



"Microsoft was not cutting it. Userful is rock solid with their software. It just works."

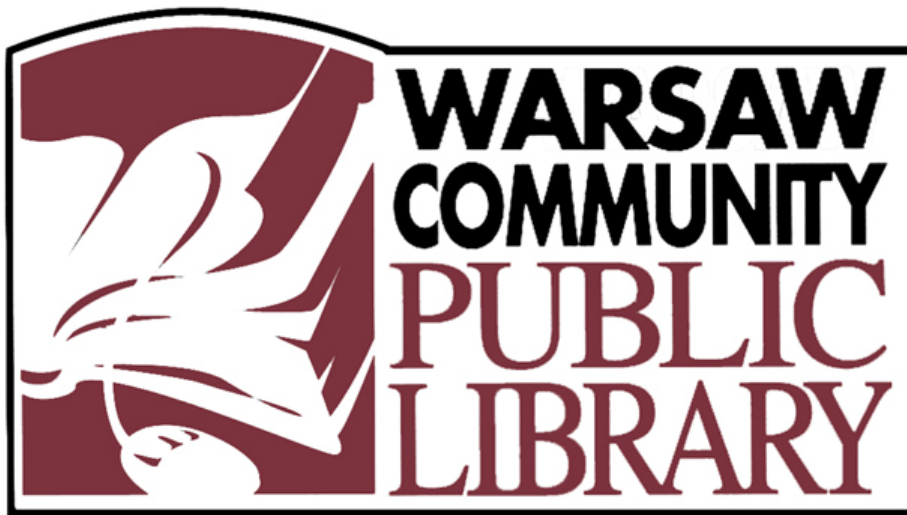
Harper Apted,
Network Administrator,
Warsaw Community Public Library

Warsaw Public Library

A Case Study by UserfulTM Corporation.

The Library

In 2004 the Warsaw Community Public Library (WCPL) was listed among the top 10 busiest libraries for a city of its size. In a span of five years Warsaw's population jumped from 20,000 to 26,000 and the number of public computers in the library grew by 400%. Harper Apted, the Network Administrator, had a front row view of the phenomenal growth in his com-



munity and the increase in demand for computers running concurrent sessions in his library. He also had a front row view of the growing problems associated with managing public computers.

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QUICK FACTS

Userful DesktopTM at a glance

ECO SAVINGS

based on this case study

Electricity Saved: 67,482.24 KWh = \$2,348

CO₂ Saved: 104,597 lbs of CO₂

Cars off the Road: 9 cars off the roads

Trees planted: 12 acres of trees

TOTAL COST OF OWNERSHIP

We can help you achieve more with less. Userful Desktop saves up to 80% of the IT and administrative time usually spent on computing.

USERFUL DESKTOP FEATURES

Userful Desktop includes over 40 applications in 30+ languages. Users can surf the web, catch up on work, burn CDs, or just play games. There's even a large-print option for those with vision impairment.

If you would like to know more about UserfulTM and our products please visit:

www.userful.com

or call

1-866-USERFUL



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The Need

To meet the dramatic increase in demand for public computing, the library added more workstations and more staff to support them. Unfortunately, the headaches created by trying to use Windows PCs as public computers were becoming unmanageable. To deal with the many well-publicized computer security threats Mr. Apted had to load his computers with a host of add-ons such as anti-spyware and for the most part, this software did not work as promised.

The Solution

Mr. Apted first saw Userful Desktop in action at a conference and was impressed with the fact that, although Userful Desktop* was not Windows-based, the user experience was essentially identical. Userful's



technical design didn't create any of the support issues he experienced with Windows.

Userful worked closely with the library to develop a fully customized public computing station for Internet access that integrated with their other public computers. The rollout of the 20 new workstations was a complete success. "I was very happy with Userful's patience and willingness to work with the library. It made it easy for patrons and staff alike to master OpenOffice. As an added bonus the USB keydrive support allowed floppy disks to be phased out, which has been very well received by all patrons."

The library saves over \$4,500 every year on the hardware costs of its public computers alone. Not having to constantly babysit the computers and invest time resolving problems; patching and installing software, and assisting patrons in using the PCs has been a great relief. Mr. Apted reports his total cost of ownership (TCO) for Userful Desktop to be an impressive 75% less than the cost of purchasing and maintaining the computers Userful Desktop* replaced.

The Future

Warsaw plans to roll out more Userful Desktop workstations in the near future. Mr. Apted expects an additional 50% growth in demand for public computers and Userful Desktop will remain the solution of choice. "Userful Desktop is well tested, does what it is supposed to do, and can be transitioned to invisibly. What more could you ask for?" questioned Mr. Apted.

**To learn more about Userful DesktopTM
please visit:
www.userful.com/products**