

By Implementing Intel® vPro™ Platform-Based PCs Already in Their Install Base, Fluid Networks Focuses Talent on Strategic Projects Instead of Routine Repairs



\$54,188

saved in annual labor costs by implementing vPro PCs.

“Because of the productivity savings we gain, now we never buy a PC without vPro inside.”

Eric Fox, Vice President of IT for Fluid Networks, knows that PCs built on the Intel® vPro™ platform save his company money: “PCs built with vPro keep us more efficient, especially when you consider that a typical truck roll costs us between \$100 and \$150. These interactions are, by their very nature, less efficient than a technician just being able to remotely manage a problem from his desk while multitasking on another one.”

When Fox quantifies how much money goes straight to his bottom line, however, it’s truly impressive. Just by looking at desktide visits for non-vPro based PCs—which typically run the company about two visits per year, compared to one visit per year for a PC built with an Intel® Core™ vPro™ processor, Fluid Networks can realize \$54,188 in reduced labor costs and windshield time.

“Because of the productivity savings we gain, now we never buy a PC without vPro inside. They only cost \$15 more, and if that is a deal breaker for our clients, I’ll eat the \$15 because it saves us so much time. We are in LA and have clients in San Diego, San Francisco, Texas, the East Coast, and companies that travel worldwide. If all my technician can do is turn the steering wheel and push the gas pedal, it gets awfully expensive,” says Fox.



Improving client relationships with remote remediation and repair

With the ability to see and diagnose a disabled or malfunctioning machine through their remote management tool, Fox says, “We can order warranty service by pulling the codes and letting the OEM know what’s going on with the system. This is a massive time savings for us. But I think the real benefit is for the client. They are amazed when we tell them ‘hang on,’ and then they see us remotely working on their PC. That immediate response is a huge benefit. They don’t lose any productivity and aren’t sitting at their desk twiddling their thumbs.”

If you want to be successful, the name of the game is automation

According to Fox, another advantage of PCs built on the Intel vPro platform is that Fluid Networks can use their RMM tool to script even more tasks. This helps his company succeed in a tight market and outpace other companies. “We try to automate all our tasks as much as possible. This means our remote management tool needs to talk to our PSA tool, and so we have crafted RMM scripts that pass into the PSA,” says Fox.

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

“With the integration point between our PSA and our RMM, I can have a client’s system whose drive space is running low, for instance, and our RMM opens a ticket in the PSA, then the RMM script we created manages the repair—or, in this case, the cleanup. If the RMM couldn’t manage the task, the PSA escalates it to a tech. And because we are only using vPro PCs, our tech can typically manage the issue remotely and handle multiple tasks at once.”

By automating as many tasks as possible, taking full advantage of the power of the Intel vPro platform, and spreading customers out across many vertical industries, Fluid Networks has continued not only to survive, but to thrive through several industry changes and downturns.

“The name of the game for a successful MSP is remote support. We have streamlined and built as many repeatable processes as possible. Our client base is also across a broad spectrum—real estate, legal, entertainment, professional sports. We’ve got a wide breadth of verticals, and we’ve done that intentionally because the market shifts. We watched a lot of small MSPs go belly-up during the real estate downturn. That’s why we work hard to keep our client base well balanced,” says Fox.

Dell

Eric Fox says Dell* is Fluid Networks’ hardware partner of choice: “We’ve worked with several OEMs, and Dell is the easiest to work with. The ordering and selection process is extremely easy and the hardware is reliable—it just runs and runs. But if there is ever a problem, Dell’s support is excellent.”

“Because of the productivity savings we gain, now we never buy a PC without vPro inside. They only cost \$15 more, and if that is a deal breaker for our clients, I’ll eat the \$15 because it saves us so much time.”

—Eric Fox, Vice President of IT, Fluid Networks

Fluid Networks’ 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	60 minutes	15 minutes	Reduced 75%
Average time to reduce a software problem	90 minutes	30 minutes	Reduced 66%
Number of deskside visits	6	1	Reduced 83%

This year, Fluid Networks will save \$54,188 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	\$45
Money saved by remotely reimaging one vPro platform-based PC	\$38
Total cost this year saved through remote service on the 150 vPro-based PCs in their installed base	\$54,188

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

For more information at Fluid Networks, visit fluidnets.com



¹ Based on testing done by Fluid Networks, September 2017.

² Assumes client reported labor rate that is not fully burdened; i.e., no benefits, overhead, etc.

Intel, the Intel logo, the Intel. Experience What’s Inside logo, Intel. Experience What’s Inside, Intel Core, and Intel vPro are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.

*Other names and brands may be claimed as the property of others.

© Intel Corporation