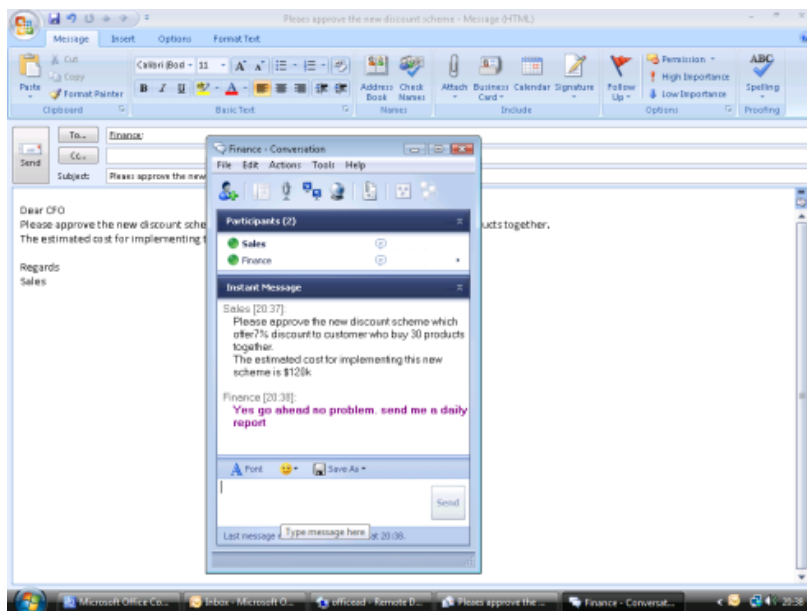
Benefits

“As a result of its unified communications solution, Tayside Fire and Rescue is raising the competency of its firefighters, accelerating communications, facilitating mobility, providing voice mail, and reducing costs through increased operational control.”

Save Money – Office Space: Office 2007

Principal Asset saves \$5,000 in monthly rent

“We are saving up to \$5,000 in monthly rent and utilities, on top of the up-front costs of adding new furniture and IT infrastructure.”



Organization Principal Asset

Solution

Upgraded its client computers to the Windows Vista™ operating system and the 2007 Microsoft® Office system.

Benefits

- Improved mobile and remote user support
- Company growth without adding office space.
- \$5,000 rent savings every month

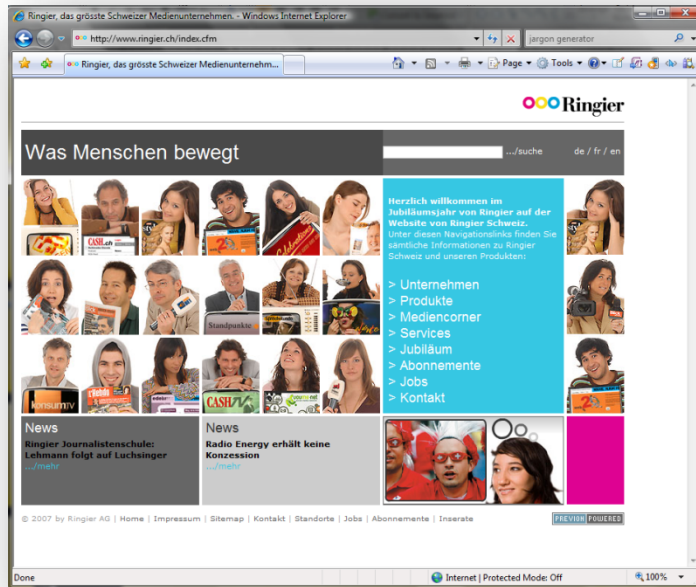
Outlook 2007 helps you to manage your time and email.

Communicator 2007 helps you quickly reach people

Save Money – Travel: Office 2007

Ringier saves 10% travel

“The company already has experienced a reduction in travel time and expenses, printing expenses, and express mail costs, to name a few, because it has done away with many regular face-to-face meetings.”



Organization Ringier
Media company. Switzerland, 7000 employees

Solution
The company embraced a new collaborative workplace through Business Productivity Infrastructure Optimization

- Benefits**
- 20% productivity increase
 - 10% cost savings
 - Increased content quality

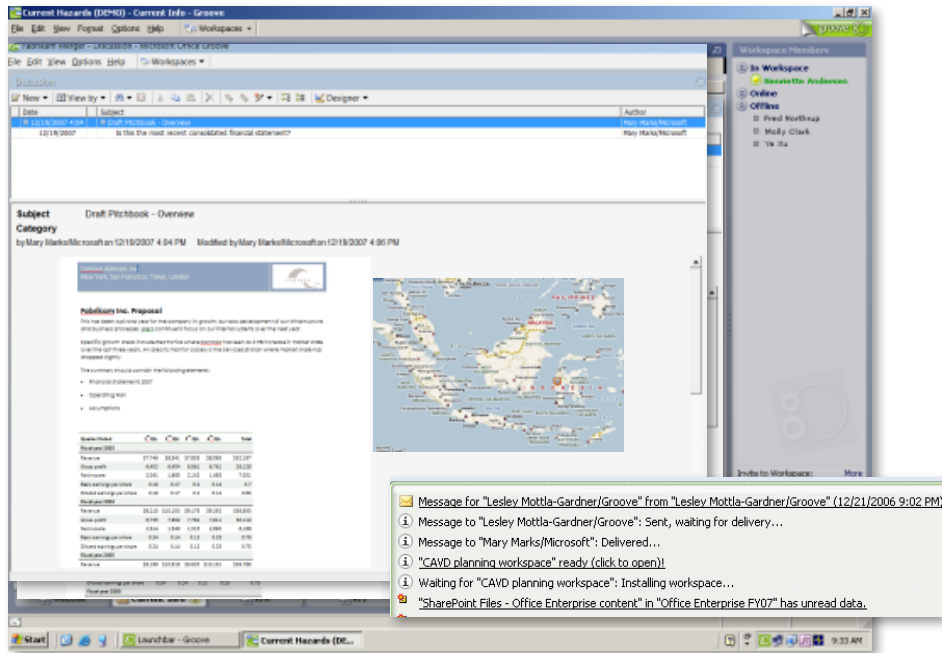
Office Communications Server 2007, Groove 2007
Office Professional 2007, Office SharePoint Server 2007

Save Money – Travel: Groove 2007

Petrosea cuts travel costs 20%



“With Groove 2007, we delivered great technology and great value to the business for less money. We could synchronize information between locations and move documents anywhere in the world with low bandwidth.”



Organization Petrosea
Engineering and construction services firm based in Indonesia. 1,300 employees.

