



Platform Brief
2nd Generation Intel® Core™
vPro™ Processor Family

Operating Costs Go Down While Your Customers' Satisfaction Goes Up.

Your PCs Are Critical To Your Business.
Intel® vPro™ Technology Makes PCs Less Hassle,
Less Costly, and More Effective.

Can a better PC really accelerate your business? Desktop and laptop PCs based on the 2nd generation Intel® Core™ vPro™ processor family can make a serious difference by giving your IT service provider or IT department better tools – helping your IT “disappear” so that you can focus on your business. Consider these significant changes that PCs based on the latest Intel technology can bring to your business today:

- Increase employee productivity by reducing interruptions from PC downtime and maintenance
- Improve customer service through better performance and availability of your PC-based tools
- Lower the cost of maintaining your PCs
- Lower your energy bills
- Better protect your critical business and customer data

Increase Employee Productivity and Improve Customer Experiences

PC downtime is lost productivity – every time – and it lowers your ability to serve customers. Intel® vPro™ technology¹, when combined seamlessly with one of the leading PC management software applications, allows your IT services provider or IT department to prevent many issues and repair problems faster.

- Extensive remote monitoring of PC and operating system health flags many developing issues before they become problems – so your people experience fewer interruptions to their work flow.
- Remote diagnosis and repair of many problems² mean faster resolution with fewer desk-side maintenance visits – up to 50% fewer visits³ – getting your people back to work sooner.
- Service technicians can reach your PCs even if they're turned off – meaning critical security updates and software patches can be done after hours to avoid interrupting your employees²

All of which mean that you spend less time and money dealing with PC problems, and more time focused on your customers.



Reduce PC-related Costs

By reducing the total cost of ownership (TCO) of your PCs, Intel vPro technology frees up resources to improve your bottom line or enable other strategic investments.

- PCs can be remotely powered down after hours, saving significant amounts of energy. PCs based on the 2nd generation Intel Core vPro processor family are up to 50% more energy efficient than a 3-year-old PC.⁴
- Maintenance costs are reduced with remote configuration, diagnosis, isolation, and repair of PCs even if they are unresponsive.²
- Automated inventories of hardware and software assets reduce expensive (and inaccurate) manual inventories by up to 94%, allowing you to find lost assets and stop paying for unused software licenses.³
- Repair and maintenance costs are reduced through fewer and faster repairs.

Increase Security to Better Protect Your Critical Business And Customer Data

The threats from viruses, hackers, and malware grow relentlessly. Day-to-day virus issues can sap your productivity, while a breach of customer data by spyware or hacking can put you out of business. PCs with Intel vPro technology have advanced capabilities that protect you and your customers.

- Constant automatic monitoring of security software prevents removal or tampering and ensures the most up-to-date protection.
- Automatic isolation of infected or tampered PCs protects your entire network from malicious attacks and enables fast remediation of the infected PC.
- You can disable PCs at the hardware level in the event of loss or theft with optional Intel® Anti-Theft Technology.⁵

The PC Performance To Improve Your Customer Focus

More and more small businesses are finding that improving customer satisfaction and deepening customer relationships depend on having the right capabilities. Advanced business capabilities – such as faster responses to customer queries, multi-channel marketing, improved customer presentations, online customer portals, collaboration tools, and business intelligence applications – demand PCs that can keep up. PCs based on the 2nd generation Intel® Core™ vPro™ processors have the energy-efficient performance that allows your business to respond quickly – today and tomorrow.

- The industry-leading performance of the 2nd generation Intel Core vPro processor family runs business productivity and multitasking applications much faster.
- The ability to keep up with tomorrow's demanding business applications.
- Impressive energy efficiency means lower power costs, smaller and quieter systems, and great battery life for mobile PCs.

The Advantages That Only Intel vPro Technology Can Bring

In your highly competitive environment, you want your technology to give you an edge, not a headache. Desktop and laptop PCs based on the 2nd generation Intel Core vPro processor family bring you advanced capabilities that can accelerate your business while making your PCs more transparent.

To see how other small and midsize businesses are using Intel vPro technology, visit msp.intel.com/small-business.

To locate a Managed Services Provider, visit intelmgoirctools.com.

¹Intel® 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>

²Requires 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>

³Results shown are from the 2007 EDS Case Studies with Intel® Centrino® Pro and the 2007 EDS case studies with Intel® vPro™ processor technology, by LeGrand and Salamasick., 3rd party audit commissioned by Intel, of various enterprise IT environments. The studies compare test environments of Intel® Centrino® Pro and Intel® vPro™ processor technology equipped PCs vs. non-Intel® vPro™ processor technology environments. Tested PCs were in multiple OS and power states to mirror a typical working environment. Actual results may vary. The studies are available at www.intel.com/vpro and www.eds.com

⁴Energy cost figures derived from Intel Energy Efficient 2.0 methodology, described here: <http://www.intelcapabilitiesforum.net/EEP/>. Source of Energy Cost Data: US Department of Energy, Electric Power Monthly November 2009 with Data for August 2009 (DOE/EIA-0226 (2009/11)); Average Retail Price of Electricity, Year to Date through August 2009): 10.01 Cents/kWh. Results are for illustrative purposes only. Any difference in system hardware or software design or configuration may affect actual performance. Buyers should consult other sources of information to evaluate the performance of systems or components they are considering purchasing.

⁵No system can provide absolute security under all conditions. Requires an enabled chipset, BIOS, firmware and software and a subscription with a capable Service Provider. Consult your system manufacturer and Service Provider for availability and functionality. Intel assumes no liability for lost or stolen data and/or systems or any other damages resulting thereof. For more information, visit <http://www.intel.com/go/anti-theft>

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