

Case Study



Background:

With more than 450 lawyers practicing from offices in six U.S. cities, Quarles & Brady is among the 60 largest law firms in the United States. Offering a full array of legal services to corporate and individual clients that range from small, entrepreneurial businesses to Fortune 500 companies, Quarles & Brady is proud to bring each client a common sense, solution-oriented approach to complicated legal problems.

Formed in 1974 by the merger of two firms with long established practices in corporate, banking, securities, tax and labor practices, Quarles & Brady understands the need for top-notch technology in order to serve its clients. They have to. With over 700 applications in use by 20 different practice groups, the IT department at Quarles & Brady needs to perform as if they were serving 20 different companies.

Network Environment:

To manage and support the IT needs of the 20 different practice groups, Quarles & Brady employs 24 IT personnel. They support 1100 PC and laptop users. Of the 24 IT staff members, five of them are responsible for building and deploying software applications and updates on a daily basis. With 1100 computers and 700 software applications to maintain, these five individuals do not have time for tools that are difficult to learn and use. They need tools that will help them get their job done quickly and reliably.

Challenge:

Quarles & Brady made a decision to phase out their Novell® development server and move to Windows XP and Active Directory™, so they could use Group Policy to assign software using the Windows Installer. They had initially used some of the development tools provided by Wise Solutions® and InstallShield® Corporation to manage software packaging with Windows Installer, but they quickly ran into a roadblock. "There was no way we could use MSI," said Joe Fousek, IT Director at Quarles & Brady. "Of the 700 applications we use, only three of them currently ship in the MSI format," he said. Realizing they would need to convert the remaining 697 into Windows Installer files and then figure out a way to customize them for deployment, they made a decision to abandon this format. "The Windows Installer format

Organization:

Quarles & Brady

Company Profile:

Quarles & Brady offers legal services to corporate and individual clients that range from small, entrepreneurial businesses to Fortune 500 companies.

Situation:

Previously using tools by Wise Solutions and InstallShield to manage their software packaging using the Windows Installer, Quarles & Brady realized that only three out of their 700 applications were currently in the MSI format. As a result, they needed to find a way to customize the remaining 697 applications for deployment.

Solution:

Quarles & Brady chose New Boundary Technologies' Prism Deploy to replace their Windows Installer system. They were sold on Prism Deploy because of its ability to check packages against each other for conflicting DLLs and registry entries. Prism Deploy did a complete capture of changes resulting in more reliable deployments.

is nearly impossible to work with," said Joe. "You have to be a hardcore developer and we just do not have time for that," he continued.

Once Windows Installer was ruled out, Quarles & Brady began to take a look at other software packaging products. They evaluated WinINSTALL, an updated version of Novell ZENworks, Intel LANDesk, Microsoft SMS, and products from Marimba, Altiris, Cognet, ManageSoft and Vector Networks. Their evaluation criteria included the following: conflict checking, rollback, the ability to push out scripts, self-healing, the ability to package and deploy system "tweaks," the ability to deploy in "mobile mode," checkpoint restart, bandwidth



usage, a MSI conversion, the ability to create transform files, AD integration, scheduling and ease-of-use.

The most important software application on their plate was the Elite time and billing software, so they needed to be certain that the new tool would be able to reliably package and deploy this application. "We decided that software packaging and deployment was really critical," said Joe. "Using less than excellent tools produce less than excellent results and that's just not the way we operate," he said.

Solution:

Focusing on this piece, they downloaded Prism Deploy from New Boundary Technologies. "Prism Deploy was on our list for three reasons," said Patty Kosednar, Manager of Application Support. "We received a recommendation from another large law firm also using Elite to evaluate Prism Deploy, it had a conflict-checking feature, and, run on every computer, it could build Windows Installer files from software not originally created in that format," she said. They were pleased with their initial evaluation of Prism Deploy. The features that they most liked were Conflict Checker, the ease at which they could create and edit packages, and the drag and drop editing of packages. They assessed that Prism did a more complete capture of changes, resulting in more reliable deployments than other tools that they were evaluating.

Result:

"Having come fresh off a bad experience with the Wise and InstallShield developer tools, we were blown away at how easy it was to build deployment packages and then to edit them with Prism Deploy," said Patty. "The

ability to compare the packages against one another for conflicting DLLs and registry entries with Prism Deploy pretty much sold us on the product," she said.

The simple approach used for building and deploying software at Quarles & Brady with Prism is:

- 1.) Start with a "clean" system (the core operating system and applications are the only things installed on the machine).
- 2.) Take a "picture" with Prism Deploy Editor application by clicking "next" in the intuitive wizard.
- 3.) Install the software, make the tweaks, customize applications as necessary, etc.
- 4.) Click "next" in Prism Deploy to build a Prism self-installing deployment package.
- 5.) Test and verify, conflict check, etc.
- 6.) "Push" package out to users via NAL (Novell Application Launcher).

The IT group at Quarles & Brady was also pleased with the support they received from the New Boundary Technologies support department during their evaluation of Prism Deploy. When their IT consultant contacted the Boundary Technologies support department to inquire about inserting a variable into a package, he describes his experience as, "I got a live person on the phone in two rings and an answer to my question within the first minute. I had my package working within five minutes from my initial call," he said. It was then that they realized how easy it was to learn and use Prism Deploy and the customer focus of the company. According to Joe Fousek, Quarles & Brady IT Director, "We looked at a number of tools to replace ZENworks, and once we found Prism we never looked back."



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