

Maximizing SCCM Patching Efficiency through Network QoS Implementation

Industry: Financial Services
Size : 500+ employees
Region: United Arab Emirates



Business Problem

The client faced significant bandwidth issues during Windows patching with SCCM, causing disruptions during business hours. Multiple patch batches were needed, requiring constant monitoring, inefficient bandwidth utilization, and delays due to small package sizes, impacting overall patching efficiency.

How Intertec Helped

Intertec helped the client by implementing several technical measures to optimize patch deployment:

- **QoS Implementation:** We introduced Quality of Service (QoS) to schedule and manage bandwidth effectively, ensuring smooth patch delivery during business hours.
- **Policy-Based Bandwidth Control:** We configured a class-map and policy-map under the DR MPLS router to define and control bandwidth usage dynamically.
- **Time-Based Bandwidth Adjustment:** We created time-based ACLs to increase bandwidth during off-peak hours and reduce it during business hours, ensuring a balanced, uninterrupted patching process.

Business Outcomes Delivered

Our intervention produced significant improvements, including:

- **Reduced Patch Completion Time:** The patching window was reduced by approximately 10 days, as patches could be pushed more efficiently without disrupting daily operations.
- **Optimized Bandwidth Utilization:** Bandwidth was used more effectively, with zero disruption during business hours due to automated bandwidth adjustments.
- **Minimal Planning Required:** The need for manual intervention and close monitoring was significantly reduced. We decreased the number of batches from 13 to 4, ensuring smoother patch deployments with less oversight.

By addressing the client's bandwidth issues and streamlining the patching process, Intertec ensured a seamless, efficient solution that reduced downtime and business disruptions.