

Windows 7 and Microsoft 2010: Integrating Your Firm with the Future

Presenters:

- Beau Mersereau - Fish and Richardson, P.C.
- Paul Phillips - Nixon Peabody, LLP

About Fish & Richardson P.C.

- 400 Attorneys and Technology Specialists
- 11 Offices in the US and Europe
- Primarily practicing in Complex Litigation and Intellectual Property

Current Fish Technology

- Two datacenters in Bellingham, MA and Dallas, TX
- NetApp SANs in each office
- Riverbed accelerated WAN
- Exchange 2003->2007, SQL 2000, 2005, 2008
- Desktop
 - Migrating from XP SP3, Office 2003 to Windows 7 x64, Office 2010 x86
- Case Management/DMS – ProLaw
- OCS 2007 R2 offering presence, IM, Desktop Sharing

Fish and SharePoint

- Intranet migrating to 2010 this fall
- My Sites on 2010 with social networking turned on.
- Possible migration to 2010 for Case Management/DMS/ECM in late 2011

Fish Priorities

- Simplify our technology environment
- Use native Microsoft technology whenever possible
- Reduce costs

Fish Desktop Image

- Core image built with Microsoft Deployment Toolkit 2010 (free)
 - Windows 7 x64
 - Office 2010 x86
 - Native compare and metadata cleaning
 - Best Authority and Co-Sign only third party add-ins
 - Open Source products used when possible
 - 7zip

Win 7/Office 2010 rollout

- Pilot to 10% of the firm in partnership with Microsoft's Rapid Deployment Program
- Deployed to San Diego and Delaware offices in July
- Finish firm wide rollout by November 15th assuming our Boston Office move goes well in October

Win 7/Office 2010 Training

- Staff training
 - Three days/1.5 hours per day
 - Follow up one on one training on demand available for two weeks on site during rollout
- Attorney training (optional)
 - One day/1 hour
 - Follow up one on one training on demand available for two weeks on site during rollout

User Survey Statistics

- PC Performance
 - 75% rated Enhanced/Better
 - 8% rated as Same as Prior

Upgrade Process	85%	high
Windows 7	98%	high
Office 2010	94%	high
Training/Resources	90%	high
Responsiveness by IT	92%	high
Weekly Email Tips (Inside Scoop)	98%	high

Marketing Posters



Customized
Posters by Office/Floor
with key personnel
names including VIP
Attorneys



NIXON PEABODY

- 700 + Attorneys
- 17 offices in the USA, Europe and Asia
- General practice firm with focuses in:
 - Business
 - Litigation
 - Intellectual Property
 - Regulatory and Real Estate

NP Technology

- Single datacenter in Rochester, NY with DR site in Columbus, OH
- Infrastructure
 - ESX Servers, '03/'08 OS, NetApp SAN
 - MPLS to All Offices, Riverbed Acceleration
 - Exchange '03, EMC Archive, SQL '05/'08
- Desktop
 - XP SP2, Office '03 SP3, DM 5.1
- Changes based on rolling 3 year strategic plan

NP New for 2010

- **Email**
 - Symantec Enterprise Vault
 - BES 5.x
 - Exchange 2010
 - Outlook 2010
- **Desktop**
 - IE 8
 - Office 2010 (Outlook, Word, Excel, PowerPoint)
 - Windows Desktop Search

NP Late 2010/2011

- Unified messaging implementation
- OCS Presence, IM, desktop sharing
- Windows 7
- SharePoint 2010
 - Including ECM consideration
- Revisit Enterprise Search
 - Tools/Delivery
 - Content

NP Priorities

- Email management again topped the list of firm priorities in the 2009 ILTA survey
- Email and work product management are most critical to the firm
- Integration points determine the level of complexity of implementation/upgrade
- User overload/productivity is a key planning factor

NP – Office

- Implementation
 - Machine rebuilds
 - Windows XP SP3
 - Outlook, Word, Excel, PowerPoint First
 - OpenText DM 5.3
 - DocX Tools 6.1
- Timing
 - Q4 2010 Through Q2 2011

NP – Office

- **Key Benefits**

- Native feature enhancements
- Elimination of 3rd party apps (Compare)
- Content stability (XML Formats)
- Collaboration
- Integration to backend services

- **Key Concerns**

- Training/Productivity
- Interoperability during migration

NP – Windows 7

- A 2011 Deliverable
 - Key benefits tied to search and some core server upgrades
 - Rollout planned to coincide with PC refresh
 - Will be 64 bit/ added memory
 - Allows users to adapt to changes in office before dealing with OS upgrade
 - Unfortunately means another rebuild

Planning Considerations

- Firm culture
 - Integration points—how many/how important
 - Holistic planning—backend must be able to support the desktop upgrades regardless of the feature enhancements
- “Is this better than what I had?”***
- Service levels (Help Desk/local support) are important