



## Orange SMS 2003 Case Study

### Overview

Country: United Kingdom

Industry: Telecoms

### Customer Profile

Orange is a major telecoms company with main offices in London, Darlington and Bristol. There are some 13000 PC devices that include 4000 laptops running Windows XP.

### Business Situation

The company needed to improve Patch Management, application deployment control and OS deployment.

### Solution

Orange upgraded from Microsoft® Systems Management Server (SMS) 2.0 to SMS 2003 to benefit from improved functionality such as: improved management & control of patch management; OS Deployment Feature Pack, better integration with Active Directory.

### Benefits

- Faster software deployment
- Better visibility across hardware & software assets
- Increased network security
- Improved employee productivity
- Reliable security patch management

As a major international telecommunications company Orange must ensure the security of its corporate network at all times. To achieve this, the company has deployed Microsoft® Systems Management Server (SMS) 2003, which improves the management of software deployments and security patches across its network. Importantly, the technology provides excellent support for mobile workers, who often access the network via slow, unreliable connections. To achieve this it establishes the speed of existing connections and adjusts the rate of data transfer accordingly. In addition, downloads that are interrupted when connections go down can continue as soon as a link is re-established. SMS 2003 gives IT staff at Orange increased visibility of all hardware and software assets across desktop and mobile environments. As a result, they can monitor software deployments more effectively and ensure that patches have been deployed successfully to guarantee the best possible security.

### Business Situation

SMS 2.0 had been in operation at Orange for several years and was at the end of its design life and the integrity of the hardware and software inventory data had deteriorated. An effective and easy to administer patch management solution was identified as critical to maintaining high availability of computer resources for end-users, for which the



successful operation of the business is dependent.

The SMS 2.0 system required 3<sup>rd</sup> party products to provide necessary additional functionality and this was proving to be complex to administer and support. Orange needed a new solution that would help the IT team deploy patches and applications more effectively and reliably, especially to mobile workers.

## Solution

To meet the change in business requirements and to provide a more efficient and easier to administer solution for the deployment of software patches throughout its entire network infrastructure, Orange decided to implement Microsoft Systems Management Server (SMS) 2003.

Orange approached Microsoft to seek advice on how to implement the solution and the Microsoft Representative recommended the use of the Microsoft Gold Partner - Pygmalion Consulting. Pygmalion, working in conjunction with an in-house technical team and with design verification from Microsoft, completed the following key activities: -

- Design and documentation of the SMS 2003 architecture
- Migration plan from SMS 2.0 to SMS 2003
- Creation of a pilot system for testing
- Review of patch management operating processes in line with ITIL

Service Management best practices  
Installation of the live production system, fully-integrated with Orange's global Active Directory infrastructure

- Deployment of software patches and applications using the new system on a phased basis.
- Assist in deployment of the OS Deployment feature pack and help in the creation of a gold image for XP
- Assessment Management - Assist in the implementation of policies in SMS that allow applications to be uninstalled if not used for a specific duration. Assist in the design and implementation of reports that give the business a view of software utilisation

SMS 2003 enables Orange IT staff to better understand the current hardware base, existing applications and version information, as well as the current service pack and hot-fix status of the system. Software can be deployed to users via network and hardware configuration, information from Active Directory® directory service, a key indexing component of the Microsoft Windows operating system, and group membership data.

SMS includes functionality to ensure that patches are deployed effectively. It also identifies missing security patches and flags them on a central database so the problem can be addressed.

In addition, the technology improves the deployment of applications and patches to



mobile clients because it automatically detects the capacity of the network connection available. It then adjusts the data transfer rate accordingly, ensuring that software is uploaded effectively. Where connections go down, partial downloads to client devices will continue where they left off with no need to restart transmissions.

As mobile users move through geographic locations they receive software packages and updates from the nearest appropriate installation source and are not required to install software across the enterprise wide area network (WAN). This further ensures that bandwidth is used effectively on the corporate network.

## Benefits

### Reliable and Controlled Patch Management

The IT department at Orange can now deploy new applications, patches and upgrades to mobile users quickly and reliably.

### Better Visibility and Increased Security

Reporting functionality built into SMS 2003 enables Orange IT staff to stay up to speed with the progress of software deployments at all times. In addition, they also have an accurate picture of the entire IT infrastructure, including the location, configuration, and system status of all assets.

### Increased Employee Productivity

SMS 2003 enables software and patches to be deployed with no disruption to end users. This ensures maximum productivity for Orange employees.

## For More Information

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To access information using the World Wide Web, go to: <http://www.microsoft.com>

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<http://www.pygmalion.com>