Quantech and Intel® vPro™ technology-based PCs

As a leading Managed Services Provider in New York City, Quantech uses PCs featuring Intel vPro technology in conjunction with their existing management console software to reduce deskside visits up to 80%[1].

www.quantech.net

718-433-1024

Intel vPro technology-based PCs are your standard recommendation. Why?

"Because vPro's remote capabilities increase our ability to deliver great service to our clients, vPro-based PCs are now our standard machine. The extra $15-20 per machine is minor given the ways that it improves our client's businesses. vPro reduces our cost of delivering services and helps break down geographical barriers. Since we can achieve more remotely, without leaving our office, we can always serve our clients regardless of their location."

Jonathan Morris, President, Quantech

Saving 50 minutes on a typical hardware repair

"In the past, a hardware problem meant dispatching someone to the client's site to diagnose what was wrong. With a vPro-based system, we can remotely diagnose a hardware problem, saving travel time and accelerating time-to-resolution or how quickly a machine is fixed by our team. Many of our clients are not geographically close to us, therefore time savings add up. On an average hardware repair, vPro saves us 50 minutes. The ability to run diagnostics remotely is fabulous.

vPro also gives us the ability to diagnose a problem without involving the end user, minimizing end user frustration and distractions from their primary responsibilities.

When vendors such as Dell replace a failed hard drive under warranty, they do not always load the system image. With vPro's hardware-based KVM Remote Control, we can now load the image remotely, which increases the effectiveness of our team and the value of our team to our clients."

Jonathan Morris, President, Quantech

For more MSP and SMB case studies, see msp.intel.com/casestudies.

New capabilities that impress clients

"vPro's KVM Remote Control allows us to remotely diagnose hardware problems and even re-install an operating system without a client's involvement. This makes for a faster recovery in the event of a hardware failure. It also eliminates the burden on an end user to work with a support technician as someone from my team works towards a resolution with little or no involvements from the end user. Together, these capabilities leave a lasting impression on our clients."

Jonathan Morris, President, Quantech

Reducing deskside visits by 80% drives cost down

"We don't always bill for travel time but that does not mean our company does not have a hidden cost for each dispatch. It depends on a client's office location. vPro's KVM Remote Control reduces the need for deskside visits. This equates to a potential savings of 80% on a helpdesk ticket when adding reduced costs and recapturing the lost productivity to travel time. vPro is a win for us and for our clients. "

Jonathan Morris, President, Quantech

Dell delivers service excellence

"We've worked with Dell systems for many years and are a Dell Premier Partner. Dell has long been our preferred hardware vendor. Dell makes the process to spec, quote, and order systems seamless. Their warranty support is also excellent. A Dell Service Tag provides a lot of visibility into the hardware configuration, warranty periods, and general history of a machine. Overall, our relationship with Dell has added a lot of value to our business.

Ideal business relationships, whether they are with vendors or clients, are best when all parties find it easy to do business together. Dell is easy to do business with. We hope our clients feel the same way about us."

Jonathan Morris, President, Quantech

The benefit of managing vPro-based PCs within a Continuum console

"We have been a Continuum Partner for several years. The console provides a unified interface for the tools necessary to deliver enterprise quality support services to our small and mid-market clients. Our toolset includes Intel vPro and other key applications which allows my team to work efficiently and makes our company more scalable. Continuum's console, partner costs, and technology capabilities are an excellent fit for us in delivering the highest quality of Managed IT Services to our clients."

Jonathan Morris, President, Quantech

Quantech's deployment of PCs based on Intel vPro technology yields better IT functionality and lower service delivery cost[1]			
Activity	**Without Intel vPro Technology**	**With Intel vPro Technology**	**Improvement**
Average time to resolution of a hardware problem	340 minutes	290 minutes	**Reduced 15%**
Average time to resolve an OS problem	225 minutes	190 minutes	**Reduced 16%**
Number of deskside visits per month	5	1	**Reduced 80%**

[1] Source: field testing by Quantech in June 2017.