



Case Study

Intel® Core™2 processor
with vPro™ technology
IntraSect Technologies
IT Service Provider



“Intel vPro is helping us lower overhead and still improve our offerings.”

Tom Polk
Divisional Manager,
IntraSect Technologies

VAR effectively serves state-wide geographic area with reduced truck rolls

Challenge

- **Serve more clients without increasing resources**
- **Drive down cost model**
- **Remain competitive** with both local and foreign IT service providers

Solutions

- **Improve technician efficiencies** and speed up remote processes
- **Eliminate many costly truck rolls** and shift on-site service tasks to remote processes
- **Lower overhead costs via Intel® vPro™ technology**

Indiana service provider uses Intel® Core™2 processor with vPro™ technology¹ to drive down cost model and serve more clients.

IntraSect Technologies² (formerly Wabash Electric-IT Division) is an IT service provider with clients across the state of Indiana. The IntraSect Technologies’ extensive client base includes customers in industries from sheet-metal and component manufacturing to social services, and from health care (such as optometrists and hospice) to charity foundations and government agencies.

Recently, IntraSect Technologies deployed PCs with Intel® Core™ processor with vPro™ technology¹ in a distributed production network to see how the built-in remote-management technology in the PCs would help improve services and reduce costs. IntraSect Technologies believes Intel® vPro™ technology will significantly improve technician efficiencies, dramatically reduce truck rolls, and lower overhead, so the company can remain competitive and continue to grow in an increasingly crowded market.



Assessing the Situation

One of the key challenges IntraSect Technologies faces is serving a wide geographic area. The company operates two service centers in Indiana, so travel to most customer sites can be done within 1 hour, but site visits to other customers still requires a 4- to 5-hour drive.

"We don't work in a leading-edge geography," explains Tom Polk, Divisional Manager, IntraSect Technologies. "Indiana is fly-over country, and we're proud of it – we still have people driving horse and buggy. It's a function of where we live." Adds Tom, "It's not like serving a large city where you can drive 5 miles and have hundreds of clients. We serve a wider area and have a much more varied client base."

Client reliance on the PC

Today's businesses are increasingly dependent on technology, so user downtime is a significant issue when IT technicians need to service a PC during business hours. From industry to industry, if employees can't access their PCs, they can't monitor fabrication processes or make parts, look up patient records or file insurance forms, or access their sales lists and leads. No work means no services, no surgeries, no sales, and no revenue until PCs are back up and running.

"The customer doesn't want me sitting in front of their computer doing my thing. They want to be sitting in front of their computer doing their thing, and Intel vPro helps me make that happen."

Tom Polk
Divisional Manager, IntraSect Technologies

Travel time is a significant limiting factor in an area like Indiana. However, service providers have traditionally found it difficult to shift on-site tasks to remote processes and off-hours work since technicians can't usually access the PC remotely when a PC is powered down. This forces technicians to work during business hours (when the tasks can interrupt users) or ask users to help participate in the process.

Growth without more resources

Another key challenge is growth – in particular, the ability to serve more clients without investing in more resources. For IntraSect Technologies, it's all about efficiencies. The number one cost remains payroll, but with current processes, technicians can only be so efficient because there are only so many hours in the day.

To resolve this challenge, IntraSect Technologies needs more advanced tools that allow their technicians to deliver better, faster remote management of client PCs. In turn, this would allow each technician to monitor and manage more customers without the company hiring additional resources.

Spotlight: IntraSect Technologies

IntraSect Technologies (formerly Wabash Electric-IT Division) has been designing, developing, and implementing cutting-edge network solutions since 1992. With expertise in high-speed networking systems and solutions, ITS serves clients with infrastructures from basic LAN integration with a few PCs to a full LAN/WAN integration for multiple locations. From single workstations to large networks, IntraSect Technologies delivers quality information solutions that demonstrate our commitment to customer satisfaction.

Local and foreign competition

A third critical challenge is an expanding market. Not only are local hardware resellers moving into managed services, but there is an influx of off-shore competition from foreign service providers. These companies offer 24/7 follow-the-sun service models at low labor rates, which are difficult to compete with.

States Tom, "The more we can understand our cost model, the more we can drive down our overall costs and make sure we are competitive in this expanding marketplace.

For IntraSect Technologies, the key to solving these business and service challenges lies in gaining access to the PC regardless of its power state. This would help technicians improve remote management of PCs, so the company can complete more work off-hours with fewer interruptions to users, and still grow the business.

Delivering the Solution

IntraSect Technologies recently tested the security and manageability capabilities of PCs with Intel vPro technology at a distributed customer site. After seeing the technology in action, IntraSect Technologies is eager to begin shifting their client base to the new PCs. The company believes Intel vPro technology will allow them to streamline processes and improve remote IT so services are more cost-effective to deliver.

The key for IntraSect Technologies is that the capabilities of Intel vPro processor technology are based in hardware, not software. Because of this, the capabilities are not dependent on the power state of the PC or the state of the OS. Whereas typical management software requires the PC to be powered on, a management agent present, and the OS available in order to report system information, Intel vPro technology is available anytime to authorized technicians via their management software – even if PC power is off, the OS is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.

IntraSect Technologies technicians can now use their management application to remotely power up a PC for service virtually anytime. They can also acquire detailed motherboard and CPU information and access the PC's universal unique ID (UUID) – features fully integrated into the company's management application. In turn, this will help the company offer backup and recovery, disk defrag, and other new maintenance services.

