

## Case Study

*"Faced with the challenge of tight deadlines and a large packaging workload, the Eden team truly excelled. They helped us quickly set direction, implement processes, and get our project underway. The quality of their work was excellent and we are very pleased with the outcome."*

- **Michael Mann, IT Director**  
Horizon Blue Cross Blue Shield

### The Client

Horizon Blue Cross & Blue Shield of New Jersey is the largest health insurer in the state with more than 4,400 employees serving over 3.1 million customers. It operates as the state's only not-for-profit health services corporation with a mission to develop, manage, finance, and provide access to high-quality, cost-effective health care delivery systems, insurance, and related products and services to public and private markets.

### The Challenge

Horizon Blue Cross Blue Shield wanted to increase the stability and supportability of their desktop environment by implementing a standardized locked-down desktop. In order to achieve this the organization first needed to package their application inventory of 180 applications into .MSI format. There were no .MSI packaging standards in place and no process for coordinating media collection, application packaging, and application testing. Horizon required a solution that would drastically speed up application turnaround time and guarantee a consistent desktop by eliminating ad-hoc application preparation and delivery practices.

### Eden Technologies' Solution

Eden Technologies worked alongside Horizon Blue Cross Blue Shield to implement Wise Package Studio 7.0 and designed a streamlined workflow process to keep the packaging effort moving along quickly and consistently. This included an evaluation of the current application packaging process, construction of customized process templates, and instruction on .MSI packaging tools and best practices. After developing the process for deploying Windows XP SP2, Eden worked with Horizon to coordinate the testing of all applications against the service pack upgrade. The Eden team then performed the migration of installation packages that were created pre-engagement and created .MSI's for new application requests completing more than 160 applications during the 2 month project.

#### Key Accomplishments

- Fully implemented Wise Package Studio 7.0
- Created process templates customized for Horizons' environment
- Created .MSI packages for 160+ applications in two months
- Designed and implemented a Windows XP SP2 deployment process

Mentored Horizon's team on application packaging tools and best practices

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