

## Opinions: Is SMS an option for this scenario?

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Hi there,

Forgive me if I chose the wrong group for this question. I am looking for quick opinions as to whether SMS might be an option for my company's particular scenario.

Background (as brief as possible):

We sell turnkey solutions where we control the software and hardware environment for our customers. We have about 500 customer sites scattered across North America at which we'd like to implement an automated deployment and patch management solution. Each site has anywhere from 20 to 200 hundred client machines, plus servers (so 30,000–50,000 nodes across the continent). We want to be able to perform remote software deployment of MS patches, third party applications/updates/patches, and our own software installations/updates/patches.

Right now, we have 150 support staff who log in remotely to each customer site through VPN, and then remotely deploy software manually at each client machine.

We're just starting a preliminary evaluation of tools on the market. So far, we have proceeded on the assumption that we're going to need to deploy a client/server solution at each site in order to be able to manage each site individually, perform upgrades of the deployment tool itself for each site individually, etc.

This meant that we initially discarded any solution which required a fully licensed version of SQL Server or Oracle for both cost and maintenance reasons. The only player that came out of this evaluation is LANDesk, since they support MSDE. Now we've discovered that LANDesk, for example, could actually do all of this centrally without requiring a server config at each site (or so many people are telling me), which eliminates the requirement that a vendor support something like MSDE. We could have a series of servers that we host, and control all of the sites individually, as well as control updates to the LANDesk software for individual sites, etc. Just how that works with updates, I don't really know. It sounds like have provisions for fail-over, etc, which of course we be the types of concerns that immediately

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come to my mind if your hosting such large numbers of client machines from a series of centralized servers.

So my question is, without you knowing all of the details, could SMS possibly be used in a similar way?

We will be doing a full evaluation, proof of concept, due diligence, and possibly pulling in a consultant or two, but I just wanted to get some 30,000 foot opinions on how appropriate SMS might be in our situation.

Thanks  
Sam