Solution
Groove 2007 helped Petrosea overcome unpredictable network situations allowing employees to work together on projects with clients and partners across firewalls without compromising security safeguards.

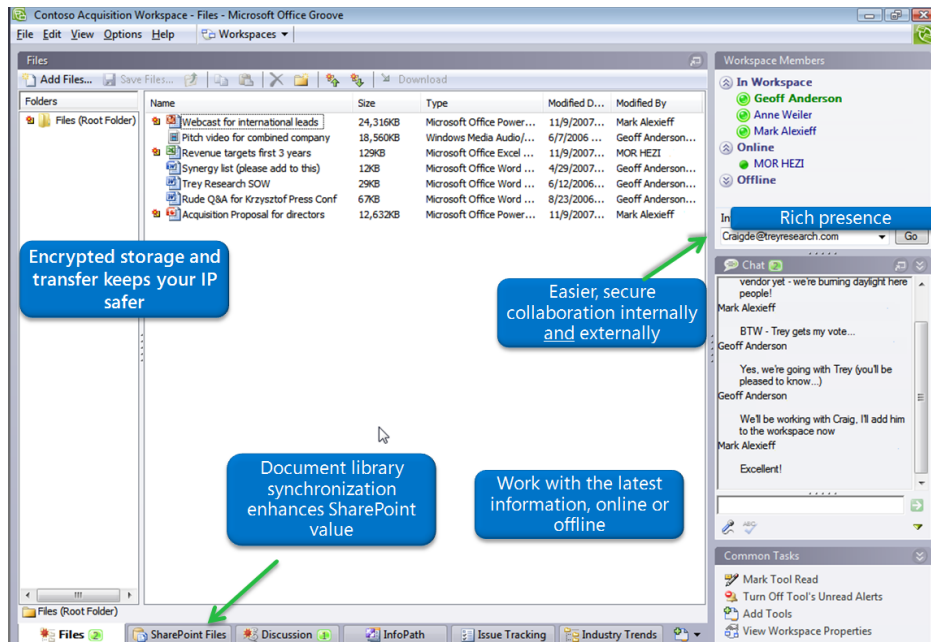
Benefits
Travel costs reduced 20%
Overall IT budget savings 25%

Groove team workspaces allow project teams to work together securely and effectively across organizations, geographies, and networks, saving travel costs with few in-person meetings.

Save Money – Travel: Groove 2007

European Railway Agency cuts travel 50%

“Our 95 people are now working with several thousand different people. Despite this, our costs have not risen.”



Organization European Railway Agency
EU Standards Organization 95 employees

Solution

Implemented enterprise content management system based on Groove 2007 and SharePoint Server 2007. ERA able to collaborate with thousands of engineers and third parties and share huge volumes of unstructured information

Benefits

- Increased productivity 50%
- Task-force activity up by 100%
- Common intranet, extranet, and Internet platform
- Collaboration with external experts
- Compliance with regulators

“Virtual meetings and cutting down on business travel, the agency will also soon improve its carbon footprint and save money on unnecessary journeys.”

Save Money – Marketing: Publisher 2007

Principal Asset cuts marketing costs by \$10,000

“By not having to enlist an outside marketing-communications firm, we’ll save an anticipated \$10,000 yearly even as we reach out to thousands of additional business opportunities”.



Taking advantage of templates in Office Publisher 2007 and that product's thorough integration with Office Outlook 2007, Principal Asset has begun to publish a quarterly newsletter

Create professional-looking documents in-house with Publisher 2007.

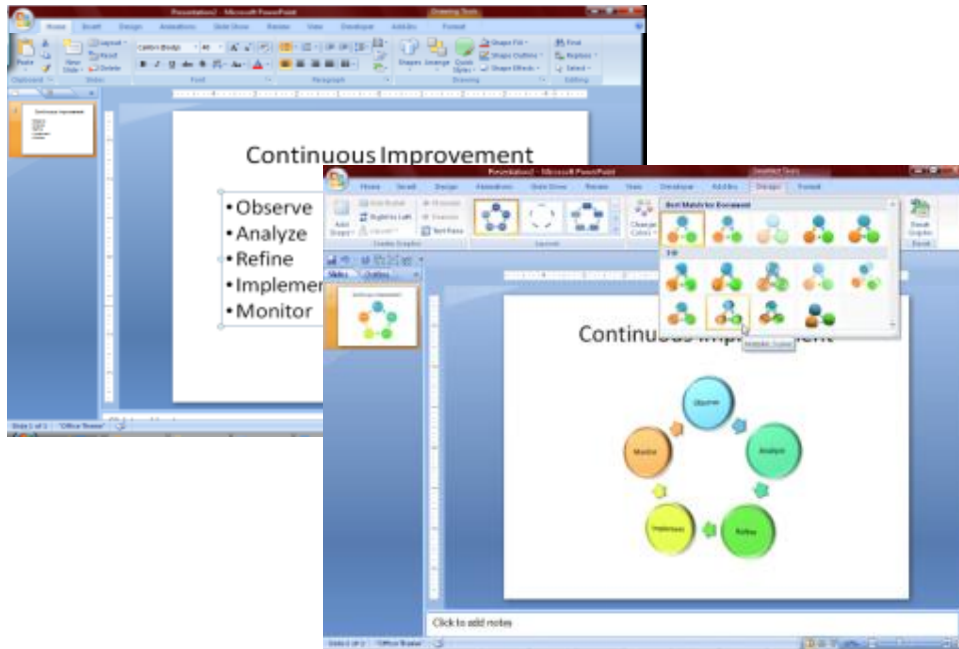
✓Out of the box

Save Money – Marketing: PowerPoint 2007

Honeywell cuts costs and increases efficiency

“The new SmartArt graphics help me create a presentation in a fraction of the time it used to take.”

Honeywell



Prior to using Office PowerPoint 2007, engineers frequently used third-party software to create diagrams that they needed to include in their presentations to executives and customers.

