CASE STUDY - APPLICATION RE-PACKAGING

for a leading building material global manufacturing company

SNAPSHOT

Industry
Insurance

Business Challenge

- Application compatibility to run on Windows 7 OS platform

- Risk of no vendor support for Windows XP in wake of Microsoft discontinuing support

- Protect existing application investments

- Managing licenses, security and hardware driver while migrating

Omnitech's Proposed Solution

- Software Repackaging for applications compatible on both Windows XP and Windows 7

- On demand customization

- Compatibility checks on windows 7 using Remediation techniques

- Used virtualization techniques to create applications in a sandbox environment

Business Benefits

- Support company standards and distribution methods

- Easy software Roll-out

- Maintaining the system integrity in a restricted corporate user environment

- Saved time, effort, and money by enabling customized installations.

- Reduce desktop support costs

Company Overview

Client is a world leader in the habitat and construction markets where it designs, manufactures and distributes building materials. It provides innovative solutions to meet growing demand in emerging economies, for energy efficiency and for environmental protection. Operational since 1665, client has a very strong global presence with its activities organised into four different sectors.

In India, client is operational since 1996 and has consolidated and strengthened its presence within the country by adopting a systematic focus in launching its individual businesses and currently operates in three business sectors: Flat Glass & High Performance Materials (collectively known as Innovative Materials) and Construction Products.

Business Challenges

The client being a large conglomerate operates with a large base of IT users and the wide geographic presence posed a challenge before the client to carry out technology upgradation, consisting compatibility enablement for applications to run on Windows 7 OS platform. In wake of official Microsoft Support for Windows XP to be discontinued in near future (by 2014), client had to migrate on Windows 7 platform from Windows XP and prepare itself from the implying risk of no vendor support for applications being used on Windows XP.

With Windows XP OS platform, Client had a wide application install base including enterprise applications such as SAP, MS Office 2010, Magnitude, Appsense Management suite and bespoke applications such as UltraVNC, Winzip and MS Office Addins. To enable the set of around 3000 applications performing integral business functions and other miscellaneous roles, client wanted to attain enhanced compatibility with the new desktop platform for its all business applications. This entailed protecting existing application investments by remediating them for Windows 7 and efficiently managing licenses, security and hardware driver and other synonymous issues while migrating from Windows XP to Windows 7. Thus, client required a comprehensive application repackaging to ensure it's all the current applications are compatible on Windows 7 along with faster roll out enablement across locations.

Under such heterogeneous application environment, client not just required to repackage the software applications comprehensively, but also needed proper repackaging environment and guidance on the specific steps to pursue. Thus, client sought a partner who can create customized software, standardize processes for application roll out and hardware setups to execute application repackaging which aims at simplifying the processes of software distribution, administration and support.

Solution

Omnitech used various Software Repackaging products to perform migration of customer's existing application environment to the new Windows 7 OS platform. With On demand customization client was able to perform quick installations and with saving on time and digital space. The comprehensive packaging and compatibility checks on windows 7 using Remediation techniques enabled client to attain the standardization in application roll-out.

With appropriate use of virtualization techniques, Omnitech helped client to create applications in a sandbox environment and resolve a number of software support problems with:

- Company software assets database management
- Licenses and software updates management
- Minimizing of human resources involvement in software deployment and support

Omnitech solution comprised of identifying all the applications that were used by the organization and further identifying the effort in terms of budget, tools and resources required to ensure proper development, remediation deployment and migration of applications from Windows XP to Windows 7 platform. Omnitech ensured high scalability and delivery which was on time and also reduced the organization's IT support required by that application post deployment, thereby reducing budgets.

Various issues related to licensing, security in terms of files, registries and users, hardware drivers and other synonymous concerns were managed in an effective manner by adherence to application re-packaging best practices. It also helped in addressing issues pertaining to SLA and time bound delivery along with high standards to quality. Omnitech created application packages which can run in a sandbox environment and replicating exactly the same functionality and behavior as of an installed application using virtualization technology. Post application deployment, recurring activities like Installation of hot-fixes, patches and upgrades were also managed efficiently through application repackaging to deliver complete peace of mind to the client.

Benefits

Omnitech helped the client to attain various business benefits as following:

- Support company standards and distribution methods
- Easy software Roll-out
- Reduced Total Cost of Ownership (TCO)
- Maintaining the integrity of applications and operating system in a restricted corporate user environment by using techniques like conflict management and isolation of shared resources

- Saved time, effort, and money by enabling customized installations
- Achieved higher success ratio in terms of pass UAT (User acceptance testing) and client satisfaction
- Reduced desktop support costs by ensuring application installation, configuration and un-installation is managed without any exclusive access rights to the user

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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