

Call center company adopts SCCM to automate software management

The Challenge

A global call center outsourcing company engaged Zones to implement a new Microsoft Systems Center Configuration Manager (SCCM) in their IT environment in order to manage PCs, servers, and mobile devices from a single management console. Zones solution architects and engineers were given wide flexibility in planning the solution as the company had no preexisting SCCM infrastructure.

After extensive consultations between the company and Zones, the primary objective of the project was identified as implementation of new single site SCCM infrastructure with the ability to:

- Generate software and hardware reports
- Provide application and package delivery
- Update Microsoft software products
- Deploy operating systems

Challenge

Implement solution to manage software and hardware

Solution

Microsoft Systems Center Configuration Manager (SCCM)

Results

- Asset intelligence synchronization with reporting capabilities
- Secure and scalable software deployment
- Automated Microsoft software updates
- Improved services for end users

The Solution

Zones Advanced Solutions Group engineers presented the company with a design hierarchy, infrastructure diagrams, and project plan outlining key milestones.

Based on the project's objectives, Zones proposed a single primary site design with the provision that, utilizing SCCM capabilities, the company would then have the option of expanding the SCCM hierarchy in the future. The primary site model was chosen for its simplicity and greater administrative flexibility compared to the complex Central Administration Server model.

Upon completion of the data gathering and design phase, Zones prepared the necessary hardware components and software components. The company's preference for a load balancing solution and storage limitations influenced Zones' decision to split SCCM components into multiple servers – site database and reporting services point on a dedicated SQL server and internal Windows Server Update Services (WSUS) database and software update point on a dedicated WSUS server. Finally, a company domain server was utilized to define site boundaries and client discoveries.

Pilot systems and user groups were tested in the new SCCM infrastructure in order to discover and mitigate technical issues before full launch. Systems approved through the company server were joined to the new SCCM infrastructure to be managed by the company's IT team. Training was provided in how to populate the primary site server with configurations and data as needed in the future.

The Results

With no previous SCCM infrastructure, the capabilities available to IT specialists at the company increased greatly with completion of the project.

Configuration Manager is helping deliver more effective IT services by enabling secure and scalable software deployment, compliance settings management, and comprehensive asset management.

Report generation

With asset intelligence synchronized weekly, built-in inventory reports can be generated from within SCCM console or directly from SQL reporting services.

Application delivery

Important to the company is that SCCM has given IT the ability to ensure delivery of mandatory and optional applications via both Application Catalog and Software Center.

Software updating

The SCCM server is configured to synchronize Microsoft updates from dedicated WSUS server daily. Also, a sequence was created to build and capture Windows custom images which can be deployed to other machines using deploy custom image task sequence.

Configuration Manager is also increasing IT productivity and efficiency at the company by reducing manual tasks and letting the company focus on high-value projects, maximize hardware and software investments, and empower end-user productivity by providing the right software at the right time.

Future expansions of the SCCM infrastructure are now an option for the client, including building an environment to manage PKI and Internet clients with SCCM.



Microsoft Solutions Center Configuration Manager allows organizations to enable their employees to choose devices, unifies management infrastructure, and simplifies IT administration. IT can deliver and manage consistent application experiences for employees based on their corporate identity, network connectivity, and device type, helping maintain productivity as employees use various devices throughout their day. Through a single infrastructure and administrative console, IT can manage PCs, servers, mobile devices, endpoint protection, and virtual machines across various platforms