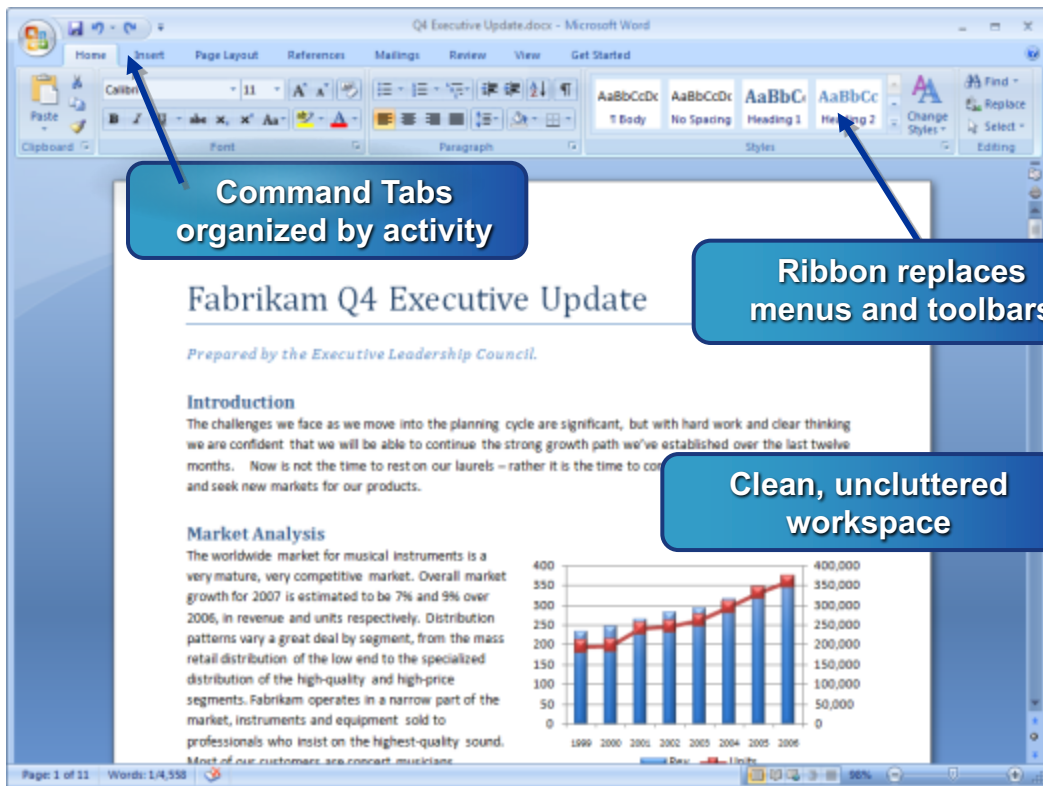
Save As PDF reduce costs and allows Honeywell Aerospace to deliver project proposals and other documentation to customers faster and more efficiently.

Quickly create sophisticated effects from simple bullet lists in PowerPoint 2007 or Word 2007.

Save Money – Support: User Interface

Citrix achieves 10% fewer support requests

“I expect at least a 10 percent reduction in user support requests, thanks to the revamped interface and better cross-program integration within Microsoft Office Professional 2007.”



Office 2007 will help Citrix better help customers with their own rollouts of the programs. Mostly, the many new features will enable Citrix to boost employee productivity and reduce help-desk calls

Context-driven functionality will be a tremendous benefit; users won't have to fumble around for next steps.

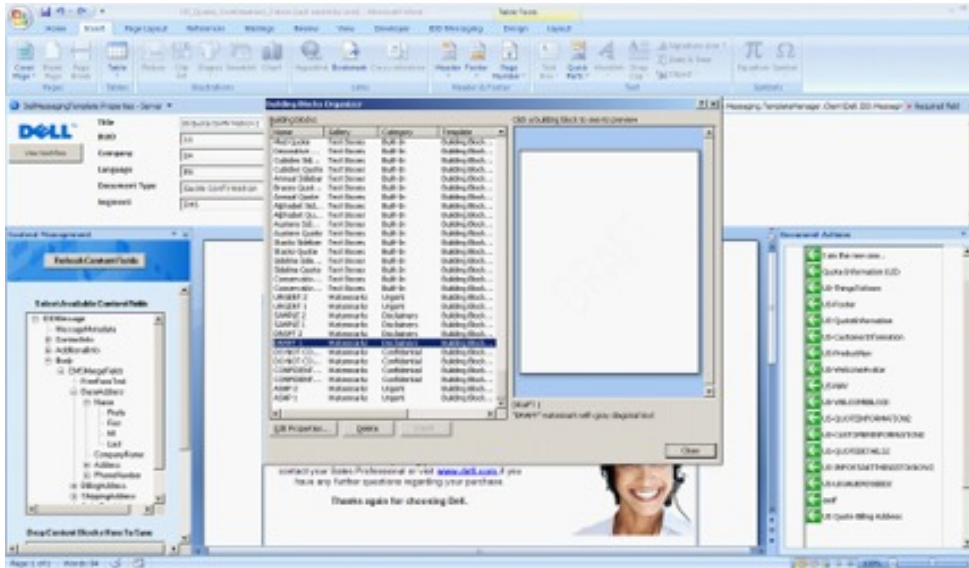


Save Time and Do More With Less

Save Time – Automate Processes

Dell delivers new sales tools in days, not months

“We’ll finally be able to consolidate on a single, global solution for customer communication. All parts of the business will be able to meet their own communications needs—faster than before, and through an already familiar tool.”



Dell's new Customer Interactions Solution delivers templates for sales quotes and other customer communication. The solution, an Office Business Application (OBA) delivers line of business data to end users via familiar Microsoft Office programs including Word 2007 and SharePoint.

Benefits

New request previously took up to six months. Today, they are turned around in a few days.

Dell was able to build its new solution both quickly and cost-effectively. The solution was built by two developers in three months.

