In a lot of situations, it just wasn’t worth the effort to lug around my six-pound notebook. With a business-class Ultrabook, it’s so thin and light, I never think twice about taking it. I’ve got it with me at all times and it’s increased my efficiency.

Josh Jarrett,
CFO, First Call Ambulance Service

A whole new kind of mobile PC

All of First Call Ambulance’s IT functions are managed by Safe Network Solutions, a leading managed IT services provider in the southeastern U.S. The company recently introduced First Call Ambulance to business-class Lenovo® ThinkPad X1 Carbon® Ultrabooks™ based on 3rd generation Intel® Core™ vPro™ processors. “Business-class Ultrabooks are a new type of PC, and they will change the game for many small and midsize businesses,” says Alan Sielbeck, president at Safe Network Solutions. “vPro-based Ultrabooks like the Lenovo X1 Carbon take all the advantages of a notebook PC, multiply them, and then add advanced security and productivity capabilities. As First Call Ambulance is discovering, an Ultrabook means they can respond to customers more quickly and with better data.”

Unlike consumer-oriented Ultrabooks, a business-class Ultrabook is designed specifically for the security and productivity demands of business. It’s less than an inch thick, wakes up in a flash and runs for hours. And since it’s based on the 3rd generation Intel Core vPro processor, it has embedded security and remote management features that help keep threats out and keep clients’ data protected. It’s a powerful combination of built-in security and intelligent performance.

Extreme portability means getting more done in more places

The first thing Jarrett noticed about the Ultrabook was its extreme portability. “In a lot of situations, it just wasn’t worth the effort to lug around my six-pound notebook,” he says, “so I would end up with a lot of paper-based notes that would later have to be transferred into my PC by hand. With a business-class Ultrabook, it’s so thin and light, I never think twice about taking it. I’ve got it with me at all times and it’s increased my efficiency by eradicating paper notes. I use it in the office, in the car, at home, at the gym, in training sessions, in board meetings. It gives me access to our company systems, whether email or databases, on the spot.”

Sielbeck of Safe Network Solutions notes that this improved mobility maps right into current trends in computer usage by small and midsize businesses. “As more and more of our small business customers move toward cloud-type services, the desire to have constant connectivity with their entire software portfolio becomes an assumed capability,” he explains. “Business-class Ultrabooks allow them to have easy access to their tools and data wherever they are.”

Another surprise for Jarrett was how much difference the longer battery life made. “The battery life on the business-class Ultrabook is much better than my old notebook PC,” he says. “My Ultrabook battery life is at least 10 hours and sometimes 15 hours. This means I usually don’t have to carry a charger, which is a nice plus.”
Less downtime and improved security=more business benefits

In addition to breakthrough mobility, the Lenovo ThinkPad X1 Carbon business-class Ultrabook also gives First Call Ambulance the numerous advantages of Intel vPro technology. This means that Safe Network Solutions can deliver even more business benefits to First Call Ambulance, day in and day out:

Reducing repair times by 66% minimizes business interruptions.4 For First Call Ambulance, avoiding PC downtime is essential. “For example, our dispatch function is critical,” explains Jarrett. “If a PC in dispatch goes down, that creates a bottleneck that can slowball. We may do 100 dispatches in an hour, so if a system crashes we could very quickly have a diminishing quality of service.” Business-class Ultrabooks based on Intel vPro technology can be remotely monitored and repaired by Safe Networks Solutions, which prevents many problems and makes most repairs much faster. “Even in serious situations, such as a PC with a virus, we can do the repair remotely and therefore much more quickly,” says Sielbeck. “On average, repairing a serious problem like a disabled operating system can be done in 30 minutes on a vPro-based PC, compared to 90 minutes on a standard PC—so our customers are back up much more quickly and the impact to their business is minimized.”

Improved data security that helps protect your business.

For any organization, keeping business and customer data secure is paramount. Ultrabooks featuring Intel vPro technology allow Safe Network Solutions to manage First Call Ambulance’s PCs after hours to keep security software and backups up to date. Ultrabooks also feature Intel® Anti-Theft Technology: should one of First Call Ambulance’s Ultrabooks be lost or stolen, Safe Network Solutions can protect its data by disabling the laptop—regardless of its location—and can re-enable it if it’s recovered.5 “From our perspective, this improved security is very attractive,” says Jarrett. “In our industry, regulations such as HIPAA [Health Insurance Portability and Accountability Act] are stringent. A lost laptop is a disaster, and vPro capabilities make us much more secure.”

“vPro-based Ultrabooks like the Lenovo X1 Carbon take all the advantages of a notebook PC, multiply them, and then add advanced security and productivity capabilities. As First Call Ambulance is discovering, an Ultrabook means they can respond to customers more quickly and with better data.”

Alan Sielbeck, President, Safe Network Solutions

A new innovation that fuels growth

For First Call Ambulance, Ultrabooks are the right tool at the right time. “In our business, agility and security are paramount,” says Jarrett, “and Ultrabooks increase both.” Safe Networks Solutions’ Sielbeck sees the same opportunity for many small and midsize businesses. “vPro-based PCs are already our standard recommendation to all customers because of the way they improve uptime and security. With the appearance of Ultrabooks, the increased mobility gives our customers another great tool that can increase their competitiveness.”

For more information on the benefits of Intel vPro technology for small and midsize businesses, visit http://msp.intel.com/small-business.

For more information on Safe Network Solutions, visit www.safenetworksolutions.com.

For more information on First Call Ambulance Service, visit www.firstcall-ambulance.com.

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1. Intel® Rapid Start Technology requires a select Intel® processor, Intel® software and BIOS update, and Intel® Solid-State Drive (SSD). Depending on system configuration, your results may vary. Contact your system manufacturer for more information.

2. No computer system can provide absolute security under all conditions. Built-in security features available on select Intel® Core™ processors may require additional software, hardware, services, and/or an Internet connection. Results may vary depending upon configuration. Consult your PC manufacturer for more details. For more information visit www.intel.com/technology/security.

3. Security features enabled by Intel® AMT require an enabled chipset, network hardware and software, and a corporate network connection. Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating, or powered off. Setup requires configuration and may require scripting with the management console or further integration into existing security frameworks, and modifications or implementation of new business processes. For more information, see http://www.intel.com/technology/platform-technology/intel-amt/.

4. Source: field testing by Safe Network Solutions during August of 2012. Software and workloads used in performance tests may have been optimized for performance only on Intel® microprocessors. Performance tests, such as SYSmark® and MobileMark®, are measured using specific computer systems, components, software, operations, and functions. Any change to any of those factors may cause the results to vary. You should consult other information and performance tests to assist you in fully evaluating your contemplated purchases, including the performance of that product when combined with other products. Configurations: All claims based on overall packaging of services provided by Safe Network Solutions. Results may vary. For more information go to http://www.intel.com/performance.

5. No 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/content/www/us/en/architecture-and-technology/anti-theft/anti-theft-business-technology.html.

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