



Extended reach cuts service delivery cost

IT Authorities
Tampa, Florida



Management Console: N-able N-central*

PCs: HP desktop and laptop PCs based on Intel® vPro™ technology



"vPro-based PCs offer new ways to connect to our customers' PCs, new ways to troubleshoot, and new ways to remediate," explains Tom Beckman, CTO at IT Authorities. "These are significant advantages." This is true for both problem resolutions and normal maintenance activities. "Clients often turn PCs off after hours, and that used to mean that we couldn't reach that PC," says Beckman. "Before vPro, we got at best a 50% success rate on updates, resulting in performance and security problems." With Intel vPro technology-based PCs, IT Authorities can automatically power the PC on and execute the updates seamlessly. "Showing clients how this improves their IT function helps us in the push for standardization of their PCs," notes Beckman.

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	48 hours	24 hours	Reduced 50%
Fix OS Problem Average time to remediate	72 hours	3 hours	Reduced 96%
PC Downtime Average per PC per month	20 minutes	15 minutes	Reduced 25%
95% Patch Saturation Time to achieve	168 hours	72 hours	Reduced 67%
Power Cost Savings Per PC over 3-year life span	\$0	\$561	TCO lowered

"A vPro-based PC replacing an older PC saves \$187 per year [in energy costs]-and that's for every PC. This makes upgrading to a vPro PC very attractive and makes our sales process easier."

— Tom Beckman, CTO, IT Authorities

See the full case study at msp.intel.com/ITauthoritiesreseller

Higher levels of service create account control

Axcell Technologies
Chicago, Illinois



Management Console: Kaseya

PCs: Dell desktop and laptop PCs based on Intel® vPro™ technology



"We don't deliver technology, but rather very high-quality IT functions," explains Rick Vines, president of Axcell Technologies. "For our customers, that level of IT functionality becomes strategic in serving their customers. As a result, we become integrated into their company – not as a vendor but as an extension." PCs based on Intel vPro technology are a key part of delivering that level of service. "Keeping pace with technology changes is critical to providing our clients with a roadmap to their future as well as supporting our own efficiency and profitability," says Vines. "With 900 desktops and laptops under management, the way that vPro extends our Kaseya RMM solution makes a huge impact."

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	140 minutes	80 minutes	Reduced 43%
Fix OS Problem Average per PC per month	200 minutes	120 minutes	Reduced 40%
Deskside Visits Per month at a typical customer	6	1	Reduced 83%
Power Cost Savings Per PC over 3-year life span	\$0	\$506	TCO lowered

"Without a doubt, vPro is a competitive advantage. It gives us a better offering than the other guy. It makes us look smarter—we're bringing the customer something new with visible value to their business. And we're doing it all more efficiently than our competitors."

— Rick Vines, President, Axcell Technologies

See the full case study at msp.intel.com/axcellreseller

Focusing on process efficiency drives higher margins

Speros
Savannah, Georgia



Management Console: Level Platforms Managed Workplace*

PCs: HP desktop and laptop PCs based on Intel® vPro™ technology



With a broad, complex service offering, Speros' ability to serve customers effectively—as well as support healthy margins—depends on deploying the right tools. "We put a lot of focus on efficiency and process," says Jason Ryals, IT Manager at the company. By using Intel vPro technology-based PCs, Speros has been able to significantly cut the cost of delivering services while at the same time improving their customer's IT experience. "By doing more remotely with vPro PCs, we're saving money—for us and the customer—and better serving the customer. Our technicians spend less time driving and more time multi-tasking. And our customers' PC problems are resolved more quickly."

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	100 minutes	45 minutes	Reduced 55%
Fix OS Problem Average per PC per month	45 minutes	25 minutes	Reduced 44%
PC Downtime Average per PC per month	130 minutes	75 minutes	Reduced 42%
Deskside Visits Per month at a typical customer	7	1	Reduced 86%

"The only way for us to be successful is if our customers are not having problems. To deliver that value profitably, we have to find and deploy the right tools. That led us to Intel vPro technology-based PCs."

— Jason Ryals, IT Manager, Speros

See the full case study at msp.intel.com/sperosreseller

Matching solid processes with advanced tools yields competitive advantage

Alpheon
Raleigh, North Carolina



Management Console: Level Platforms Managed Workplace*

PCs: Dell OptiPlex* desktop and Dell Latitude* laptop PCs with Intel® vPro™ technology



For Alpheon, lowering support costs is the key to high service levels and profitability. "Managed service providers that leverage Intel vPro technology are going to have a competitive advantage through fewer truck rolls, shorter resolution and remediation times, and increased efficiency," explains Greg Donovan, president of Alpheon. The company's average time to resolve a hardware problem has dropped from hours to minutes, and deskside visits have been cut in half. Intel vPro technology also helps Alpheon diagnose software problems more easily. "By extending the capabilities of the management console, vPro helps us increase our efficiency." In addition, active power management capabilities help Alpheon save customers \$631 per PC over a three-year lifecycle.