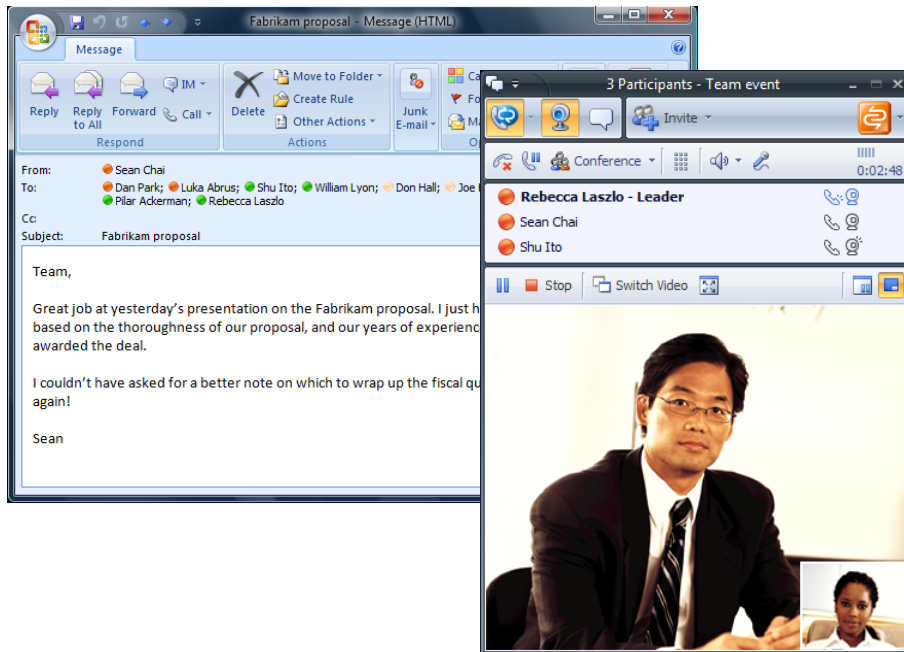


Save Time - Automate Processes

EMC expects to save \$19 million 5 -10 years

“You can’t always walk down the hall to get an answer anymore, and it’s rarely one-on-one collaboration today—it’s one-to-many. We needed to equip employees with the most advanced desktop productivity software so they could work, communicate, and collaborate as efficiently as possible.”

EMC²
where information lives



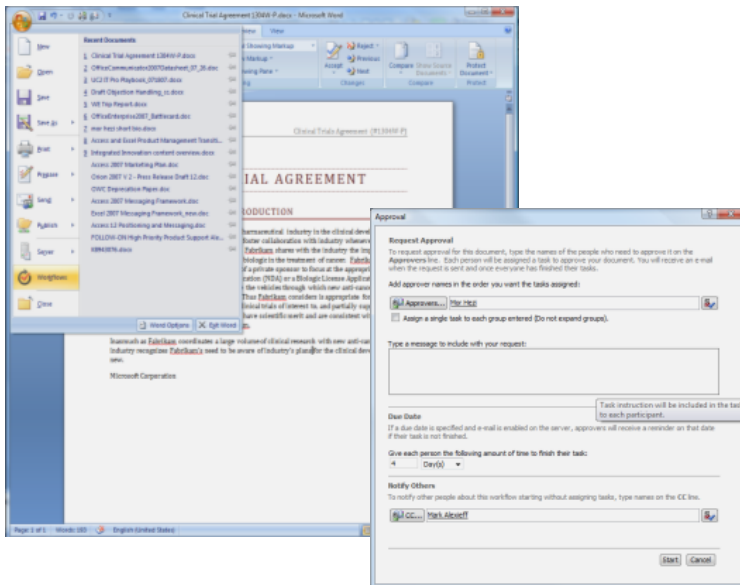
EMC expects to save approximately U.S.\$19 million over 5 to 10 years through a combination of server and storage consolidation, improved information life cycle management, and the elimination of multiple voice-mail systems.

Send and receive e-mail messages, voice mail, and faxes in a single Inbox with Unified Communications with one click transitions between email, messaging, voice calls, and videoconferences.

Save Time: Automate Processes

BT Financial saves \$350,000 and cuts paper

“The new system takes all the manual processes out of chasing people for information and copying it from other systems. This gives people time to focus on work that adds more value to the company.”



BearingPoint found streamlined processes enabled by Office 2007 would **save BT Financial Group nearly A\$540,000 (US \$350,000) each year.**

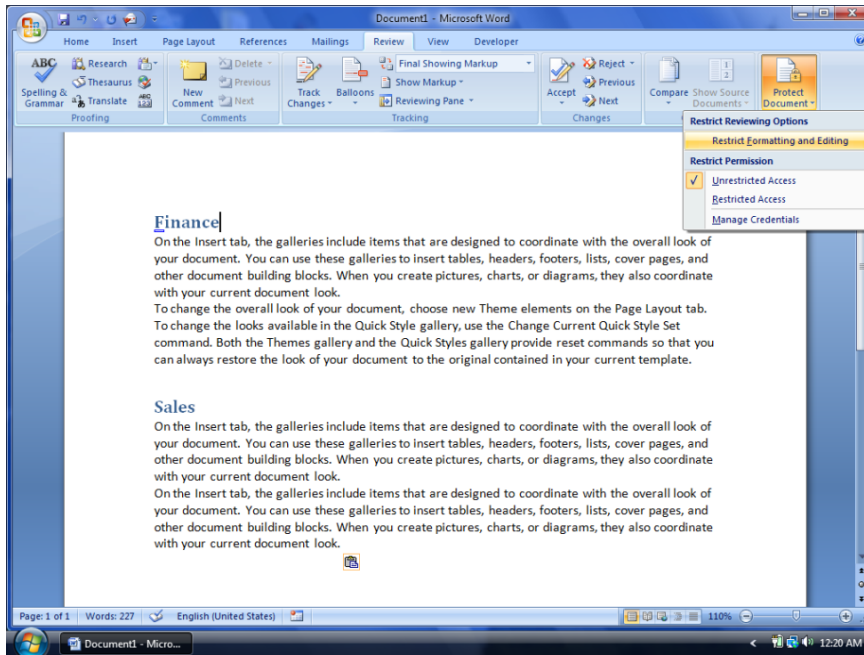
Example: Contract Approval Process

Initiate and track review and approval steps from within Word 2007 documents to accelerate review cycles. Improved document processing reduces manual work effort

Save Time - Automate Processes

TGE speeds document time with Open XML

“We managed to reduce the average time it takes to lay out a document ... from 8 minutes to 17 seconds.. At an average engineering rate of 80 euros [U.S.\$109] per hour, the savings quickly amount to thousands.”



TGE Engineering uses a document management solution based on Open XML Formats. Engineers can users can tag specific content elements (such as component specifications), and then put those elements into a new document

