

## Careful Assessment by Collective Ensures Successful SMS Implementation for EATEL

### Customer Profile

EATEL is a privately owned telecommunications company in Louisiana, providing telephone, Internet and television services to over 100,000 residential and business customers across the southern part of state.

### IT and Business Challenges

As a rapidly growing and successful business, EATEL was faced with a number of pressing IT needs:

- Automation and standardization of application deployments, specifically Microsoft Office 2003.
- Security patch deployments.
- Centralized hardware and software inventory management.
- Deployment of remote tools for helpdesk administration.
- Software application metering for usage analysis.

To address these needs, EATEL decided to implement Microsoft Systems Management Server (SMS) 2003 for their 1,000 corporate users. They turned to Collective for help in assessment, planning and installation.

The implementation involved a particularly critical issue. EATEL's Network Operations Center (NOC) environment monitors all communication systems within EATEL. It was essential that these systems would be unaffected by the SMS installation. Any disruption could lead to service problems for customers — not an option for EATEL.



# Careful Assessment by Collective Ensures Successful SMS Implementation for EATEL (cont.)

## The Collective Solutions



Prior to the three-week implementation, Collective conducted an intensive two-day assessment that included a current state analysis, risk assessment and a conceptual architecture for SMS 2003.

Collective consultants were able to use their in-depth expertise with Microsoft product implementations to proactively identify potential risks and develop plans to minimize disruptions during implementation.

The assessment by Collective indicated that disruption of the NOC system could be avoided by using a staged client deployment method to isolate the NOC systems and minimize bandwidth utilization. NOC systems were segmented based on IP address and SMS was then pushed to the remaining client in staged intervals.

The assessment also revealed the existence of a dormant SMS 2.0 infrastructure and inactive Active Directory computer accounts. Through scripts and guidance provided by Collective, both were removed before the SMS implementation, helping to ensure the success of the project.

## Results and Benefits

With Collective, the SMS implementation was a solid success, providing a variety of IT and business benefits:

- Complete implementation of SMS 2003 without any significant impact on NOC systems.
- In-depth pre-implementation assessment so all issues were addressed proactively.
- Early completion of the implementation, enough to allow the inclusion of a pilot program for Microsoft Office 2003.
- Proactive removal of dormant SMS 2.0 and Active Directory accounts.

## Talk to the Infrastructure Experts

In addition to our Infrastructure Services, Collective provides Infrastructure Solutions with Mail and Messaging, Data Center Relocation Solutions, and Staffing Solutions. Learn more about the many ways that Collective can help you optimize your infrastructure and realize the full promise of today's technology.

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