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	180 minutes	15 minutes	Reduced 92%
Fix OS Problem Average per PC per month	60 minutes	45 minutes	Reduced 25%
PC Downtime Average per PC per month	20 minutes	15 minutes	Reduced 25%
Power Cost Savings Per PC over 3-year life span	\$0	\$631	TCO lowered

"Since January 2008, every system we have sold has been a vPro system. We see vPro as a key enabling technology going forward."

— Greg Donovan, President, Alpheon

See the full case study at msp.intel.com/alpheonreseller
See the video at msp.intel.com/alpheonreseller_video

The right tools significantly lower costs

Circle Computer Resources
Cedar Rapids, Iowa



Management Console: N-able N-central*

PCs: Lenovo ThinkCentre* desktop and ThinkPad* tablet PCs based on Intel® vPro™ technology



"We exist to lower our clients' costs and increase their revenue," explains Shea Kelly, director of operations at Circle Computer Resources. "With the right tools and processes, we can both lower our clients' total IT cost and increase their employees' productivity, and thus impact both their top line and bottom line." Finding the right tools is key. "To deliver the IT functionality that will best serve clients, you have to continuously improve their IT and business capabilities," says Kelly. "So we are always exploring new tools that will serve our clients' best interests. vPro-based PCs allow us to lower our cost and deliver better service. For all workstations, a vPro-based PC is now our standard."

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	150 minutes	60 minutes	Reduced 60%
Fix OS Problem Average per PC per month	60 minutes	45 minutes	Reduced 25%
PC Downtime Average per PC per month	30 minutes	5 minutes	Reduced 83%
95% Patch Saturation Time to achieve	600 minutes	100 minutes	Reduced 83%
Deskside Visits Per month at a typical customer	20	2	90%

"With vPro, we can offer more to clients, we can reach clients that are geographically distant, and our service costs are significantly reduced because we do fewer truck rolls. The cost impact of reducing downtime is pretty direct. The fact that we can show the client how vPro improves their bottom line gives us a competitive advantage."

— Shea Kelly, Director of Operations, CCR

See the full case study at msp.intel.com/CCRreseller

Adopting Intel vPro technology-based PCs creates a competitive advantage

Green Light Business Technology
Grand Rapids, Michigan



Management Console: Kaseya

PCs: Lenovo desktop and laptop PCs based on Intel® vPro™ technology



Green Light Business Technology knows that success requires constant evolution. "We're process freaks," explains Dan Tomaszewski, president of the company. "The continuous challenge is to increase efficiency, in order to both deliver better services and reduce our cost of delivery. We're always looking for new tools that will help us differentiate ourselves from the competition." To that end, Green Light has standardized on Intel vPro technology-based PCs. "When any situation arises with a PC, dealing with it remotely is better in every way—and vPro helps us do it remotely much more often. Going onsite to the customer means you're dropping everything else, multitasking comes to a halt, and efficiency suffers."

Activity	Without Intel vPro Technology	With Intel vPro Technology	Improvement
Fix Hardware Problem Average time to remediate	48 hours	24 hours	Reduced 50%
Fix OS Problem Average per PC per month	4 hours	1 hour	Reduced 75%
95% Patch Saturation Time to achieve	5 days	1 day	Reduced 80%
Power Cost Savings Per PC over 3-year life span	\$0	\$498	TCO lowered

"Given the advantages of vPro, there's no question that any computer we deploy in a managed services environment will be a vPro-based system."

— Dan Tomaszewski, President, Green Light Business Technology

See the full case study at msp.intel.com/greenlightreseller

OVERVIEW OF INTEL vPRO TECHNOLOGY

Desktop, notebook, and tablet PCs based on Intel vPro technology, combined with a leading management console software application, provide unprecedented capabilities. These advances allow you to deliver more value to your managed services customers by helping them spend smarter, get more done, and be more secure.

• **Remote diagnosis and repair** reduce costly and time-consuming deskside and service depot visits by resolving problems and repairing PCs quickly from the console—even if the PC is powered off or in standby mode, is connected to a wireless network, or has a disabled OS.¹

• **Automated proactive alerts** identify issues before they become problems or costly repairs. These include alerts about missing or disabled software, memory usage, hard drive health, fans, and power supplies.¹

• **Secure remote power up and power cycling** allow you to perform scheduled maintenance, backups, and monitoring after hours.¹

• **Encrypted, remote security updates** ensure that security patches are up to date and speed the deployment of critical patches, even to systems that are off or down.¹

• **Active power management** allows you to offer significant power savings to your customer.¹

¹Requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, network hardware and software. For notebooks, Intel AMT may be unavailable or limited over a host OS-based VPN, when connecting wirelessly, on battery power, sleeping, hibernating or powered off. Results dependent upon hardware, setup & configuration. For more information, visit <http://www.intel.com/technology/platform-technology/intel-amt>. Intel® vPro™ Technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software and IT environment. To learn more visit: <http://www.intel.com/technology/vpro>.

²Based on field testing by IT Authorities performed during July 2009.

³Based on field testing by Alpheon performed during November 2008.

⁴Based on field testing by Axcell Technologies performed during March 2011.

⁵Based on field testing by Speros performed during December 2010.

⁶Based on field testing by Circle Computer Resources performed during February 2010.

⁷Based on field testing by Green Light Business Technology performed during August 2010.

⁸Other names and brands may be claimed as the property of others.

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