“Our attitude is that solutions must improve over time,” says Sean Furman, president of STF Consulting, a leading MSP based in New Jersey. “It has to be, if we’re going to accomplish our mission: to deliver the highest level of service to our customers. We never think we’ve reached the end—we’re always looking to improve our solution.”

This continuous improvement orientation definitely affects STF Consulting’s selection of tools for delivering managed services. “We actively look for ways to refine our solution. We find the best tools and push them to their maximum advantage.”

After months of testing in the field, STF Consulting has established Dell desktop and laptop PCs featuring Intel® vPro™ technology as their standard installation. According to Furman, the advanced remote management and security features of Intel vPro technology-based PCs support his business goals in a number of ways:

- Increased utilization of technicians and engineers supports higher margins and enables growth without adding resources.
- Lower cost of service delivery allows STF Consulting to offer better value to customers at very competitive prices.
- Doing more repairs remotely speeds service and increases customer satisfaction.
STF Consulting is using Level Platforms Managed Workplace* 2010 management console, and here Intel vPro technology-based PCs support the company’s strategy of getting the most out of their tools. “vPro extends the capabilities of Managed Workplace, and increases the return on our investment in the console,” explains Furman. “The combination Intel vPro technology and Managed Workplace 2010 is having a significant impact on our efficiency and capabilities.”

Cutting Costs and Improving Staff Utilization
The advanced manageability and security features of Intel vPro technology allow STF Consulting to significantly streamline a number of key PC management tasks within their existing management console software. This both reduces their cost and helps eliminate downtime and interruptions for PC users. The power of this solution has four elements:

- Increased abilities to monitor, manage, and repair PCs remotely—regardless of power state or operating system health1—that greatly reduce maintenance and management costs and increase the utilization of STF Consulting’s personnel.
- Increased security capabilities that better protect the customer’s critical data while reducing downtime.
- A standardized, energy-efficient platform that can meet the developing demands of the customer’s business while significantly reducing total cost of ownership (TCO).
- Advanced, flexible notifications that can prevent developing issues from becoming disruptive problems, thus significantly reducing customer downtime.

These capabilities give STF Consulting considerable advantages:

Advanced remote capabilities that significantly raise efficiency and lower costs. “We are very focused on maximizing remote repairs and maintenance,” says Furman. “If we’re working remotely, the technician can work on three tickets at once and the efficiency gains are considerable.” The advanced remote capabilities of Intel vPro technology allow STF Consulting to diagnose most hardware problems without a field visit. “The ability to work remotely at the BIOS level makes diagnosis much faster,” explains Furman. “We can get very granular data about the machine, such as a hard drive serial number, memory types, and memory configurations—without visiting the PC. We can also run diagnostics using Serial Over LAN. All of this saves time and money.” The capabilities of Intel vPro technology are reducing the time required to fix their average hardware problem by 50 percent, from 60 minutes to 30 minutes.1 In addition, regular hardware and software inventories are automated and more complete, which makes upgrade planning easier.

Improved alerts that prevent problems and reduce downtime. “Show me an alert and I’ll show you money,” says Furman. “Any alert on the dashboard is an opportunity to head off a problem, reduce costs, and reduce downtime.” Intel vPro technology enhances the alerts available within Managed Workplace. “vPro gives us automatic alerts on things like fan failures, so we can dispatch quickly and get the fan fixed before it fails and the end user experiences hours of downtime.”

Remote repair of software problems. In addition to allowing STF Consulting to diagnose many hardware-related issues remotely, Intel vPro technology enables the remote diagnosis and repair many software-related issues without a service visit. “With vPro’s

<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>60 minutes</td>
<td>30 minutes</td>
<td>Reduced 50%</td>
</tr>
<tr>
<td>Average time to resolve a OS problem</td>
<td>30 minutes</td>
<td>20 minutes</td>
<td>Reduced 33%</td>
</tr>
<tr>
<td>Average amount of downtime per PC per month</td>
<td>120 minutes</td>
<td>80 minutes</td>
<td>Reduced 33%</td>
</tr>
<tr>
<td>Time to achieve 95% patch saturation</td>
<td>60 minutes</td>
<td>45 minutes</td>
<td>Reduced 15%</td>
</tr>
<tr>
<td>Power cost savings per PC over 3-year life span</td>
<td>$0</td>
<td>$1,332</td>
<td>TOC lowered by $1,332</td>
</tr>
</tbody>
</table>

STF Consulting’s deployment of PCs based on Intel vPro technology yields better IT functionality and lower service delivery cost.

