

# SOLUTION BRIEF

Industry  
Solution Focus Area



# Take Control Back

**Intel® Active Management Technology equips IT managers with tools to query, restore, upgrade, and help protect computers remotely.**

## THE CHALLENGES

MORE DEVICES

**3.5**

Number of devices  
per employee<sup>4</sup>

MORE REPAIRS

**42 HRS**

Time wasted repairing  
4-year-old PC<sup>5</sup>

MORE MAINTENANCE TASKS

**80%**

of total cost of ownership  
is aftermarket expenses  
(technical support and labor costs)<sup>6</sup>

Across industries, IT professionals are responsible for managing and securing an increasingly large and diverse array of devices, ranging from traditional business computers to Internet of Things (IoT) systems such as retail point-of-sale terminals.

When seeking a management solution that meets today's challenges, many organizations struggle to find the right balance of controlling costs, supporting remote devices, and delivering a great user experience. But service organizations and IT groups can address key management challenges by taking advantage of capabilities enabled by Intel® Active Management Technology (Intel® AMT), included as part of the Intel® vPro™ platform,<sup>1,2,3</sup> which spans Intel® Core™ vPro™ processors and Intel® Xeon® processors.

### Enhance Remote Manageability

Organizations can improve incident management by using Intel® AMT capabilities to remotely access and control unattended devices, regardless of their state or location. As long as a client system has a power source and a network connection, Intel® AMT can automatically connect and authenticate operators. Those operators can then initiate and monitor progress of a system rebuild, reimagine a system, collect hardware asset data, reset a forgotten disk encryption passphrase or VPN personal identification number (PIN), or provide a temporary work environment.

Additionally, Intel® AMT supports enhanced configuration management processes. Authenticated and authorized operators can gain out-of-band access to important service asset and configuration information that is securely stored, remains tamper-resistant, and persists across reboots, even when the operating system is rebuilt.

### Deploy powerful remote control

Service organizations can increase their reach to remote systems by defining policies that force an automatic "check-in" regardless of the state of the system, including when devices are powered off or outside of the enterprise. This capability provides a real-time view of service assets. Information can be automatically imported into

a configuration management database (CMDB) to improve data quality for configuration items. The information can be used to identify changes in configuration, which can improve resolution time against SLAs. It also can be used to address key performance indicators (KPIs); service organizations can significantly reduce the average work effort and the frequency of verifying physical assets. They can also reduce the number of incidents where the underlying cause is inaccurate configuration management information. Once Intel® AMT is configured, IT professionals can view and solve issues via the integrated KVM (keyboard, video, mouse) remote control.<sup>7</sup>

### Ease platform lifecycle management

To help ensure client systems receive critical software updates and upgrades, regardless of their current power state and location, Intel® AMT can be enabled to wake devices at predefined times and dates. Alternatively, service organizations can configure existing toolsets to power on systems securely and remotely. This feature improves corporate compliance by increasing saturation of important updates. At the same time, it reduces the risk of noncompliant systems being on the corporate network and increases the security posture of client systems. Consequently, service organizations can significantly reduce the likelihood of breaches and enable end users to

rapidly access new features and functionality. A well-managed fleet is a more secure fleet.

### Save time and money

The ability to remotely diagnose and resolve many software-related issues for a large, geographically dispersed fleet of devices from a centralized location can help avoid or reduce the number of costly, time-consuming deskside visits required to diagnose and resolve software-related issues. According to one report, Intel® AMT can reduce the cost of a repair from \$187 to \$60, a savings of \$127.<sup>8</sup>

### Enable remote manageability that goes the distance

With Intel® AMT, service organizations can take simple and effective steps to enable more manageable client systems. They can streamline operations and create a consistent approach to managing a broad spectrum of devices. Powerful platform capabilities can help service organizations meet user needs, minimize downtime, and safeguard the enterprise. Service organizations can draw upon available solution reference architectures, implementation guides, and readily available tools from Intel and others to successfully activate Intel® AMT and begin to realize its major benefits.

### For More Information

You may find the following resources useful.

- Intel Active Management Technology: [intel.com/AMT](http://intel.com/AMT)
- Intel vPro Platform: [intel.com/vPro](http://intel.com/vPro)



<sup>1,2,3</sup> Intel® technologies' features and benefits depend on system configuration and may require enabled hardware, software or service activation. Performance varies depending on system configuration. No computer system can be absolutely secure. Check with your system manufacturer or learn more at [www.intel.com/vPro](http://www.intel.com/vPro) or [www.intel.com/AMT](http://www.intel.com/AMT)

<sup>4</sup> The number of managed devices has increased by 72% since 2014. Workers now use an average of 3.5 devices. *7 Enterprise Mobility Statistics You Should Know*, Citrix (2015).

<sup>5</sup> Repairing a 4-year-old PC can waste up to 42 hours and cost an average of \$427 per year. *The Aging PC Effect—Exposing Financial Impact for Small Business*, Techaisle (2013).

<sup>6</sup> 80% of a computer's total cost of ownership (TCO) is aftermarket expenses including technical support, maintenance and labor costs. Network Alliance, cited in Beacon research project (2011).

<sup>7</sup> KVM Remote Control (Keyboard Video Mouse) is only available with dual-core Intel® Core™ i5 vPro™ and Core™ i7 vPro™ processors with active integrated graphics. Discrete graphics are not supported.

<sup>8</sup> Remote desktop diagnosis can cut the cost of an IT service call in more than half—from \$187 to \$60. *Prescribing an Ounce of Intel vPro Cure*, MSPmentor (2015)

Intel, Intel vPro, and the Intel logo are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and/or other countries.

**No computer system can be absolutely secure**

©Intel Corporation