



MICROSOFT WINDOWS XP PROFESSIONAL CUSTOMER SOLUTION

Superintendencia de Administracion Tributaria (SAT)

Windows XP Professional reduces support costs for Guatemala tax agency

Published: January 15, 2002



SAT is upgrading its enterprise desktop platform to Microsoft® Windows® XP Professional to collect something other than taxes—benefits that range from reduced support costs and improved management, to increased user satisfaction with a Spanish language desktop easily handled by the operating system’s new Multilingual User Interface. The system’s improved reliability—with no downtime since deployment—and remote assistance capabilities deliver improved efficiency and, most importantly, an enhanced public image.

Situation

The Superintendencia de Administracion Tributaria (Superintendency of Tax Administration or SAT) is solely responsible for the administration, collection, inspection, and control of domestic and trade taxes for the Republic of Guatemala. SAT also administers the Republic’s customs system. With 22 offices for internal revenue and a further 24 customs offices around the country’s perimeter, SAT functions as an autonomous, decentralized state entity with jurisdiction over the whole nation.

SAT’s 1500 desktops had been running Microsoft Windows NT® Workstation with Office 2000 installed. The organization had been thinking of upgrading to Microsoft Windows 2000 Professional on the desktop when Windows XP Professional became available. Faced with an upgrade decision, SAT chose Windows XP Professional as the new standard in reliability and performance that would meet the organization’s specific goals.

“We recognized the value of upgrading to Microsoft’s latest desktop operating system to extend the lifecycle of the desktop and reduce total cost of ownership,” says Juan Carlos Garavito, IT Director, SAT. “Specifically, we saw an opportunity to reduce support and training costs, improve security, increase system management capabilities and individual user productivity. Overall, our goal is to provide a more efficient public service.”

Customer Profile

The Superintendencia de Administracion Tributaria (SAT) administers tax and customs revenue collection in Guatemala.

Business Situation

SAT wanted to reduce the desktop IT costs associated with supporting remote offices throughout the country. It also wanted to improve security and enhance its image as a technologically savvy, efficient government organization.

Solution

SAT is migrating all 1500 desktops to Microsoft® Windows® XP Professional and has not experienced one blue screen since deployment. It also reduced deployment time by 25 percent per machine, reduced support and management costs, and improved security and productivity.

Software and Services

Microsoft Windows XP Professional
Microsoft Windows 2000 Server
Microsoft Office XP
Microsoft Consulting Services

Scenario

Reliability, Security, TCO

Infrastructure Details

150 laptops
1350 desktops

Hardware

Gateway, Dell, Compaq

Solution

SAT began with a pilot project comprising 140 Windows XP Professional desktops, mostly in headquarters and a few scattered at customs offices around the country. Now four months into its full-scale deployment, SAT has migrated over 350 desktops from Microsoft Windows NT Workstation, and hopes to complete a full rollout to 1500 machines by May of 2002. Given the hundreds of new application fixes provided for Microsoft Windows XP Professional, it's not surprising that Garavito reports no application compatibility problems with any of SAT's proprietary tax administration solutions.

"Considering our dispersed locations, some in remote areas of the country, our Windows XP Professional deployment already confirms our expectations to lower the cost of ownership," he continues. "We have a wide area network, with 42 offices (each comprising a local area network) that are connected to headquarters. We also have 25 banks that access our network."

The System Preparation Tool in Microsoft Windows XP Professional allowed SAT to reduce the time it takes to upgrade a desktop by 25 percent in most cases. SysPrep helps administrators clone computer configurations, systems and applications. This reduces the number of operating systems they maintain, and the time it takes to deploy a typical desktop. "With SysPrep, we can install the operating system, Microsoft Office XP and our tax administration applications in just 20 to 25 minutes, far more quickly than installing them separately," says Garavito.

At headquarters, SAT is taking advantage of superior network bandwidth performance to upgrade from a network share.

Reduced Support Costs

Of all the benefits provided by Windows XP Professional, SAT stands to gain most from the improved help and remote support features built into the operating system to lower support costs. While the organization employs a combination of centralized and distributed desktop management protocols, there remain many remote custom offices and tax collection centers that take hours to reach by car. IT support staff number only 110, with responsibilities for supporting 2700 users all over the country.