Why Dell PCs featuring Intel® vPro™ Technology?
STF Consulting relies on desktop and laptop PCs featuring Intel vPro technology from Dell. “vPro from Dell is our standard installation,” says Sean Furman. “These are amazing managed platforms with excellent performance.” Furman finds that Dell systems match STF Consulting’s business model. “We’re positioned as an expert provider of superior service,” he explains, “and you can’t maintain that by providing average tools to the customer. In addition, Dell provides consistently great support, which is a requirement for our model of service delivery.”
Serial Over LAN and IDE-redirect capabilities, we can redirect media, run a utility, or reinstall an OS remotely—all while we process tickets from other customers,” explains Furman. “This is a huge difference, since without those capabilities, re-imaging a machine could take two to four hours and be a next-day service call.”

“With vPro’s Serial Over LAN and IDE-redirect capabilities, we can redirect media, run a utility, or reinstall an OS remotely—all while we process tickets from other customers.”

– Sean Furman, President, STF Consulting

Active and passive power management capabilities that significantly reduce energy costs. With the ability to turn off groups of Intel vPro technology-based PCs after hours and then power them back up before the start of the next business day, STF Consulting can now save their customers money through lower energy usage, making a substantial positive impact on their PC ROI. “We estimate that by actively managing power, we can save customers up to $37 per PC per month,” notes Furman.

Built-in technologies that provide smart security and help lower customers’ risk. Because STF Consulting can reach machines that are powered down, security software updates are accomplished much more quickly, resulting in better customer protection. Furman estimates that on average, Intel vPro technology reduces saturation times for critical patches by 25 percent,1 thus providing better protection for customers.

Reduced customer downtime that increases customer productivity. “We do everything we can to not touch desktops or take a customer off of their PC,” says Furman. “If a customer’s PC is down, then they’re not productive. vPro is helping us reduce downtime by more than 30 percent, which is a big deal.”

Intelligent performance from PCs that protect the SMB customer’s investment. The performance and energy efficiency of desktop and laptop PCs based on the Intel® Core® vPro® processor family give SMB customers the horsepower they need for demanding business applications—both today and as their applications change and grow over time. These PCs run business productivity applications up to 80 percent faster and multitask up to 2x faster2 while also delivering excellent energy efficiency. With this performance, the customer will be ready for tomorrow’s improved applications, including multitasking and collaborative tools.

Level Platforms Managed Workplace*

Managed Workplace 2010 provides everything a managed services provider needs to remotely monitor and manage their customers’ IT networks through a single web-based central dashboard. Managed Workplace integrates remote monitoring, real-time alerting, inventory management, Web-based reporting, patch management, remote control scripting, and trouble ticketing.

The trusted RMM platform for the future. Level Platforms has more than 3,000 MSP customers with over 50,000 small businesses under service-contract subscription.

A low-cost solution. Managed Workplace is a .NET-based solution that costs 50 to 80 percent less than comparable Linux*-based solutions. It’s easy to install, easily integrated with Microsoft technologies, and requires little training.

Simple, flexible subscription billing that reduces your investment and risk. Managed Workplace’s per-site, subscription-based billing means you’re not locked into a large-investment commitment, and that you can grow your solution gradually. Your managed services business is cash-flow positive from day one.

Easy to adopt and easy to use with minimal training. Managed Workplace is an integrated platform that can be implemented in hours or days rather than weeks or months.

Over 400 policy modules from more than 125 vendors. Easy-to-use policy modules allow you to manage multiple devices. Customizable workflows and integrated Best Practices Reporting make it easier to develop and deploy managed services.

For more information on Level Platforms Managed Workplace, visit www.levelplatforms.com.

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– Sean Furman, President, STF Consulting
Delivering Increased Margins and Competitive Advantage

For Sean Furman, Intel vPro technology supports healthier margins and strengthens customer relationships. “We’re not a break-fix shop—we make money when things work, not when they break,” he says. “Intel vPro technology coupled with Managed Workplace keeps things working. The capabilities of vPro help solidify our customer relationships by allowing us to deliver more value.” Intel vPro technology also helps STF Consulting establish a competitive advantage. “Tools like vPro definitely support our competitive advantage,” notes Furman. “It puts us in a position to deliver more than other providers. That’s why our standard installation is a vPro-based PC.”

“By actively managing power, we can save customers up to $37 per PC per month.”

– Sean Furman, President, STF Consulting

For More Information

For more information on the benefits of Intel vPro technology for small and mid-size businesses, visit www.msp.intel.com.

