

Case Study: Application Packaging Services for a Professional Services Company

Client

The client is a global professional services company offering its services in several sectors like apparel, hospitality, pharmaceutical, clean-energy management, etc.

Challenges

The client required Application Packaging services to efficiently manage the ever increasing software demands on their desktop and server systems. They had a small internal IT team to additionally manage their application packaging requirements besides the day-to-day IT operations. Their IT team was outpaced with the increasing demand. Thereafter, the client engaged with a third-party vendor who failed to manage the overflowed application packaging tasks.

Thus, the client sought a partner with the capability to efficiently manage the deluge of packaging services. They wanted a partner to deliver the packages within the agreed set SLAs and simultaneously ensure that the delivered applications were supported by the client's operating systems. Additionally, they wanted the partner to undertake internal user acceptance testing (UAT) process.

After a stringent shortlisting process, the client partnered with ISHIR given a strong knowledgebase in software packaging and virtualization services and an impressive track record to support the same. With a large team of application engineers, ISHIR emerged as a trusted partner with whom the client could engage in a long-term partnership.

Solution

Under the leadership of a senior packaging expert, ISHIR's packaging team developed a two-pronged strategy:

- **Proof of Concept** - To deliver the packaging services that were overflowed, the team established processes to improve output and quality. The project requirements, processes and quality baselines to meet the planned SLA objectives were developed. To ensure transparency, the team designed an implementation plan and ensured that the client is updated about it, at all times
- **Execution** - To create the packages, the client provided the requisite information at regular intervals. The team also approached the client for any additional information and other information pertaining to source code and captured it all in a dossier. The dossier and any other related documentation was stored in a protected location (with only write access) on Microsoft SharePoint portal. Application performance and quality standards were consistently supervised. The client could internally conduct UAT and test for packaging defects.

The team efficiently managed the overflow while working in sync with the packagers of the application, which benefited the client. The work pressure of the client's IT team was enormously reduced and they could concentrate on internal IT-related tasks.

Technologies: Microsoft Windows Installer (MSI), Windows XP SP3, Windows 7 SP1 and Windows 7