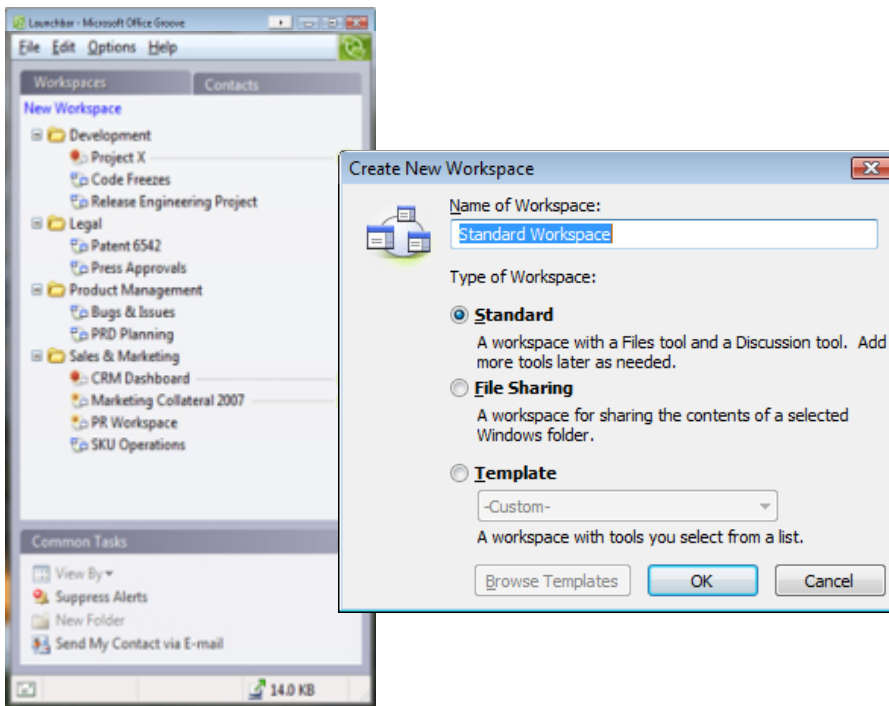
“The idea was to quickly transfer existing project documentation into a new project so that the engineer could concentrate on content and forget about formatting.”

With Open XML, people can identify information in documents with tags that explain the meaning of that content. For example, in a project document, users can tag specific content elements (such as component specifications) and then put those elements into a new document automatically.

Save Time – Collaboration: Groove 2007

FAA safety training time 75% faster

“We now have a great tool for pulling people together for collaboration on short-term projects with very minimal spin-up time. Groove 2007 cuts the project timeframe significantly. Time is money.”



“When people can review the facts while the event is fresh in their minds and easily collaborate on event details electronically, we have a better chance at driving the error rate down.

Office Groove 2007 helps us get the facts out there faster and improves our feedback loop.”

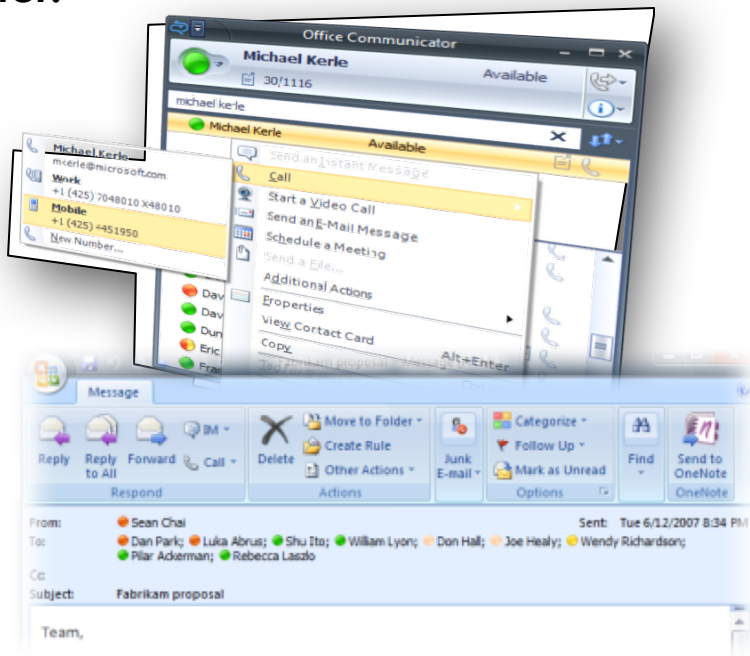
- Office Groove 2007 makes it simple to create, customize, organize, and work in workspaces without IT assistance

✓Out of the box

Save Time: Communicator 2007

Royal Dutch Shell reduces complexity

By using Office Communicator 2007, an employee in Nigeria will know instantly if a coworker in Siberia or the Netherlands is available and the best way to contact him or her."



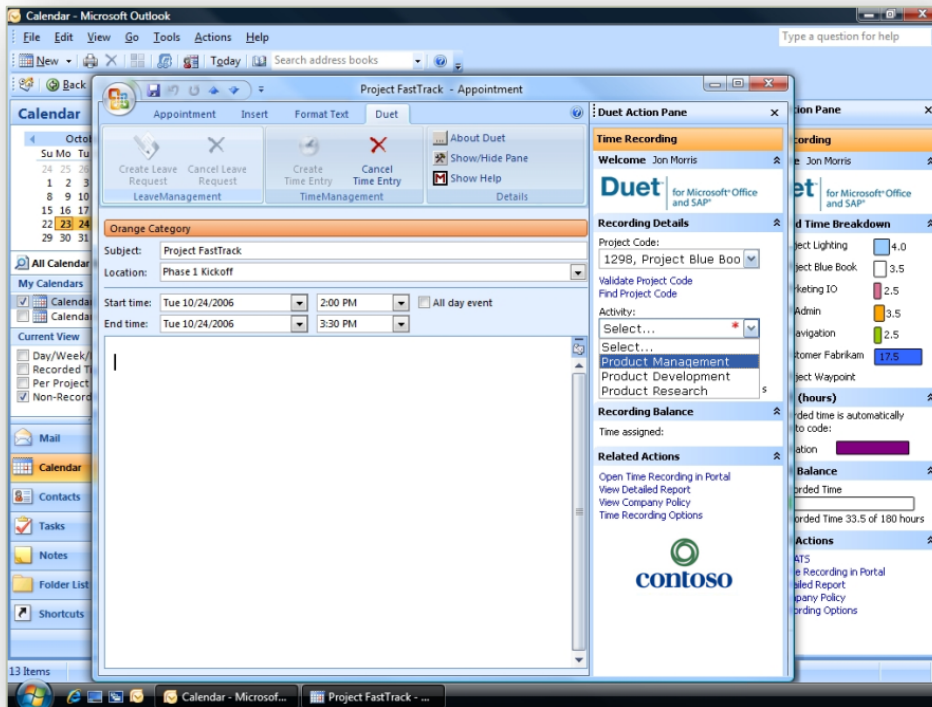
Royal Dutch Shell reduced complexity and cut costs of managing multiple PBXs at global offices. It will centralize all call control, collaboration, and management servers into three data centers.