For more information on STF Consulting, visit www.stfconsulting.net.

For more information on Level Platforms Managed Workplace 2010, visit www.levelplatforms.com.

Solution provided by:

STF Consulting

Overview of Intel® vPro™ Technology

Desktop, notebook, and tablet PCs based on Intel vPro technology, combined with a leading software management application such as Level Platforms Managed Workplace® 2010, provide unprecedented capabilities. 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.

- Remote diagnosis and repair reduce costly and time-consuming deskside and service depot visits by resolving problems and repairing PCs quickly from the console—even if the PC is powered off or in standby mode, is connected to a wireless network, or has a disabled OS.

- Automated proactive alerts identify issues before they become problems or costly repairs. These include alerts about missing or disabled software, memory usage, hard drive health, fans, and power supplies.

- Secure remote power up and power cycling allow you to perform scheduled maintenance, backups, and monitoring after hours.

- Encrypted, remote security updates ensure that security patches are up to date and speed the deployment of critical patches, even to systems that are off or down.

- Remote asset tracking eliminates time-consuming manual inventory of hardware and software with remote inventory management, even if the system is off or down.

(intel) Comparing pre-production Intel® Core™ i5-650 processor-based desktops to theoretical installed base of Intel® Core™ i5 Core® 2 Duo processor T5500. Laptop system configurations: Intel Core i5-650M (3 MB Cache, 2.66 GHz), with Intel® Turbo Boost Technology and Intel® Hyper-Threading Technology on pre-production Intel® 5th generation Celeron® processor. Desktop system configurations: Intel Core i5-650M (3 MB Cache, 2.66 GHz), with Intel® Turbo Boost Technology and Intel® Hyper-Threading Technology on pre-production Intel® 5th generation Celeron® processor.

1 Source: STF Consulting based on field testing performed during April 2010.

2 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/.

3 PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel® Active Management Technology requires the computer system to have an Intel® AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. For more information, see http://www.intel.com/technology/manager/amt/

4 Cross client claim based on lowest performance data number when comparing desktop and mobile benchmarks. Configurations and performance test as follows:

Desktop benchmarks:
- CPU: Intel Core i5-650 processor (3 MB Cache, 3.2 GHz) compared to pre-production Intel® Core™ 2 Duo processor T5500 (2 MB Cache, 2.13 GHz, 1.66 GHz, 800 MHz FSB) in Lenovo Thinkpad® T60 laptop, Mobile Intel® GM45 Express chipset, Micron PC3000 DDR2 667 2x1GB 5-5-5-15 memory, Hitachi Travelstar™ 7K500 100 GB 7200RPM HDD, BIOS Lenovo 4.1.0.14, Microsoft Windows® Vista Business.
- SYSmark2007 preview benchmark consists of a 125-resource workload with a variety of mainstream benchmarks, including application performance and scalability.
- Multitasking claim based on financial calculations workload consisting of advanced spreadsheet calculation measured using Microsoft Excel® Monte Carlo Simulation plus Virus Scan. Security workload consists of WinZip® 12 decompressing an encrypted archive containing 200 photos, 125 of which are 10MP photos and 75 which are 6MP photos. The photos are in jpeg format. The total size of all the photos is about 830 MB.
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Mobile benchmarks:
- CPU: Intel Core i5-520M (3 MB Cache, 2.4 GHz) compared to Intel Core i5-520M (3 MB Cache, 2.4 GHz, 1066 MHz FSB) on Intel® DQ45 CB, Dual-channel Micron 2GB (2x1GB) DDR2-800 5-5-5-18 with Intel® Graphics Media Accelerator Graphics 945GM Express chipset, Seagate 320GB HDD, Intel® Matrix Storage Manager 8.9.1023 (BIOS, Intel® INF and Graphics: pre-production, Intel® AMT and Graphics: pre-production, on VRD standard), Microsoft® Windows® 7 Ultimate 64-bit RTM, Intel Core 2 Duo processor T5500 (2 MB Cache, 1.86 GHz, 667 MHz FSB) in Lenovo Thinkpad® T60 laptop, Mobile Intel® GM45 Express chipset, Micron PC3000 DDR2 667 2x1GB 5-5-5-15 memory, Intel® GMA 950 graphics 224MB Dynamic video memory technology, Hitachi Travelstar® 7K500 100 GB 7200RPM HDD, BIOS Lenovo 4.1.0.14, Microsoft Windows® Vista Business.
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