



CASE STUDY

CR Computer flawlessly implements the largest franchise rollout in Jackson Hewitt® Tax service's history.

Company Profile	<p>Jackson Hewitt Tax Service Inc. NYSE Ticker: JTX. Is the nation's fastest growing franchise, Jackson Hewitt's principal activity is to prepare federal and state tax returns in the United States.</p> <p>Industry: Service Organizations Location: Eastern United States</p>
Technology Environment	<p>Microsoft® Windows 2000 Server, Windows XP Professional, Jackson Hewitt's Custom Tax return preparation Server software and Workstation.</p>
Business Dilemma	<ul style="list-style-type: none">• The client has planned to launch a record breaking 24 franchise locations through out the eastern United States while upgrading their current offices applications.• The engagement needed to be completed flawlessly within a 2-month timeframe, so that the client could be ready for tax season, maintain its daily operations, continue to maximize staff productivity and minimize downtime.• Additionally, the client also request priority maintenance and support during the launch of their new locations as well as during the frenzied tax season.
CR Computer's Technical Solution	<ul style="list-style-type: none">• To accomplish this task, CR Computer analyzed the client's specific needs and recommended creating technology standards which included Server, workstation, Network and Printing systems.• CR Computer deployed its team of highly skilled professionals, including project management, Network engineers, and desktop support technicians.• CR Computer created hard disk images and assigned asset numbers for each desktop and server to be deployed and logged them into a centralized database. Led by the project manager, the deployment team then worked together to install more than 350 devices including Servers, workstations, laptops, scanners, printers, telephones and other peripherals. CR Computer then performed a battery of tests to ensure proper operation on opening day.• Before, During and After the deployment CR Computer provided Level 2 and 3 desktop and server support to the Jackson Hewitt franchise locations
Client's Return On Investment	<ul style="list-style-type: none">• In a short 2 month period CR Computer successfully deployed all 24 new Jackson Hewitt locations both on time and below budget.• CR Computer's team of professionals seamlessly concluded this engagement while providing top notch support and allowing the client to maintain maximum productivity throughout the deployment process.• Moreover, the deployment was completed with 100% of all units installed without flaw or defect - a strong testament to CR Computer's excellent project management skills.• Similarly, by implementing CR Computer's deployment model Jackson Hewitt was able to save money on equipment by purchasing in bulk.
The Bottom Line	<ul style="list-style-type: none">• Jackson Hewitt was so impressed by CR Computer's ability to effectively manage the project while maintaining support for their existing locations that Jackson Hewitt hired CR Computer exclusively to support all their Franchise locations.



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