“With recent advances in VoIP technology, it no longer makes sense to run two separate systems for voice communications and computing

Unified Communications - Outlook at the center: e-mail, voice mail, fax, RSS,, documents. Advanced presence controls, Instant chat, audio, video, conferencing. Transition seamlessly between email, IM, voice, and video conversations

Save Time – Business Insight: Duet

Engen decreases costs and monitors budgets



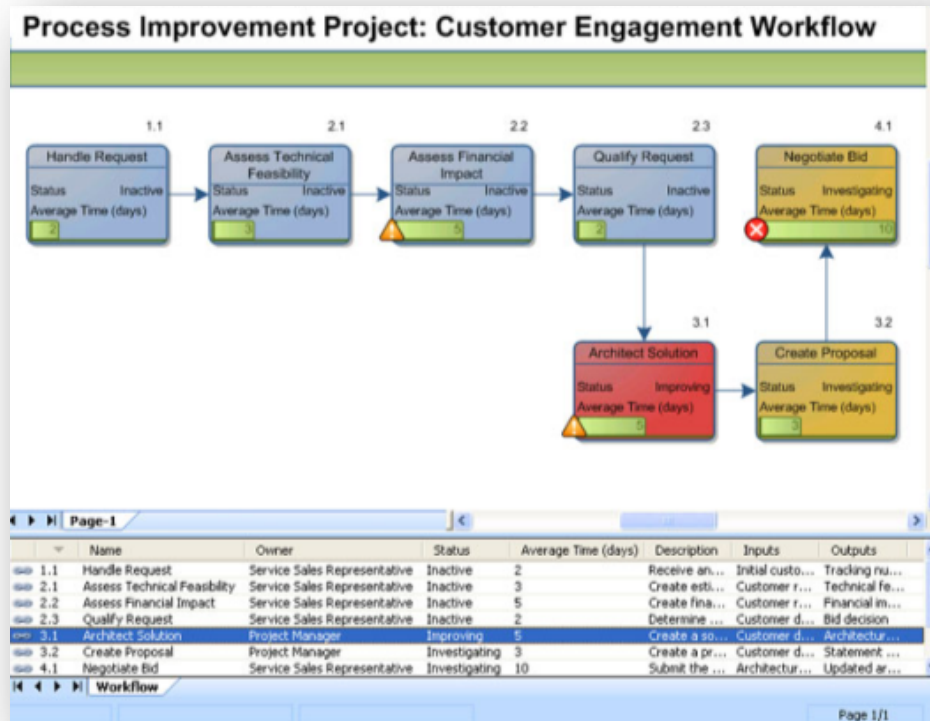
Engen Oil monitors budgets with Duet. The solution helps managers make better informed financial decisions.

Receive financial reports from SAP in the Outlook inbox. Proactively monitor budgets with alerts and triggers based on time-critical information.

Save Time- Business Insight: Visio 2007

Banco de Venezuela saves \$3 million

“We can visually monitor claims process and realize value from our existing claims system. This helps identify and eliminate bottlenecks, improve customer satisfaction, and resolve more claims faster.”



Banco de Venezuela can address compliance needs and improved customer efficiency with data linked Visio 2007 diagrams.

With this Office 2007 solution, the bank expects to **save nearly U.S.\$3 million per year** cutting claims processing and resolution time.



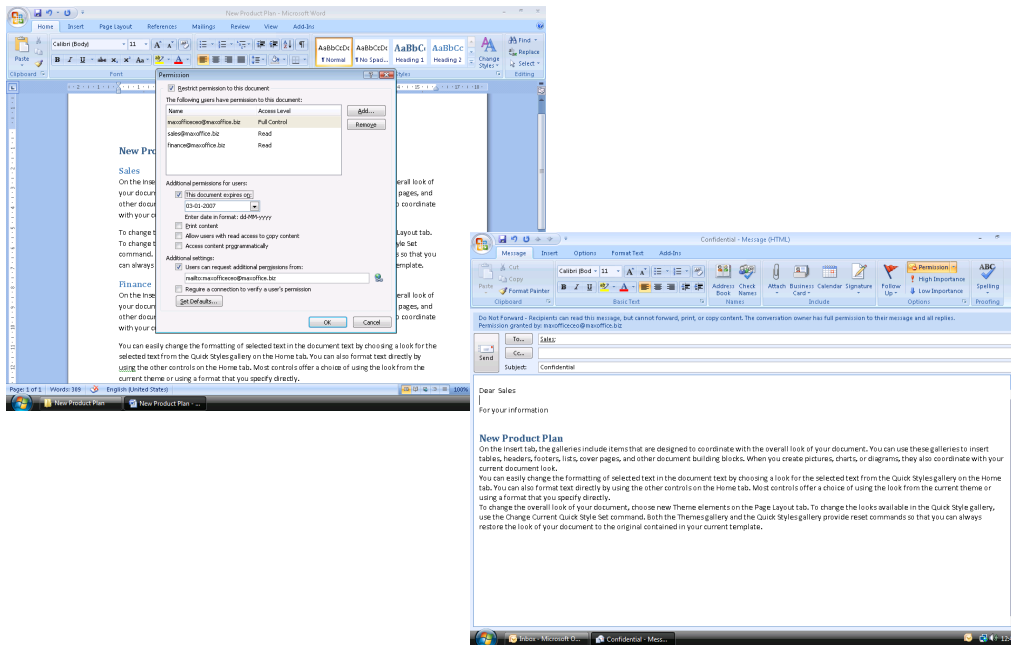
Reduce Risk and Streamline Compliance

Reduce Risk – Information Rights Mgmt.

Gallup protects e-mail content

“We’re a very dynamic, growing organization, and as we bring on new people and grow our business globally, we need to make it easy for people to securely distribute, access, and collaborate on information”

GALLUP



Gallup uses Rights Management Services to prevent e-mail messages and attachments from being forwarded to unauthorized recipients.

