

# Mohawk Computers Use Intel® vPro™ Technology to “Dramatically Improve Business” and Position Themselves Ahead of the Competition



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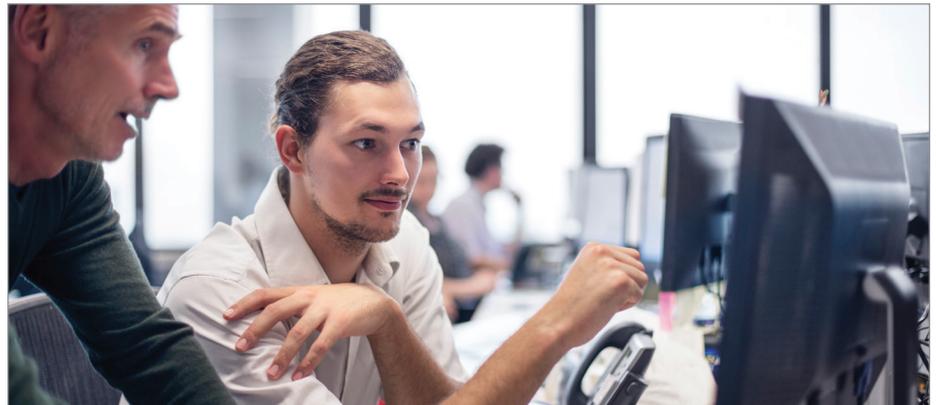
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—Justin Bennett, President,  
Mohawk Computers

For more information on the benefits of Intel® vPro™ technology for small and mid-sized businesses, visit [msp.intel.com/casestudies](https://msp.intel.com/casestudies).

## The remote diagnostic capabilities of Intel vPro technology-based PCs reduce hardware repair time by 75%<sup>1</sup> and let MSPs serve customers better

Since 2008, Mohawk Computers (Mohawk), a leading managed services provider (MSP) in the New Jersey area, has been delivering services to a wide range of clients all over the East Coast. “Early in my career I worked in break/fix, then transitioned into software for big name companies,” says Justin Bennett, President of Mohawk Computers. “But I knew I wanted to get my hands back onto hardware and leading-edge technology, so I quit my job even though I didn’t really know what an MSP truly was. I went back to my first break/fix customer and they said sign me up. It was a good way to get my foot back in the door and develop my managed services skills. I went from there and grew the MSP practice and my understanding of how an MSP really succeeds.”



Bennett says this wouldn’t be possible without Intel® vPro™ technology-based PCs.<sup>2</sup> “vPro’s remote management capabilities, and the fact that they’re integrated into our management console application, save us a tremendous amount of time. Margin comes from efficiency, and Intel vPro-based systems help us maximize it.”

He continues, “vPro-based PCs also help us grow, because we can manage more PCs without adding staff. This effect will increase as the normal PC refresh cycle moves forward and more of our customers refresh with vPro-based systems.”

### **Saving 75% and a second truck roll on hardware-related repairs**

With customers across the United States, Mohawk relies on vPro-based PCs to cut hardware-related repair time by 75 percent. “Because we can diagnose hardware problems on a vPro-based PC remotely, we can have the right part in hand when we go to a customer site. This saves a second truck roll and a lot of time. Our average hardware repair on a vPro-based system is a day and half, versus three to five days on a non-vPro-based system,” says Bennett.

SHEEX, Inc., innovator of the world's first performance-fabric bedding and sleepwear, is a Mohawk customer with offices in New Jersey and Florida. They rely on the remote capabilities and tools that Bennett's team brings to the table to help "move the company out of start-up mode and into a larger company, and to help us build a foundation for growth," says Theresa D'Alesandro, Director of Operations and Information Systems for SHEEX, Inc.

"When we need IT support, we need it now. Mohawk provides this stability for us. I can see everything happening on my dashboard, which runs through their portal. They provide a simple protocol structure that does not get in the way of a quick resolution. And their remote repair is amazing—they really understand our sense of urgency," says D'Alesandro.

### Managing an office as if "they were right down the street"

According to Bennett, the best thing about using Intel vPro technology-based PCs built by Dell is that Mohawk can "leverage vPro to manage our clients' offices, as if they were right down the street from us." Part of this includes the hardware-based KVM Remote Control capabilities built into Intel vPro technology systems.

"vPro's hardware-based KVM Remote Control is a powerful tool that changes how we work on OS issues. We can troubleshoot OS problems up to 50 percent faster, we can boot to a remote ISO, and we can run scans at the BIOS level. Our average OS remediation time is cut in half, from 16 hours to eight hours. KVM Remote Control changes the landscape for OS problems," Bennett says.

### Without Intel vPro technology, "I'd be in the same boat as our competitors"

Bennett says that Intel vPro technology-based PCs have helped reduce their truck rolls and positioned them ahead of their competition. "I don't think many MSPs are truly leveraging all the aspects of vPro. Mohawk is in front of it and partly that's because Intel is really good at educating us about vPro benefits. If I didn't have this tool, I'd be in the same boat as my competitors."

Bennett continues, "A truck roll can cost us anywhere from 50 to hundreds of dollars, and eliminating one of every five truck rolls is a large reduction in cost. This also makes selling vPro a no-brainer, as customers quickly see the benefit of faster service when they experience a problem."

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For more information about Mohawk Computers, visit [mohawkcomputers.com](http://mohawkcomputers.com).

### "Dell always stands behind their product"

Justin Bennett talks about why Mohawk Computers relies on Dell for their hardware. "We've been selling Dell for years, and have always felt that they were the most cost effective for our customers. Dell always stands behind their product. They're easy to work with and don't hesitate to fix problems. It's a good relationship and they listen to us, which makes a big difference in support situations. We've got a great long-term relationship with Dell."



1. Source: Field testing by Mohawk Computers, September 2016. 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 Mohawk. Results may vary. For more information go to [www.intel.com/benchmarks](http://www.intel.com/benchmarks).

2. Intel technologies may require enabled hardware, specific software or services activation. Performance varies depending on system configuration. No computer system can be absolutely secure. Check with your system manufacturer or retailer or learn more at [intel.com](http://intel.com).

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