

## Case Study

*"We have worked with other consulting firms in the past and none of them can compare to the technical expertise and world-class customer service that Eden Technologies offers."*

- **Terry Stead, Manager of Information**  
Bethpage Federal Credit Union

### The Client

Bethpage Federal Credit Union (BFCU) is a full-service financial institution committed to providing its members with extraordinary value and service. Headquartered on Long Island in Bethpage, NY, BFCU has assets of over \$2.7 billion with a broad membership base of more than 138,477 members nationwide. Their members represent a diverse cross-section of the Long Island economy, including employees of many of the largest firms in the high tech, manufacturing, pharmaceutical, legal and service industries.

### The Challenge

As a number of workstations were reaching the end of their lease, Bethpage Federal Credit Union (BFCU) was planning to perform a hardware refresh within their environment. With the purchase of new hardware BFCU had the opportunity to evaluate their current Windows XP design and to re-engineer the desktop for a more stable and secure system. With a tight deadline, limited personnel, and limited financial resources BFCU recognized that the historical approach of a largely manual rollout effort across its remote locations would not be practical, feasible or cost effective. BFCU wanted a solution that would leverage their investment in the Altiris suite of solutions to achieve their desktop redesign goals.

### Eden Technologies' Solution

Eden Technologies implemented Altiris' Client Management Suite and utilized the solution to obtain an accurate hardware and software inventory. Using this information a single image was created that would install and function properly on all of BFCU's laptop and desktop hardware. Wise Package Studio was installed and a standard packaging process was put into place. All applications were packaged into .MSI format and BFCU staff was trained on the latest packaging best practices, tips, and tricks. Upon thorough testing of the image and applications, the standardized Windows XP SP2 image was installed on the new hardware and then remotely deployed to all field sites utilizing Altiris Personality Capture to preserve user settings and data. The result was a single standardized desktop across the BFCU enterprise which was stable, secure, and fully monitored and maintained via Altiris CMS. The project was completed on budget, under the allotted time, and feedback from management, users, and technical staff was excellent.

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