How Three Organizations Found the Answer to Better Remote IT Support

With more and more businesses moving to a work-from-anywhere model, IT environments are no longer confined to a single location—or even behind the same firewall. That can make managing the organization's technology fleet a major headache.

The Intel vPro® platform, featuring Intel® Active Management Technology (Intel® AMT), along with the Intel® Endpoint Management Assistant (Intel® EMA) tool, work together to make life easier for IT teams. It helps them manage devices remotely and securely, inside and outside the firewall, on premises, or through the cloud.

Read about three organizations in retail, education, and healthcare that have leveraged Intel AMT and Intel EMA to manage their fleets across multiple locations, more easily and cost-effectively.

Leroy Merlin Spain

> *The Intel EMA console opens up infinite benefits compared to the way we were operating before, including the ability to support equipment beyond the Leroy Merlin enterprise network. That was simply not possible with our old solution. For me, that's key.*
>
> **Jorge Diaz**, systems specialist at Leroy Merlin Spain

Home improvement and gardening retailer Leroy Merlin's Spain division has a highly complex IT environment spread across 120 locations in two countries. With many different types of endpoints, in-person support for security patches, updates, repairs, and more became too labor-intensive, time-consuming, and costly.

Systems specialist Jorge Diaz and the IT team needed a modern, centralized way to support those devices. The company had been using devices on the Intel vPro® platform for nearly 10 years but had yet to take advantage of the technology's powerful remote management tools.

"Turning on" Intel AMT and Intel EMA has helped the company reduce operational costs and work interruptions. Issues that used to require a visit from a technician can now be handled remotely any time of day. In addition, onboarding new equipment is a once-and-done process: Simply install the agent in the equipment, and within minutes, IT has complete control over the device.

The Challenges

- Managing desktops, laptops, POS systems, kiosks, digital signage, and more
- Supporting devices across 120 retail locations in Spain and Portugal
- Controlling total cost of ownership
- Freeing IT to pursue business-critical initiatives

The Solution

- The Intel vPro® platform with Intel AMT leveraging Intel EMA

The Results

Rapid deployment
4,500 devices in a single day

Reduced cost
Fewer service agents required on site

Faster time to resolution
Service calls can be handled remotely from anywhere

Safer
Minimize physical contact when servicing devices could be risky or hazardous

Minimal disruption
Updates can occur overnight and without local user input

Frankfurt School System

With rising costs and limited funding, educational institutions and systems need to drive efficiency while serving students, often across a broad geographic footprint. This is especially true in light of the increasing need for remote and hybrid education.

Frankfurt, Germany, has 170 schools. They range from K-12 to vocational education and serve more than 100,000 students and 7,000 teachers. The City of Frankfurt School System needed to perform a rolling IT infrastructure upgrade. Staff and teachers lacked the time and technical skills needed to manage the onboarding and upkeep, and having a single technician to handle the entire system was untenable.

The school system worked with specialized systems integrator REDNET to install, onboard, and manage devices with the Intel vPro® platform. Regardless of PC maker, with Intel AMT, the school department can manage devices remotely whether installing operating systems or rolling out software. REDNET provides first-level remote support for hardware and software issues.

The Challenges

- Implementing and onboarding a fleet of devices across 170 schools city-wide
- Supporting future digital transformation efforts
- Working within a tight budget

The Solution

- The Intel vPro® platform with Intel AMT leveraging Intel EMA

The Results

Rapid deployment
Deployment of 7,500 desktop PCs with another 15,000 planned

Faster response
Increased system responsiveness and boot times

Better productivity
Improved teacher and student productivity

Wider use of technology
Support for new programs with modern software, such as AI, statistics, and data science

> " Traditionally IT departments for education and school districts prove to be quite difficult. The Intel vPro® platform with Intel Active Management Technology helps provide an easy solution with remote IT support. "
>
> **Stephanie Hallford**,
> VP Client Computing Group,
> VP & GM Business Client
> Platform, Intel Corp.

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Intermountain Healthcare

Intermountain Healthcare's more than 41,000 employees serve the needs of people across Utah, Idaho, and Nevada. The not-for-profit health system implemented a fleet of nearly 1,500 acute-care telehealth units in hospitals, which assist clinicians in exam rooms.

In 2020, Intermountain decided to deploy a new teleconferencing solution onto the fleet's Intel® NUC Mini PCs. This meant migrating from Microsoft Windows to Linux, a process all the more challenging when COVID-19 made site visits risky and disruptive.

Enterprise Solutions Architect Rob Summers knew that the ideal solution was already built into every NUC in the fleet: Intel vPro® with Intel AMT, which allowed remote BIOS-level management via Intel EMA.

Summers and the IT team allocated an entire work week for the largest facilities but typically finished within two days. Of the team's response to their new remote capabilities, he says, "Now that they have it, they are not giving it up!"

> **During the pandemic, if we had to perform any work on a telehealth unit in a COVID isolation ward, we had to gown up with full PPE gear. With Intel Active Management Technology, we could work remotely, protecting the IT team as well as the patient.**
>
> **Rob Summers,**
> Enterprise Solutions Architect,
> Intermountain Healthcare

The Challenges

- Migrating 1,492 devices from Windows to Linux due to an acute-care telehealth platform upgrade
- Devices located across Utah, Idaho, and Nevada
- Required minimal disruption to patient care
- Needed to keep patients and IT staff safe from COVID-19

The Solution

- Deploying Intel AMT and Intel EMA on Intel NUC Mini PCs with the Intel vPro® platform

The Results

Rapid deployment
Reduced migration timing from five days to two days

Minimal disruption
Scheduled upgrades minimized patient care disruption

Improved safety
Units could be migrated remotely

Wider use of technology
After proving the usefulness of Intel AMT and Intel EMA, the organization expanded it for all remote management needs

Intermountain® Healthcare

Master Remote Management for Your Fleet

Intel® AMT and Intel® EMA offer remote management tools that make it easy for IT ops teams to manage their fleets with:

- Keyboard-video-mouse (KVM) over IP control
- Remote power control
- Hardware alarm clock
- Boot redirection
- Patch management
- OS upgrades

When the operating system (OS) is down, IT teams can repair corrupted drivers, application software, or the OS on non-responsive systems that won't run or boot. They can also use KVM to monitor OS upgrades or boot to the system BIOS. With Intel AMT, IT staff can provide maintenance, including OS-independent remote control of endpoints over wired or wireless connections.

To learn more about the Intel vPro® platform with Intel® Active Management, visit **www.intel.com/vPro**.

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