

By Taking Advantage of the Remote Manageability of PCs with Intel® Core™ vPro™ Processors, Blue Harbor Can Serve as a Strategic Adviser to Clients, Rather Than Focusing on Repair and Remediation



\$86,925

saved in annual labor costs by implementing vPro PCs.

“We’re huge vPro fanboys because of the time and money it saves both us and our customers.”

Jake Mazzola, partner at Blue Harbor Technology, doesn’t give his clients a choice when they are refreshing PCs: “We’ve transitioned our clients from break/fix into a managed services model and, as part of this, we make the Intel Core vPro platform a standard for new PCs. vPro-based PCs help our clients achieve their business goals because the system is flexible and we can support it better.”

When Jake quantifies how much money goes straight to his bottom line, however, it’s truly impressive. Just by looking at deskside visits for non-vPro-based PCs—which typically run the company about six visits per month, compared to one visit per month for a PC built with an Intel® Core™ vPro™ processor—Blue Harbor Technology can realize USD 86,925 in reduced labor costs.

“Our team runs really lean, so saving a truck roll makes a significant impact to our bottom line. We’re huge vPro fanboys because of the time and money it saves both us and our customers. For instance, the average hard disk failure takes 20 to 30 minutes of triaging on the phone to figure out what’s wrong. Then we’ve got an hour of drive time, and then another 20 minutes to run the on-site diagnostics to figure out that, yes, it really is the hard drive,” says Jake.



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

Intel® Active Management Technology tools are a real lifesaver

With the ability to see and diagnose a malfunctioning PC, the Blue Harbor team saves significant time and money. “The more we go on-site, the fewer end points we can support efficiently,” says Jake. “If we can do more remotely, then we can add new clients and easily handle more end points—and reach our financial goals. vPro helps us do this by reducing the number of deskside visits to a typical customer from six per month for a non-vPro machine to one per month.”

An operational advantage that improves the bottom line

Jake knows that Blue Harbor’s standardization on the Intel® vPro™ platform and the savings to the company’s bottom line give them a competitive advantage over MSPs who don’t use PCs with Intel vPro Core processors, but he says the real advantage is actually operational: “We need all the advancement and technology available to help us service more clients faster and more quickly. With the operations advantage we gain through vPro, we affect our bottom line too, and our clients’ productivity is improved as well.”

“By being able to do all that work remotely, it saves a huge amount of time, and this gets passed through to our clients because they’re spending less money on services. It’s a win for everyone.”

“With the operations advantage we gain through vPro, we affect our bottom line too, and our clients’ productivity is improved as well.”

—Jake Mazzola, Partner,
Blue Harbor Technology

Dell

Jake Mazzola says Dell is their hardware partner of choice: “I started with Dell early on in my professional career. When I started my own shop, I went back to what I knew. Dell systems are solid, they work really well, and their support is awesome. I can’t imagine using another OEM.”

Blue Harbor’s deployment of PCs based on Intel® vPro™ technology yields better IT functionality and lower service delivery cost

Activity	Without Intel® vPro™ technology	With Intel vPro technology	Improvement
Average time to resolve a hardware problem	150 minutes	40 minutes	Reduced 73%
Average time to reduce a software problem	180 minutes	60 minutes	Reduced 67%
Number of deskside visits	6	1	Reduced 83%

This year, Blue Harbor will save USD 86,925 in labor costs by using PCs based on the Intel® vPro™ platform; this will grow as the number of Intel® vPro technology-based PCs in their customer base grows

Money saved by eliminating one typical deskside visit	USD 114
Money saved by remotely reimaging one vPro platform-based PC	USD 10
Total cost this year saved through remote service on the 150 vPro-based PCs in their installed base	USD 86,925

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For more information on Blue Harbor Technology, visit blueharbortechology.com.



¹ Based on testing done by Blue Harbor, September 2017.

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