

Ion Business Solutions Uses Intel® vPro™ Technology to Reduce PC Downtime by 66%¹



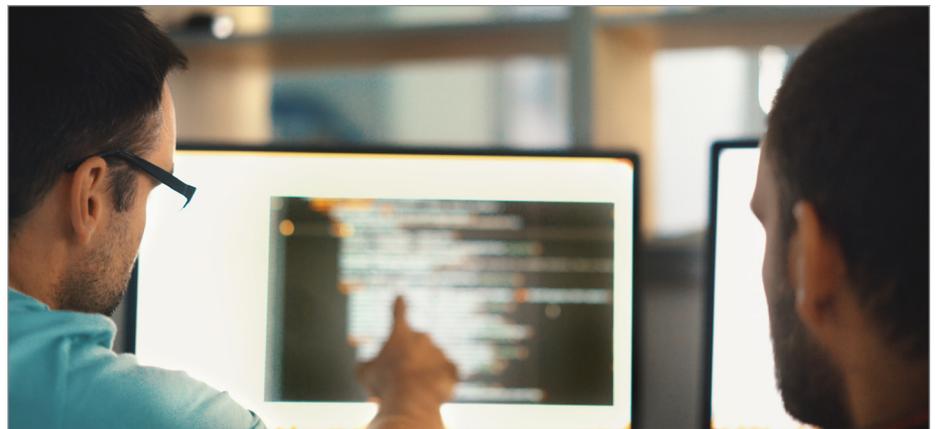
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*Alan Martiny, President
Ion Business Solutions*

Calling Intel vPro technology–based PCs a “core tool for business success,” Ion says systems save truck rolls and increase business value

Since 1994, Ion Business Solutions (Ion), a leading managed services provider in the Seattle area, has been delivering services to a wide range of clients up and down the West Coast. “We tend to work with cutting-edge technology, we do quite a bit of R & D to stay ahead of the curve—we’re working with Blockchain and Intel vPro technology, we virtualize, and we have our own cloud. We work with Amazon Web Services and Microsoft Azure, and do some security penetration testing with Linux. But what we really excel at is managed service support for small and midsized business,” says Alan Martiny, president of Ion Business Solutions.



Martiny says this wouldn’t be possible without Intel® vPro™ technology–based PCs² and the company’s Kaseya® remote management dashboard. “Considering we have a thousand critical end points under management all over the West Coast and in some very remote locations, it saves us a considerable amount of time and makes our business model feasible,” says Martiny.

He continues, “Intel vPro gives us almost a physical presence that would otherwise require feet on the ground. And the systems save our customers considerable time and money. One of our customers, for instance, has offices from San Diego to Bellingham—so we can’t really send out a tech. In the past, if there was an issue, they had to ship their PC to us and we shipped another one back to them.”

Saving 50% on hardware-related repairs

With customers from Washington’s northern border all the way down to San Diego, Ion relies on vPro-based PCs to cut hardware-related repair time by 50 percent. “Using vPro’s remote diagnosis means we have a better idea of what the problem is before we go out there. Then we only have to make one trip and we go with the right part,” says Martiny.

Even for local customers in the Seattle metro area, getting to a client takes an Ion technician at least an hour and a half. “We’ve been fortunate that we can work remotely. In fact, four of us never go on-site to clients. One of our technicians went on-site and the client didn’t even know who he was because he’d never been there before—that’s how much we can manage remotely,” says Martiny.

For more information on the benefits of Intel® vPro™ technology for small and midsized businesses, visit msp.intel.com/casestudies.

Intel vPro technology–based PCs open doors to new customers

The hardware-based KVM Remote Control in Intel vPro technology–based PCs reduces Ion's average OS repair time 25 percent. "KVM remote control is very useful—it takes us to the lowest layer so we can do AV scans, see what the client sees, plus remediate most issues," says Martiny. "Kaseya doesn't always give us access when the OS is down, and if we can't reach a machine, we don't have good options. Being able to restore a machine remotely means we don't have to have the customer ship us the machine."

But equally important, Ion's ability to remotely remediate has generated word-of-mouth success stories, and customers have started calling the company asking for help. "Last Wednesday I got a referral from a VP of Operations at one of the companies we service. He recommended us because he'd had a situation with ransomware and Ion got in and fixed the system within two hours and restored all his data back. Of course, this was all done remotely—a lot of times we're able to resolve complex problems remotely thanks to vPro and Kaseya," says Martiny.

Intel vPro technology is a "core business tool"

Martiny also teaches certification classes for CompTIA®, a nonprofit trade association for IT. "This is an IT course, but some of these students are unemployed, so I also try to give them an idea of how to build an effective business model. During the course, I include a bit about vPro and how it can be a core tool for building a successful business. Once you are rolling a truck, your income and value is diluted 70 percent."

Martiny is always looking to the future for his own business, as well. "I took a course through MIT recently about IoT—the Internet of Things. And while I was in the class, I began thinking about vPro and how I think vPro might have a big future in IoT. There are going to be so many devices out there and having the ability to access and manage them is important."

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For more information on Ion Business Solutions, visit ionbusinesssolutions.com.

Reliability, serviceability, and manageability

Alan Martiny talks about why Ion Business Solutions relies on Kaseya as their remote management tool. "Kaseya has so many tools that give us visibility, and the audits built into the system give us alerts. Kaseya also gives us several ways to remotely remediate the problems without having to log on to a machine, so a user doesn't even have to know or be interrupted while we are working on their system.

"I got called by a congresswoman in the capitol in Olympia who'd lost her files and I sent her a link from our Kaseya dashboard and, boom, she got her files back in 15 minutes. Kaseya uses dotnet technology so my console can interact with the remote client without being logged on to it. It's a powerful tool and the backbone of our business."



1. Source: field testing by Ion Business Solutions, May 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. For more complete information visit www.intel.com/benchmarks.
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