Beyond Computer Solutions uses Intel® vPro™ technology-based PCs to keep customers' data and networks secure

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>
> —*Chris Noles, CEO*
> *Beyond Computer Solutions*

The built-in security capabilities of Intel vPro technology processors let Beyond Computer Solutions "lock down malware before it ever hits the network."

Chris Noles, CEO of Beyond Computer Solutions, isn't afraid to say it. "We're more selective about who we work with than your average managed services provider (MSP) and that lets our core team focus on being more responsive to help our customers and add value to their business."

Noles says this wouldn't be possible without Intel® vPro™ technology-based PCs. "We've been around since the days before cloud, before managed services, back in the break/fix era, and we've seen the transition of tools that let us help our customers better. One of the biggest is Intel vPro technology-based PCs because it lets us manage the entire system right down to the BIOS level."

Noles continues, "vPro's remote management functions work within our existing Continuum remote monitoring and management platform and let us identify where a problem is. It could be anything from a keyboard cable to Windows not starting. Being able to see those different problems lets you decide whether you have to go on-site, reinstall an OS, or just order a new PC—all without leaving your desk. And that manageability keeps us and our customers efficient."

Rooting out rogue malware before it disables a network

With customers across the Atlanta region, Beyond Computer Solutions relies on Intel vPro-based PCs to keep their customers safe remotely and automatically. "In a nutshell, we're able to get into the computer at a BIOS level and make changes. That is huge. And with built-in, hardware-level protection, we also know the BIOS on the PCs we manage is safe," says Noles.

Because 62 percent of security breaches involve hacking,[1] Beyond Computer Solutions is on top of security 24/7 with Intel vPro technology processor's ability to wake and patch systems while their Continuum Network Operations Center* monitors clients. "If the computer still gets malware on it, we can get in and stop Windows from starting. Or, if Windows has booted, we can get in and shut the PC down, and stop the virus from spreading across the network. Malware can lock a system down so severely that without vPro, you couldn't even get into the PC," says Noles.

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

Reducing deskside visits 75 percent[2] improves everyone's productivity

According to Noles, one of the other good things about Intel vPro technology-based PCs is that Beyond Computer Solutions can reduce deskside visits by 75 percent, leaving his team free to multitask and work on several repairs at once, and keeping his customers from waiting for a technician to make a deskside visit.

"If a customer gets a blue screen of death, there's key information there that you could never see without vPro. If a technician can address the problem remotely, without leaving our office, they can be helping two or three customers at once. In our business model, faster problem resolution means more money on our bottom line," Noles says.

"And with Atlanta traffic, this is a substantial time and cost savings for our customer too. You can imagine a small law practice and an attorney who can't do a closing because his system is down and we can't get there because of traffic. vPro saves us both."

"Customers just want IT handled"

Noles says that Intel vPro technology-based PCs have helped improve their customer relationships and positioned their company in the role of collaborative adviser. "Every time we're able to solve a problem without going on-site, customers are happy. They just want IT to be handled. Using our Continuum remote management platform, with its integrated vPro functions, is a key part of keeping customers happy and getting problems fixed quickly because we can see their systems just as if we were in front of their screen."

Noles continues, "When our customers have a quarterly service review and look at what they're paying for on-site, the reduced deskside visits make them happy and decrease their costs—and it makes us more profitable too, because we're saving windshield time and increasing our ability to multitask. I think the amazing part about vPro-based PCs is that customers are not complaining that they have a problem, but they are commenting on how quickly their issues are solved. They expect problems; they don't expect the quick solutions that Continuum and vPro technology-based PCs deliver."

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For more information on Beyond Computer Solutions, visit beyondcs.com.

Beyond Computer Solutions 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 problem	120 minutes	75 minutes	Reduced 38%
Average amount of downtime per PC per month	60 minutes	30 minutes	Reduced 50%
Number of deskside visits	4	1	Reduced 75%

** Based on field testing by Beyond Computer Solutions during July 2017

Continuum

Chris Noles talks about why Continuum works best as their remote monitoring and management (RMM) platform. "Our old RMM application was good, but it couldn't follow our growth. We looked at a number of options, and felt that Continuum was best aligned with our needs. The ability to use their Network Operations Center and help desk was a big factor because it allows us to protect and monitor our customers 24/7."

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