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CASE STUDY

JP MORGAN CHASE

The Challenge

In 2003 JP Morgan Chase embarked on an expansive packaging project as part of a Windows NT to Windows XP migration. In addition to an enormous number of new hardware being deployed, they had approximately 4000 applications that needed to be packaged and deployed to several thousand desktops. This migration and packaging effort was scheduled to be completed in a relatively short timeframe – less than a year.

The Solution

Leading a team of 10 application packagers, the ISD project lead was responsible for the assessment, packaging, testing and deployment of all 4000 applications. The team packaged an average of 2-3 applications a day. During this project, the packaging team met JP Morgan Chase's SLA's by achieving a greater than 95% success rate for efficiency and quality while eliminating packager "reworks". The packaging expertise of ISD led to an extremely successful deployment – the solution was delivered faster than anticipated and within budget.



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