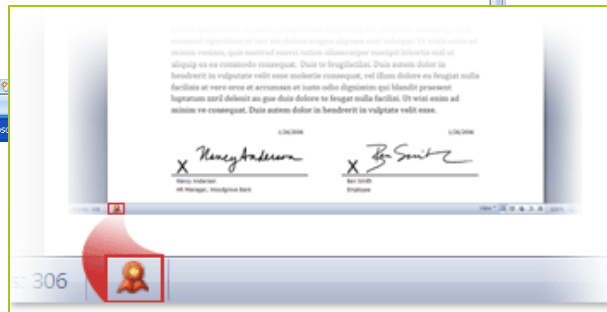
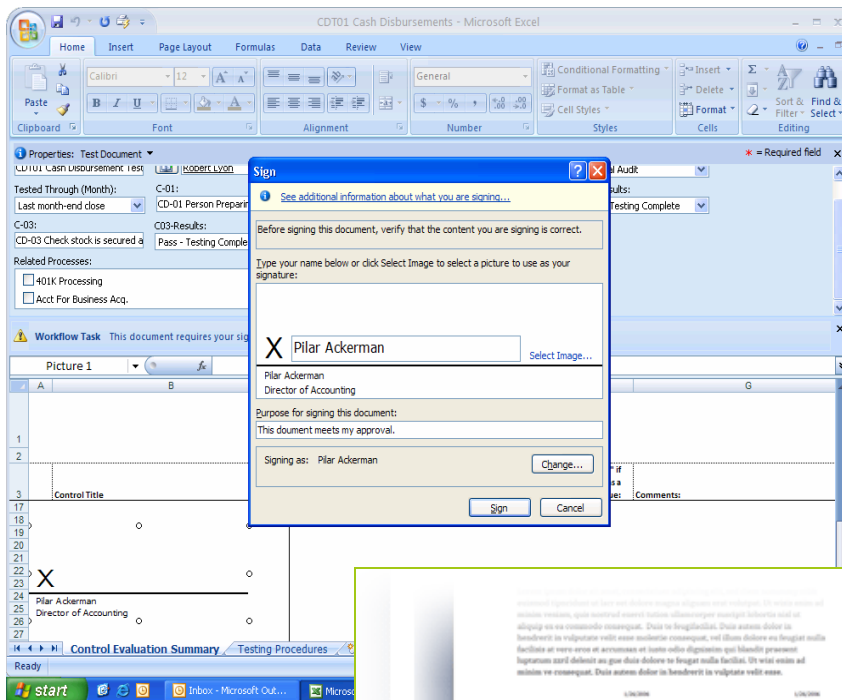
Setting permissions in Office 2007.

- Restrict an email recipient's ability to forward, print, copy or reply to all in Outlook 2007.
- Set permissions and restrict editing and access in Word 2007

Reduce Risk - Digital Signatures

Correlate protects documents

“With the 2007 Office system, it is much easier to add digital signatures for protecting information and making it easier to conduct audit trails.”



Digital Signatures - Office 2007:

- Add digital signatures to documents
- Office 2007 can automatically validate digital signatures

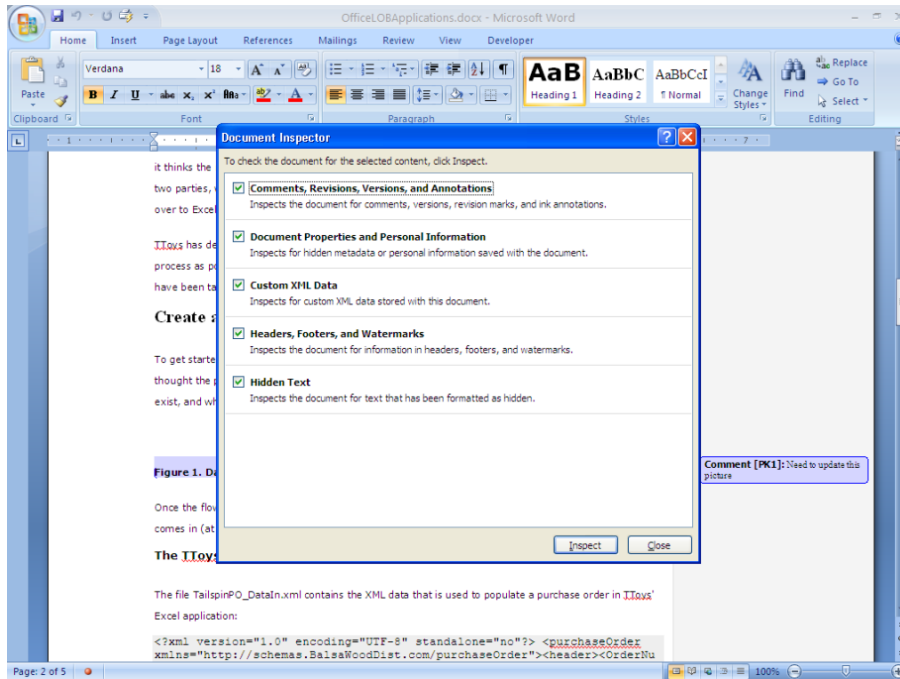
Key Benefits for Compliance:

- Document Authenticity
- Document tampering assurance
- Improved efficiency by reducing paper and meeting regulatory requirements

Reduce Risk – Document Inspector

Parks Canada readies public information

“The improved information management tool will enable us to better protect our assets, service our internal and external customers, and enhance community-building for our employees.”



Parks Canada uses Document Inspector capabilities within Office 2007 to detect and remove information widely used in review cycles does not get published.

Document Inspector checks for unwanted comments, hidden text and other personally identifiable information in their documents (Word 2007, Excel 2007, PowerPoint 2007).

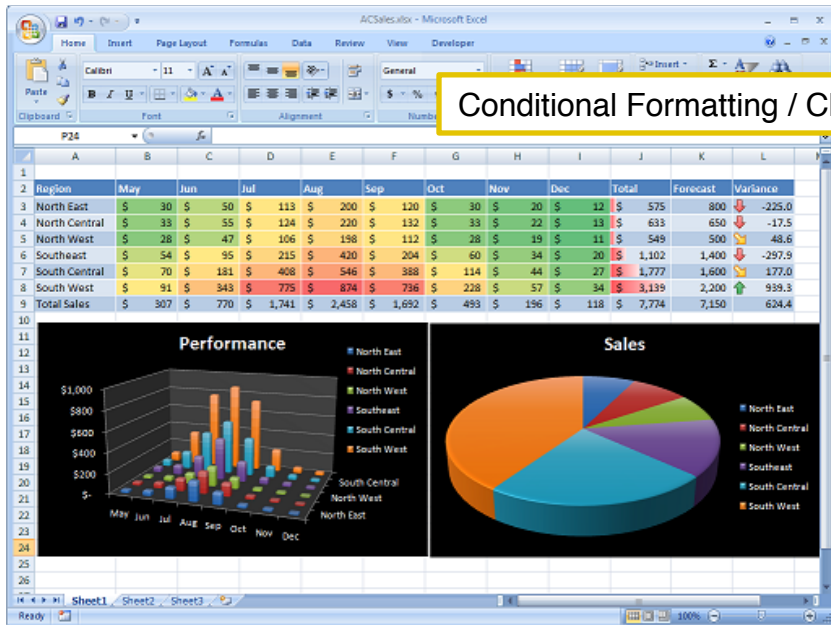
Streamline Compliance – Excel 2007

South Holland improves regulatory reporting



“... We will improve regulatory reporting by collecting key performance indicator data in a more automated manner.... This will have a huge impact on our business.”

