Resonance Software Excites IT Personnel with Enterprise Deployment Tool

Overview

Resonance Software Inc. (RSI) is a boutique software company that specializes in enterprise workforce management, including employee scheduling and timecard generation. Their software is installed on-premise and requires significant configuration during initial setup.

In the early days of shipping their enterprise software, this configuration was done manually by the customers' IT personnel. Configuration files were hand-edited, had to be emailed back and forth to RSI's support staff, and sometimes remote sessions were necessary to make the required changes.

Challenge

RSI wanted to streamline this process in order to make the experience of installing their software faster, easier to manage, and painless to replicate with subsequent updates.

The requirements were numerous:

- Create the necessary virtual directories under IIS and setup the security automatically
- Authenticate either Sql Server or Active Directory users, as both were supported
- Update the Sql Server database schema, possibly skipping multiple versions
- Ensure that multiple site-specific configuration files remained intact during the upgrade
- Configure ClickOnce deployment for easy distribution to hundreds of users

Solution

WorkSight.Deploy is a WinForms application that provides a single form, simple and easy-to-learn interface for users to manage the deployment of RSI's flagship product, *WorkSight.Net*. IT personnel are required to perform only 3 tasks:

1. Fill in a simple form of required deployment information
2. Click the *Deploy* button
3. Save the configuration for deployment of a future version

Then, whenever an update is available, they just have to reload the configuration and click the *Deploy* button again. All the previous settings are used to recreate the software in their environment with all updates in place.

Results

The time to deploy *WorkSight.Net* decreased significantly and the amount of support required to hand-hold new users dropped to virtually nothing.

One customer even remarked: *WorkSight is one of the easiest pieces of software I have to support; your deployment should become the standard for all our suppliers.*

Another said: *WorkSight is by far the easiest system to upgrade and rollout that I have encountered.*