



## Windows Vista Customer Solution Case Study

HESLIN ROTHENBERG FARLEY & MESITI P.C.  
INTELLECTUAL PROPERTY LAW

**Customer:** Heslin Rothenberg  
Farley & Mesiti P.C.

**Web Site:** [www.hrfmlaw.com](http://www.hrfmlaw.com)

**Customer Size:** 70 PCs

**Country or Region:** Albany, NY.

**Industry:** Intellectual Property Law

**Partner:** Sage Computer Associates

**Partner Website:** [www.sagecomputer.com](http://www.sagecomputer.com)

### Customer Profile

Heslin Rothenberg Farley & Mesiti P.C., Albany, NY, is the largest law firm in New York's Tech Valley devoted to intellectual property law. The firm serves a broad range of clients around the world.

### Software and Services

- Windows Vista Ultimate
- Windows Vista Business
- Microsoft Windows Server 2003
- Microsoft Office 2000
- Microsoft Office 2007
- Microsoft Outlook 2003
- Microsoft SQL Server 2000
- Microsoft Exchange Server 2007
- Windows Mobile
- Microsoft ActiveSync
- Microsoft Visio



For more information about other Microsoft customer successes, please visit:  
[www.windowsvistaexperience.com](http://www.windowsvistaexperience.com)

## Attorneys Move Forward, Enhance Security and Increase Productivity with Windows Vista

“Since we are a patent law firm we are very good at staying up-to-date with technology. Am I glad we upgraded to Windows Vista? Yes, absolutely; it’s moving us forward.”

*Mary McMahon, Network Administrator, Heslin Rothenberg Farley & Mesiti P.C.*

*Windows Vista is helping Heslin Rothenberg Farley & Mesiti P.C. (HRFM) lay the IT foundation that it needs for today and tomorrow by providing greater security for sensitive data and saving time for attorneys and staff. Sage Computer Associates, a Microsoft Gold Certified Partner, directed the firm’s upgrade to Windows Vista in August 2007. HRFM is the largest law firm in New York’s Tech Valley devoted exclusively to intellectual property law.*

### Business Needs

HRFM serves clients in a broad range of industries, from startups to Fortune 100 companies, throughout the world. To better serve its growing clientele and a new satellite office, HRFM needed to upgrade its systems from Windows 2000.

When HRFM’s patent attorneys are in court, they download case files to their laptops in the event there is no internet access in the courtroom. Attorneys also take their laptops home. The firm encourages them to keep all

of their files on the network, but that doesn’t always happen. HRFM seeks to prevent any loss or misappropriation of data.

“Our work thrives on confidentiality,” said Mary McMahon, network administrator, HRFM. “We have an obligation to our clients and our insurance company to protect our client’s data.”

HRFM backs up its files every night. If a document was accidentally deleted, McMahon had to restore it from the backup



tapes—if the document was there. McMahon restored documents at least once a week, taking about 20 minutes each time to get the tape, load it and restore the file. One employee lost a full day re-creating a document that was accidentally deleted and could not be restored.

HRFM is continually looking for ways to maximize the productivity of its attorneys and staff by organizing and streamlining access to documents and client communications.

“Attorneys thrive on their billable hours. If it takes less time to find something, then more time can be spent on productive tasks,” said McMahon.

HRFM deals constantly with images. They used a third-party software tool to obtain the images from client’s web sites. They prefer an integrated solution.

## Solution

After considering Windows XP, HRFM decided to move forward by deploying Windows Vista in August 2007. SAGE Computer Associates worked with HRFM to develop cost effective licensing using Open Licenses, test installation processes and confirm software compatibility with a pilot program. They also assisted with deployment and troubleshooting.

HRFM relies on several new features in Windows Vista.

BitLocker Drive Encryption in Windows Vista and in Windows Server 2003 protects HRFM’s sensitive data by preventing unauthorized users from breaking Windows file protection on lost, stolen or inappropriately decommissioned computers.

“We absolutely wanted the protection of BitLocker for our attorney’s laptops,” said McMahon. Shadow Copy in Windows Vista

automatically creates point-in-time copies of HRFM’s files as work progresses so previous versions of a document which may have been accidentally deleted can easily be retrieved. HRFM has Shadow Copy set to copy every two hours.

HRFM uses Instant Search in Windows Vista to quickly find important files and communications with just a few keystrokes. McMahon opens the Start menu and starts typing in the embedded Instant Search box. As she types, Windows Vista instantly searches file and application names, metadata, and the full text of all files.

“If an attorney is looking for a document regarding a specific client, they just type in that client number and Instant Search brings up everything they need,” said McMahon.

The Snipping Tool in Windows Vista is used by McMahon to quickly obtain images from client web sites. This versatile tool captures a screen shot of any object on the screen. She can select only the portion she needs, save it in a jpg file, and then file it with the patent office. She also uses Snipping Tool to crop pictures and take out the background.

## Benefits

### ■ Future Ready

Windows Vista Business is the first Windows operating system designed specifically to meet the needs of business.

“Since we are a patent law firm, we are very good at staying up-to-date with technology,” said McMahon. “Am I glad we upgraded to Windows Vista? Yes, absolutely; it’s moving us forward.”

The improved, simple-to-use interface, powerful new safety features, and productivity enhancements help HRFM spend less time on technology support and more time on core business issues.

“We really haven’t had many problems with Vista,” said McMahon. “And some of the features you take for granted like improved navigation and security are wonderful.”

### ■ Enhanced Data Security

BitLocker Drive Encryption is making the sensitive data on HRFM attorney’s laptops highly secure.

“If a laptop is lost or stolen BitLocker means peace of mind for our clients knowing no one can get into our data,” said McMahon.

### ■ Increased Productivity

Shadow Copy saves McMahon at least 20 minutes per week by preventing the accidental loss or deletion of HRFM’s documents.

“Shadow Copy makes it so easy to restore previous versions of files. I love it,” said McMahon.

With Instant Search, McMahon saves time as she supports HRFM’s users. Attorneys at HRFM use Instant Search to speed up their work.

“I just hit the Start Button, type ‘printers’ and printers come up. Instant Search is one-step access to everything,” said McMahon.

With the Snipping Tool, McMahon can quickly acquire images without having to buy a third party solution.

“The Snipping Tool is wonderful! I’m done in minutes instead of days or weeks. It’s much faster for clients, and we don’t have to buy another program,” said McMahon.