Conditional Formatting / Charts



South Holland District Council is implementing a business intelligence and enterprise content management solution based on the 2007 Microsoft Office system.

Compliance capabilities in the 2007 Office System include

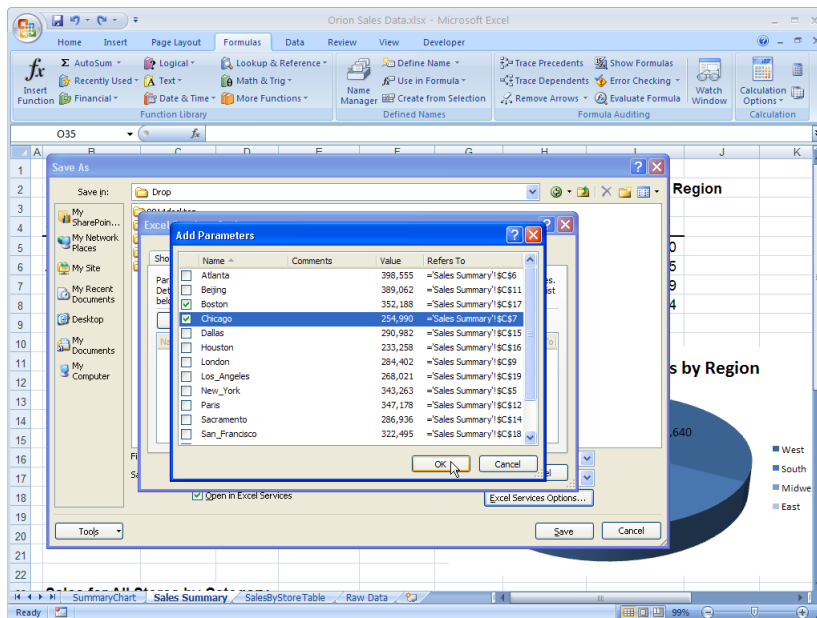
- Auditing and logging
- Workflow
- Digital signatures
- Classified e-mail
- Document policies
- Spreadsheet management
- Information Rights Management

Streamline Compliance: Office 2007

Sasfin cuts report costs by 20%

“ We have to redesign the way we look at customer information, and needed a mechanism to consolidate information and create an overall view of the client to build reports”.

sasfin
BANK LIMITED
UNLIMITED FINANCIAL HORIZONS



Sasfin created a single view of the customer. The solution improved data accuracy and helped the bank improve quality of risk decisions and address Basel II regulatory reporting.

Sasfin's solution included Excel 2007, InfoPath 2007 and SharePoint® Server 2007.

Benefits

80% increase customer data availability

Compliance reporting time decreased 10 business days

20% cost reduction in compliance reporting

Increased accuracy and decreased number of errors in the credit data system

Can you afford to wait?

Organizations Saving Money with Office 2007

Save Money. Cut Costs

Paper

Coast Guard eliminated 500 page trainee course binders and saved months of instructor time

Microsoft saved \$360,000 training costs

NYPro saved \$2 million and eliminated paper

Willcox & Savage saved 2.1 million

Hardware & Telecom

Hobart Service saved \$50,000 bandwidth

Podravka saved \$2.1 million communication costs

Office Space

Principal Asset saved \$5,000 rent

Travel

Ringier reduced 10% travel costs

Petrosea saved 20% travel costs

European Railway cut travel 50%

Marketing

Principal Asset saved \$10,000 marketing costs

Honeywell saved time and licensing costs

Support

Citrix 10 % lower support call costs

Save Time. Do More With Less

Improve Processes

Dell cut turnaround time from 6 months to days

EMC saving \$19 million over 5-10 years

TGE Engineering cut process time from 8 minutes to 17 seconds

Collaboration

FAA delivers safety training 75% faster

Royal Dutch Shell Saving time and PBX costs

Business Insight

Engen Makes timely decisions with alerts

Banco de Venezuela saved \$3 million viewing bottlenecks

Reduce Risk

Risk and compliance

Gallup protects email attachments

















Correlate ensures document integrity

Parks Canada reduces risk and readies public information

South Holland faster, more accurate compliance reports

Safin Bank cut 20% compliance reporting time

Appendix: What's New in Office 2007?

Integrated client/server capability	2003	2007
Enterprise Content Management <i>Content Management process integrated into client</i>		
PowerPoint Slide Libraries <i>Publish slides for central storage, reuse and change notification</i>		
Excel Services <i>Publish spreadsheets for server hosting, web viewing and component access control</i>		
Electronic Forms <i>Publish e-forms for e-mail and browser based form completion</i>		
Access / SharePoint Integration <i>Host Access data on SharePoint sites, use either browser or Access client to work with data</i>		
Outlook / SharePoint Integration <i>Bi-directional sync of calendars, tasks, and contacts. Offline access to document libraries.</i>		
Groove / SharePoint Integration <i>Direct synchronization between Groove workspaces and SharePoint document libraries</i>		
Outlook / Exchange 2007 Utilization <i>Unified communications, Managed folders, Scheduling enhancement and more.</i>		

Appendix: Office 2007 Functional Capabilities

Work	Product
Create, manage and publish documents	Word
Create, manage and publish spreadsheets	Excel
Create, manage and publish presentations	PowerPoint
Manage mail, alerts, offline SharePoint content	Outlook
Take notes, record minutes of meeting	OneNote
Creating professional marketing collaterals	Publisher
Create business forms and publish to Web	InfoPath
Manage business data	Access
Work in teams even when you are offline	Groove
Perform secure, live corporate chat	Communicator

Appendix: Office 2007

Up to Speed 5 minute videos

- Brief 5 minute demo videos to familiarize new users to the Fluent UI and highlight the key benefits of Office 2007
 - Available online or as a download
 - [Up to Speed PowerPoint 2007](#)
 - [Up to Speed Excel 2007](#)
 - [Up to Speed Word 2007](#)
 - [Up to Speed Outlook 2007](#)
 - [Up to Speed Access 2007](#)

Appendix: Resources:

Top 10 Benefits of ...

- Top 10 Benefits on one page for each of the client applications to help end users understand how Office 2007 can benefit their business
 - [PowerPoint 2007](#)
 - [Excel 2007](#)
 - [Word 2007](#)
 - [Outlook 2007](#)
 - [Access 2007](#)

Appendix: Additional Resources

- [Microsoft Deployment](#)
- [Office Resource Kit](#)
- [Office 2007 on TechNet](#)
- [Fluent UI Resource Center \(TechNet\)](#)
- [Everyday Productivity Education](#)
- [2007 Office System Interactive Guides](#)