LabTech is the only remote monitoring and management (RMM) platform developed from the ground up by a managed services provider for managed services providers (MSPs). LabTech is the result of out-of-the-box thinking and advanced engineering efforts, coupled with feedback gathered from a collaborative, partner-focused platform innovation model.

The robust and powerful functionality in LabTech can increase technicians’ efficiency and productivity through the automation of routine maintenance tasks as well as the development of preventative measures using powerful monitors and scripts.

If you can think of an IT task or process, LabTech can automate it. LabTech’s innovative technology delivers:

- **IT asset management.** Identify, collect and analyze information, audit and manage workstations, servers, printers, routers and mobile devices. Group assets by operating system, application, or location for ease of management.

- **Remote control.** Remotely oversee and manage workstations, servers, routers, printers and other network devices over the Internet without end-user interruption. Easily initiate, stop, or resume printing activity, or even access information on ink level, paper level and number of pages printed.

- **Mobile device management.** Streamline the tracking, management and reporting of mobile devices from a centralized interface across all customer sites.

- **Software deployment.** Seamlessly deploy software and services to one device, a group of devices, or one or multiple locations with no business disruption to your customers.

- **Network monitoring.** Discover, manage and control critical items in your customers’ infrastructure through powerful monitors and scripts.

- **Cross-platform support.** New native Mac* and Linux* agents that make it easy for IT solution providers to achieve total support of customers’ environments.

- **Central BDR backup management and anti-virus management dashboards.** Continuously monitor across multi-vendor data protection environment, and easily achieve total visibility and manageability.

- **Extended usability with LabTech Ingnite.** Take advantage of best practices for commonly used searches, groups, and templates, as well as guided service ticket creation, automated scripting for auto-fix actions, and more.

**Arterian**

**Seattle, Washington**

Arterian relies on desktop and laptop PCs with Intel® vPro™ technology as a key part of their managed services solution. The advanced PC management capabilities help Arterian cut labor costs 8-10% while reducing PC downtime by 50%.* "With a vPro-based PC, we can reduce the average user’s downtime by 50%. Any time we tell that to a customer, they can do the math and see the positive impact on their employees’ productivity," said Jamison West, CEO of Arterian.

Check out the real-world benefits, including lower service delivery cost and higher customer satisfaction that Arterian experiences when they take advantage of the integration between LabTech Software and Intel vPro technology.

---

**Table 1. Arterian’s Real-World Benefits**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Without Intel® vPro™ Technology</th>
<th>With Intel® vPro™ Technology</th>
<th>Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time to resolve a hardware problem</td>
<td>600 minutes</td>
<td>240 minutes</td>
<td>Reduced 60%</td>
</tr>
<tr>
<td>Average time to resolve a software problem</td>
<td>120 minutes</td>
<td>30 minutes</td>
<td>Reduced 75%</td>
</tr>
<tr>
<td>Average amount of downtime per PC per month (est.)</td>
<td>240 minutes</td>
<td>120 minutes</td>
<td>Reduced 50%</td>
</tr>
<tr>
<td>Time to achieve 95% patch saturation</td>
<td>360 minutes</td>
<td>60 minutes</td>
<td>Reduced 67%</td>
</tr>
</tbody>
</table>
See the Real-World, Quantifiable Results

Top-tier MSPs are getting more done by using the advanced capabilities of Intel vPro technology to extend the reach of LabTech Software, including:

- **Advanced, hardware-based remote capabilities** that help reduce PC downtime by 50% and cut MSP labor costs.\(^2\)
- **Security technologies that better protect business data** and minimize risk, helping reduce the amount of time it takes to reach 95% patch saturation by 67%.\(^2\)
- **Active and passive power management** capabilities that help customers save up to $12.55 per PC per month.\(^2\)

The Intel vPro Technology Advantage

PCs powered by Intel vPro technology have unique hardware-based management and security capabilities that augment the functionality of LabTech and make it even easier for you to provide reliable PC care, intelligent performance and smart security. These advances enable you to deliver a managed services solution with more value to customers:

- **Reduce deskside and service depot visits** by resolving problems quickly from the management console — even if a PC is powered off or in standby mode, is connected to a wireless network, or has an unresponsive operating system.\(^3\)
- **Automated proactive alerts** identify issues before they escalate into problems or require costly repairs.
- **Secure remote power-up and power cycling** allow scheduled maintenance, backups and monitoring to be performed after hours, avoiding interruptions to business.\(^3\)
- **Encrypted, remote security updates** help ensure that security patches are up to date and speed the deployment of critical patches, even to systems that are off or down.\(^3\)
- **Remote asset-tracking** eliminates time-consuming manual inventory of hardware and software and is possible even if a system is off or down.\(^3\)

LabTech and Intel vPro Technology

Desktop, notebook, and tablet PCs based on Intel vPro technology combined with LabTech solutions provide unprecedented capabilities for MSPs. These advances allow you to deliver more value to your managed services customers by helping them spend smarter, get more done, and be more secure. And the combination can give MSPs a single-pane view of all the endpoints under their management, greatly reducing time-consuming tasks such as deployment, maintenance, and remediation.

For More Information

To learn more about LabTech solutions, visit www.labtechsoftware.com. For partner-specific information, visit www.labtechsoftware.com/partner-programs.php.

To learn more about Intel vPro technology, visit msp.intel.com.

---

1. Intel® vPro™ Technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software and IT environment. To learn more visit http://www.intel.com/technology/vpro.
2. Based on field testing by Arterian during September 2011.
3. Requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, network hardware and software. For notebooks, Intel AMT may be unavailable or limited over a host OS-based VPN, when connecting wirelessly, on battery power, sleeping, hibernating or powered off. Results dependent upon hardware, setup & configuration. For more information, visit http://www.intel.com/technology/platform-technology/intel-amt.

*Other names and brands may be claimed as the property of others.

Copyright © 2012 Intel Corporation. All rights reserved. Intel, the Intel logo, vPro, and Core inside are trademarks of Intel Corporation in the U.S. and other countries.