



O&O Defrag protects against Blue Screen

About Roche Pharma

AG Grenzach Roche was founded in 1896 in Basel, Switzerland, and is today one of the world's leading Healthcare companies in the pharmaceutical and diagnostics divisions. The Roche Pharma AG Grenzach company belongs to the Roche Group. Roche has 10,000 employees in Germany from a total of 64 000 worldwide and its products are sold in more than 150 countries.

The Problem

When in 1998 the first Windows NT problems appeared at Roche Pharma AG Grenzach, it quickly became clear to administrator Marcus Könnecke that the problems were attributed to heavily fragmented hard disks: "At that time there was still no official statement from Microsoft on the problem of fragmentation of the NTFS file systems, but the reduction in server and workstation speed and ultimate Blue Screen were to me clear indications of fragmentation." Only a year later did Microsoft announce that NTFS file systems also fragmented. It was at this time that the computer magazine "c't" published an article about O&O Defrag.

The Solution

Marcus Könnecke from Roche Pharma AG Grenzach:

"Back then we tested O&O Defrag extensively and were delighted with the results. After a defragmentation using O&O Defrag, all our systems were once again running stable and delivering optimum performance".

Roche Pharma AG Grenzach is also an O&O Software Maintenance Agreement customer, meaning they remain fully up to date with the products. As well as update security, O&O Software Maintenance Agreement customers also benefit from preferential Support and reduced consultancy fees.

Mr.Könnecke wrote us his reaction to the performance of one of our consultants on-site:

"Rarely have I seen someone solve a problem so quickly and professionally whilst at the same time writing me a script for the application side, which made life significantly easier!"

The Product

O&O Defrag Server Edition is not just the ideal and specifically optimized defragmentation software for all Windows Server based Operating Systems - it also contains O&O Defrag Network Management, which allows for the distribution and implementation of O&O Defrag across an entire network. O&O Defrag even has its own software distribution system (O&O ComponentInstaller), through which the Defrag software can be distributed throughout an entire network with just a few clicks of the mouse. Intelligent version monitoring also allows updates to be easily incorporated.

The client software for the O&O Defrag Server Edition comes delivered with its own O&O Defrag-Agent. This software need only be installed once. Afterwards the whole communication with the console is automatically managed. This means that as soon as a new computer is added to the network, or the console detects a computer running without an agent installed, the administrator will be given the choice to install that agent. No additional settings or installations are necessary. Everything is integrated into and completed within the secure context of Windows Active Directory Services.

O&O Maintenance Agreements

Every license available under O&O EasyLicensing V4 comes with the additional option to purchase an O&O Maintenance Agreement. This option is open to customers

from all sectors. The following benefits, options and rules apply therefore to companies, public authorities, nonprofit organizations and customers from the research and teaching sector.

An O&O Maintenance Agreement contains the following benefits:

- Update Security
- Support by telephone, fax or E-Mail (dependent on License level)

An O&O Maintenance Agreement operates on a yearly basis (12 months) and can be taken out for any number of years as required. The same rule applies to extensions to existing agreements. The free support enqui-

ries per year must be applied literally on that basis only. For example, a three year maintenance agreement in the license group Standard would include six free support enquiries shared equally over 3 years. They can only be used on a two-per-year basis. If two enquiries are not used per year they are forfeited.

