

Case Study

“The rollout started on this past Sunday with 42 workstations being switched over and another 72 last night. There have been no reports of significant issues thus far. The feedback that I am hearing from the Commerce Business Unit (Call Center) continues to be this is the best and smoothest transition that they have ever experienced.”

“After five days of rollout, we've deployed 412 workstations without issue!”

“Everything has been going so well, the Commerce Call Center allowed us to move up Saturday's work which enables us to complete the rollout a day early. Tomorrow morning the team will deploy the final 40 workstations.”

— **Bryon Griffin**
**Novell Workgroup &
Collaboration Practice Lead**

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The Client

Commerce Bank (CBH) is one of the nation's fastest growing financial services retailers. Since its inception in 1973, Commerce continually has honed a unique and very successful retail model, which fuels the Bank's continuing growth. Commerce has expanded substantially since opening its first store more than 30 years ago in Marlton, New Jersey. Today, the Commerce network boasts \$36 billion in assets and more than 350 convenient stores throughout the Northeast.

As “America's Most Convenient Bank,” Commerce looks different, thinks different and provides a truly different banking experience. The Bank's “have it your way” approach emphasizes the importance of providing customers with convenient, quality financial services, whenever, wherever and in whatever way they may want them.

The Challenge

Convert Commerce's Customer Call Center and Training Rooms to a managed Windows XP SP2 environment leveraging Novell Netware and Zenworks solutions. It was imperative that the conversion take place with no impact on the Call Center's 24 hours a day, 365 days a year operation. The conversion had a fixed timeline of 4 months, including application discovery, documentation, application packaging, UAT, pilot, and deployment.

Eden Technologies' Solution

As a **preferred Novell partner**, Eden Technologies worked in conjunction with Novell consulting to handle all elements of the Call Center upgrade. The team delivered a custom Windows XP SP2 workstation image and .MSI packaging of 60 applications prior to the anticipated delivery date, resulting in the Pilot phase of the project tripling in scope from initial estimates. **Production deployment of 450+ workstations was completed ahead of schedule**, allowing for thorough workstation testing prior to the migration of **790 users**. Conversion to XP workstations was completed with no negative impact to the Call Center's ability to handle incoming calls. After the migration Commerce was provided with **extensive documentation** detailing the procedures followed for all aspects of the project as well as future “best practice” recommendations. **Customer feedback was extremely positive.**