"We cannot afford the bad publicity that would come from system crashes, or user problems," says Garavito. "Let's say in the middle of the night a large cargo ship is waiting to unload freight and there's a problem with one of the computers at that point of entry. It could take hours for a support technician to drive there, meanwhile, the taxes on the cargo have been paid, and the ship's captain has to unload to meet delivery deadlines that day. Windows XP Professional will significantly reduce system downtime, reduce IT staff support time and enhance SAT's image with non-stop service."

Remote Assistance allows SAT users to submit a request to have a support technician remotely control his/her PC to aid in troubleshooting, reducing the amount of time IT pros are spending driving around the country at all hours of the day and night fixing problems. System Restore allows users to restore a PC in the event of a system failure to a previous state without losing company data files.

In fact, the enhanced reliability and improved performance inherent in Windows XP Professional means there hasn't been one crash at SAT to date. Even though the organization has only just been live with its new operating system—built on the proven code base of Windows 2000 and

"Our Windows XP Professional deployment confirms our expectations to lower the cost of ownership. We are reducing our per desktop deployment time by 25 percent in most cases."

Juan Carlos Garavito
IT Director
Superintendencia de Administracion Tributaria

featuring dramatically reduced re-boot scenarios—this represents a significant improvement over the previous system’s average of three crashes a month.

Improved System Management

The improved management features of Windows XP Professional are another vehicle for cutting support costs by reducing system irregularities perpetrated by users. There are over 160 additional group policy objects in Windows XP Professional that enable SAT to exercise more granular control over its desktop environment. “Now that we can remotely configure, customize and manage the settings and configurations of our workstations, we expect to see a reduction in the number of support issues that could have been prevented,” says Garavito. “By managing more discreetly what information or functions each user can do on his/her machine, we’ll be able to stop people unintentionally damaging their computers.”

Improved Security and Productivity

Additional group policies available in Windows XP Professional also help SAT protect the data in its systems. The organization deals in highly confidential financial information every day, and it’s leveraging Group Policy to reduce the number of viruses that come through its firewall. “We had a lot of problems with users downloading executable files received via e-mail, and introducing viruses,” says Garavito. “Now with Windows XP Professional, we are able to stop employees from receiving an executable file as an attachment, virtually eliminating this source of viruses.”

Productivity Gains with Office XP

The combination of Windows XP Professional and Office XP adds up to significant productivity gains, especially when it comes to publishing documents to SAT’s intranet. “This used to require the services of two or three webmasters, and the demand on their time was such that we had a bottleneck,” says Garavito. “Now all departments are able to publish to the web, and we are saving a lot of money in IT costs.”

SAT also gains from the Multilanguage User Interface Pack (MUI) for Windows XP Professional to improve user productivity and satisfaction. “A lot of people were complaining, they didn’t understand the error messages or disk space warnings. When we tried to switch to the Spanish version of Windows NT Professional, some of our applications would not run properly,” recalls Garavito. “Now we can install the English Windows XP Professional with MUI and have the user interface is Spanish, and everything runs fine.”

SAT’s mobile users also benefit from Easier Remote Access Configuration Wizards that make it easy to connect to SAT’s network to verify tax information during on-site visits.

SAT was created to modernize the tax administration and achieve the objectives of the government’s Modernization Program of the Pubic Sector. “It is very important for us politically to work efficiently and encourage the public’s confidence in our systems,” says Garavito. “We feel that Windows XP Professional is the most powerful and reliable operating system to help us achieve our goals of efficient public service.”

“We feel that Windows XP Professional is the most powerful and reliable operating system to help us achieve our goals of efficient public service.”

Juan Carlos Garavito
IT Director
Superintendencia de Administracion
Tributaria

Windows XP Professional gives you the freedom to do what you want at home and at work – simply, reliably, and securely.

Microsoft®

For More Information

For more information about Microsoft products or services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada information Centre at (800) 563-9048. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information via the World Wide Web, go to: <http://www.microsoft.com/>

© 2002 Microsoft Corporation. All rights reserved.

This case study is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS SUMMARY. Microsoft, Windows, the Windows logo, and Windows NT are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.