

SARCOM Assists Transportation Company in Bringing Environment Under Management

The Challenge: A transportation company needs internal direction before SMS rollout.

With more than thirty-six years of aviation experience and success, the client combines a pioneering legacy with an unparalleled record of innovation. As a full-service private aviation company, the client can offer a full range of aviation services.

Due to the nature of the business, the organization consists of a large number of small offices. This presented a number of management difficulties for the organization, especially in the area of security and patch management.

In 1986, the client pioneered fractional aircraft ownership program, offering a highly efficient and cost-effective way for individuals and companies to meet the demanding travel requirements of today's busy lifestyles.

The client had a need to perform a system health-check and validate internal project direction before moving forward with a company-wide SMS 2003 rollout. In order to bring this situation under control, The client made the decision to standardize on Microsoft SMS 2003. The internal implementation of this product mandated the standardization of the internal company domain and directory structure.

The client was able to get many of the aspects of the project under control internally, including a SMS implementation for the central corporate offices. However, this raised several implementation questions surround system configuration, directory cleanup, and System cleanup processes.

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The Results: The client gains improved patch management and greater operational efficiency.

SARCOM audited the SMS site configuration that was put in place by the client's personnel and made a number of recommendations for system improvements. To address the directory and cleanup issues, SARCOM provided the client with a collection of scripts that address common SMS tasks including SMS task triggers. Additionally, SARCOM provided the client with a couple of processes that will flag and/or disable user and computer accounts that have not been used within a prescribed amount of time.

SARCOM used the following software and services:

- Windows Server 2003
- Windows 2000 Server
- Windows XP Professional
- Windows 2000 Professional
- SQL Server
- IIS
- Microsoft SMS 2003
- Visual Basic Scripting Edition

The Results: The client gains improved patch management and greater operational efficiency.

- Improved ability to target patches and software upgrades
- Greatly Improved System State and license compliance reporting
- Improved security through the disabling of unused user and computer accounts
- Improved guidelines for operational efficiency and systems management
- Greatly improved patch management mechanisms
- Ability to identify computer and user accounts that have not been used within a prescribed amount of time
- Ability to send off a daily system status report email to appropriate personnel