“Intel vPro is letting us access and service every PC overnight, even if they’re powered off. That’s having a major impact on our efficiencies and on our customer’s uptime during the day.”

Tom Polk
Divisional Manager, IntraSect Technologies

Overnight patch management – and catching every PC

Patching is the number one issue for many customers, so ITD is excited about the ability to use the remote power-up capability built into PCs with Intel vPro technology to improve patch management success rates. IntraSect Technologies technicians can now use their management application to power up the PC from the service center in order to receive a patch or other update. The technician can then trigger a patch cycle or other maintenance task to run overnight, and be more confident that all PCs are caught in the cycle. In turn, this will help eliminate even more truck rolls, since many site visits have traditionally been required to service PCs that developed problems because they were missed in a patch cycle.

Accurate network mapping for improved resource allocation

The remote power-up capability is also helping IntraSect Technologies achieve more accurate machine counts. These counts are used to map a client's infrastructure, so IntraSect

Return on Investment

- IntraSect Technologies expects to use the remote power-up capability of PCs with Intel® vPro™ technology to reduce truck rolls traditionally required to power up PCs. Since technicians can remotely power up the PCs from the service center, they can access more PCs remotely. IntraSect Technologies estimates the capability alone will help reduce site visits by 25%.⁴
- It can often take 20 minutes for a technician to explain a 10-minute on-site fix.³ Now that IntraSect Technologies technicians can remotely power up and manage the PC, they can perform the task off-hours and without user participation. Eliminating user participation in the process is expected to improve technician efficiencies and help reduce user and technician frustration.
- Using the remote power-up capability, the company expects to improve technician efficiencies by 92% to 96% for many tasks, such as network mapping and patch installation.⁴ This will help the company resolve user issues faster and more transparently, better leverage critical technical resources, enhance the company's credibility, and deliver better services that meet even more competitive Service Level Agreements (SLAs).

Technologies can identify authorized devices on the network, accurately locate the PCs, and map the switch and port to which each PC is connected. This helps technicians troubleshoot problems more quickly and improve user uptime.

Table 1. IntraSect Technologies estimated improvements with Intel® vPro™ technology⁴

Service	Without Intel® vPro™ technology ^{a,3}	With Intel® vPro™ technology ⁴	Estimated improvement with Intel® vPro™ technology ⁴
	Task time	Task time	
Patch installation for a small patch on 15 PCs	4 hours across a 2-day span	10 min in a 1-day span	<ul style="list-style-type: none"> ▪ Task time: 96% faster ▪ Timespan for patching: 50% faster ▪ User participation: eliminated
Power up systems to generate a network map	140 min	10 min	<ul style="list-style-type: none"> ▪ Task time: 93% faster ▪ Site visit: eliminated
Power up a “server” PC for site use	130 min	10 min	<ul style="list-style-type: none"> ▪ Task time: 92% faster ▪ Site visit: eliminated

^a Task time includes a 2-hour round-trip drive time.

Explains Mike Shira, Account Manager, IntraSect Technologies, "Our metrics are based on machine counts. If we don't have an accurate count of the authorized machines we'll be servicing, we can't accurately allocate resources for the job. Intel vPro lets us identify every PC easily, quickly, and accurately, and that helps our bottom line."

Lower Overhead and Improved Services

Now that IntraSect Technologies is incorporating Intel vPro technology into their remote monitoring and patching, the company can perform more of these tasks off-hours. This helps reduce interruptions to users and improve the company's image.

"Downtime is money," says Tom. "The sooner I can start working on that issue, the faster I can get it fixed, and the faster the client is back up and running. Whether it is 10 minutes on the phone, or an hour of travel time, it is still downtime, but 10 minutes is a lot more competitive, and being able to do the work off-hours is a significant advantage in the market."

Ultimately, the gain for IntraSect Technologies is streamlined processes, improved efficiencies, lower overhead costs, and enhanced credibility with the client.

For more information about the benefits of Intel vPro technology for small and medium businesses, visit <http://msp.intel.com>

For more information about IntraSect Technologies products and services, visit www.inrasecttechnologies.com

What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to the PC virtually anytime for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation — even if PC power is off, the OS is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.
- Industry-leading performance through Intel® Core™2 Duo processor, which is optimized for multitasking and next-generation software, so IT engineers can run virus scans, e-mail synchronization, back-ups, and other tasks in the background without bogging down user applications in the foreground.
- Ready for Microsoft Windows Vista,* including support for 64-bit applications⁵ and the performance required for the intensive, multithreaded OS.

Solution provided by:



¹PCs with Intel® Core™2 processor with vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer system to have an Intel AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. For more information, see <http://www.intel.com/technology/manage/iamt/>

²All content about IntraSect Technologies was provided by IntraSect Technologies.

³Source: IntraSect Technologies knowledge base and internal calculations.

⁴Source: The IntraSect Technologies Pilot of Intel® vPro™ technology, conducted in June and July, 2007, at the Midwest Eye Consultants sites in NW Indiana. Statements made by IntraSect Technologies and Midwest Eye Consultants representatives reflect results of independent testing performed by IntraSect Technologies and Midwest Eye Consultants in their own environment. Actual improvements in a production environment might vary. Other companies may see different results, depending on their IT service environment.

⁵64-bit computing on Intel architecture requires a computer system with a processor, chipset, BIOS, operating system, device drivers and applications enabled for Intel® 64 architecture. Processors will not operate (including 32-bit operation) without an Intel® 64 architecture-enabled BIOS. Performance will vary depending on your hardware and software configurations. Consult with your system vendor for more information.

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