

## Reducing SMS Costs Through Outsourcing

Companies typically distribute their software through what is known as an SMS tool.

This tool is used to build collections of workstations or machine names. The collection allows the network to recognize individual PCs by their unique identifier or workstation ID. The collection is associated with an advertisement, which is a scripted application. Essentially, the workstation ID or the computer name(s) is married to the actual software package.

Software is deployed according to specific parameters. Sometimes a single application is deployed, or it may be necessary to push a bundled application, which will launch several applications in sequence. Some SMS teams create their own collections and advertisements, while others simply connect to existing ones.

SMS is a commodity function, so companies want to find a way to accomplish the job as cost effectively as possible. A viable alternative is to outsource the SMS function to CoreTech because CoreTech has an efficient, step-by-step methodology to push software out to customers:



### **Step 1: Validate the workstation ID or computer names**

The CoreTech SMS team ensures the workstation ID is on the domain before it pushes the software.

### **Step 2: Clear the way for a software push**

The CoreTech SMS team ensures there is nothing to prevent pushing an application to a secure Operating Unit.

### **Step 3: Manage, change, control and build a collection**

The change control is sent to Service Delivery Managers and Tech Leads within the organization for approval. Once approval has been granted, the CoreTech SMS team builds the collection. Where applicable, pilot testing is part of the change control process.

### **Step 4: Build**

Build the advertisement and marry it to the collection.

### **Step 5: Release**

The SMS tool typically deploys software within two hours to machines that are online, but in some cases it can take as long as 24-48 hours.

### **Step 6: Monitoring**

The CoreTech SMS team monitors the status of each push. If the release was successful, the CoreTech SMS team closes out the request and notifies the client.

## Troubleshooting? No Problem.

As with any process, sometimes troubleshooting is necessary in SMS and CoreTech can assume this task. The workstation may be a bad client, for instance, so the CoreTech SMS team will go to the advertisement that pushes the software to find the workstation and add it.

Sometimes wrong platform repair messages appear. A scripted application may be suitable for a Windows 2000 or Windows XP platform but not for a Vista platform. The CoreTech SMS team needs to add the right platform to the advertisement.

Some operating companies have workstation ID's that cannot be touched. In such cases there is a special process for pushing software to those machines.

There may be thousands of scripted applications. Each one has to be tested and approved by the Operating Company before it can be pushed to the workstation ID.

A customer may purchase a license for the most recent software version, but it will receive an earlier version if that is what is approved for that Operating Company. There can be delays in deploying to remote workstations if there is not a good connection to the network; The software will just sit in a waiting state. When this happens, CoreTech can communicate with the customer and manage expectations.

## Faster, Cheaper SMS

It is more cost effective for CoreTech to handle the SMS function than an in-house software push team. By centralizing this process, firms with multiple operating companies or divisions can reduce their headcount. The CoreTech SMS team know how to build an advertisement for a specific application and then reuse it across all operating companies. That means advertisements and scripting costs are not duplicated. In addition, the company can measure CoreTech's performance against a service level agreement (SLA). CoreTech's SMS team continues to look for process improvements that lead to greater efficiency.



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