

Computer Consultant Team uses Intel® vPro™ technology-based PCs to protect customers from ransomware threats



Some ransomware attacks specifically disable and cause issues with hard disks and other storage. Anytime an end user clicks on something and exposes their device, the issue we face is knowing if a system is “clean.” vPro’s hardware-based KVM Remote Control allows us to simply replace the drive image with a known good image that’s stored on the network.

—Joe Nardone, President
Computer Consultant Team

The built-in security capabilities of Intel® vPro™ technology processors let CCT “perform bare metal restores without ever rolling a truck”

Joe Nardone, President of the managed service provider Computer Consultant Team (CCT), knows that how technology is deployed and functioning is what truly matters to his customers. “We want to provide long-term value to our customers. That’s why we talk about technology in terms of the business value and return on investment technology can bring to our customers. We never want to be pushing technology for technology’s sake,” says Nardone.

Nardone says that one of the primary ways CCT delivers real value to its customers is by using Intel® vPro™ technology-based PCs. “We try hard to understand customer needs and create specific solutions that fit their business, industry, and budgets. We do this primarily through managed services. It’s very difficult to provide value otherwise because you don’t have a sense of how technology is being deployed. And with Intel vPro technology, we not only know how the technology is deployed, we can see what’s going on with it,” says Nardone.



He continues, “vPro’s remote management functions work within our existing Continuum Remote Monitoring and Management platform and let us identify most problems remotely. It could be anything from a keyboard cable that’s unplugged to Windows not loading. With vPro and Continuum, we can see what’s going on with a PC, and, in many cases, we can troubleshoot and repair remotely—and therefore cut down on truck rolls,” says Nardone.

Stopping ransomware quickly, without a truck roll

With customers throughout the Pittsburgh, Pennsylvania, region and several other states, CCT relies on vPro-based PCs to keep their customers safe from viruses and other malware. “Our region includes Pittsburgh, Cleveland, and Erie, and there is a minimum of a six-hour commitment when we have to roll a truck, repair a machine, and return it. If we can use our remote management console and vPro’s capabilities to do a remote recovery on a machine that would otherwise be dead to us, that saves us time, our customer time, and saves everybody money,” says Nardone.

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

The estimated cost for cybercriminals to infect 1,000 vulnerable computers in 2016 with malvertisements was only \$5,¹ which is why CCT relies on the remote diagnosis and repair capabilities of Intel vPro technology. “Some ransomware attacks specifically disable and cause issues with hard disks and other storage. Anytime an end user clicks on something and exposes their device, the issue we face is knowing if a system is “clean.” vPro’s hardware-based KVM Remote Control allows us to simply replace the drive image with a known good image that’s stored on the network. This eliminates a truck roll, gets the customer up more quickly, and reduces our footprint in the field,” says Nardone.

Making deskside visits strategic rather than imperative

According to Nardone, reducing deskside visits by 75 percent² with vPro leaves his team free to make deskside visits a strategic call, rather than a fire drill.

“Our business is built around the value that we bring to customers and how technology can help them be better than their competitors. If we’re just keeping the wheels on, we’re not helping them improve process, think strategically, or grow. If we can have a deskside visit where we talk about how a customer is deploying their technology and what we might change to improve process—rather than visiting for a repair—that’s a deskside visit that’s valuable,” Nardone says.

“vPro is a big deal because of this,” Nardone continues. “From a relationship perspective, this is a requirement, not just a nice to have. When we purchase replacement hardware each quarter, we buy vPro systems for our clients. There’s no doubt about it, it’s going to save them money, time and effort, and it makes us money.

Helping others recover from disaster

One of CCT’s customers is ServiceMaster, a company that helps with disaster cleanup and recovery. After the hurricanes in Houston and Florida, the Cleveland-based company had 75 percent of their fleet in the field.

“You don’t think about the fact that people from Cleveland are working in Houston and Florida after a hurricane, trying to help folks recover from a disaster. The technology they use for this job must be able to work in all environments and must be reliable so that folks can literally get their lives back. During disaster recovery, things are wet or hot or get dropped, and because Intel vPro technology lets us manage ServiceMaster’s systems remotely, we can keep their people in the field helping people,” says Nardone.

Computer Consultant Team’s deployment of PCs based on Intel® vPro™ technology yields better IT functionality and lower service delivery cost¹

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Average time to resolve an OS problem	300 minutes	60 minutes	Reduced 80%
Average amount of downtime per PC per month	360 minutes	120 minutes	Reduced 66%
Number of deskside visits	8	2	Reduced 75%

Why Continuum makes sense for CCT

Joe Nardone talks about why Continuum works best as their remote monitoring and management console. “We have been with Continuum since they were Zenith. We feel Continuum is a game changer because they do R&D in order to continue to offer better services. I can’t invest the dollars in finding best-of-breed tools, but Continuum can. And their NOC is an extension of our organization. We’ll tell customers that our engineers are going to work on systems in the evening, the NOC comes back with recommendations, and then the NOC can deploy it or we can. It lets us run lean and smart.”

Why Dell is CCT’s preferred vendor

Nardone says, “Dell makes good products that serve our customers well. Dell’s support process is great—whether we access their phone support or use the website, we get the help we need easily and quickly—they really do a better job of standing behind their product.”

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

For more information on Computer Consultant Team, visit teamcct.com.



1. https://www2.trustwave.com/2017-Trustwave-Global-Security-Report.html?utm_medium=web&utm_source=library&utm_campaign=CPN%202017%2006%20Global%20Security%20Report.

2. Based on field testing by Computer Consultant Team during August 2017. 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 intel.com/benchmarks.

Intel, the Intel logo, the Intel Experience What's Inside logo, Intel Experience What's Inside, 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.