

Treating Ailing PCs from Afar

Sigma Pharmaceuticals support staff use Intel® vPro™ technology to resolve desktop issues from Darwin to Dandenong, without leaving their desks



After introducing Intel® vPro™ technology in its latest desktop PC refresh, Sigma Pharmaceuticals has finally found the cure for the tyranny of distance.

Sigma Pharmaceuticals is one of Australia's largest manufacturers of pharmaceutical products. Its subsidiaries include Herron Pharmaceuticals, Chemists' Own, and Orphan as well as the Amcal, Guardian Pharmacy, AmcalMAX and Arrow chemists.

Although 60 percent of its employees work in its three Melbourne offices, the remainder are spread across 11 other offices throughout Australia. This created serious logistical issues for the company's five desktop management staff, responsible for the continued operation of PCs located thousands of kilometres away. If a system at a remote office stopped working, the desktop team would courier a replacement, which took a day to arrive.

The desktop team began looking for a way to improve its remote system management. Ideally, a solution that would integrate with Symantec Altiris* network management software, which provided some remote management benefits but was still limited by access to the remote PCs.

When it came time for its three-year PC refresh, Sigma Pharmaceuticals selected 400 Dell PCs featuring Intel® Core 2™ processors with Intel® vPro™ technology.

After working with Intel and Symantec technical experts to bed down the Intel® vPro™ technology configuration and integrate it with Symantec Altiris*, management, staff can now remotely access these new PCs in any office, even when they are switched off or not functioning.

This solution has provided the team with smoother and efficient IT management. And as frustration and lost time are reduced, IT staff morale improves and they can spend more time on proactive maintenance and other more rewarding pursuits.

Colin Campbell, Group IT Network Manager, Sigma Pharmaceuticals, comments: "One of my key objectives is trying to get retention of our key staff. It's a combination of trying to keep them motivated and excited. With Intel® vPro™ technology, staff don't have to waste their time dealing with logistics or fruitless support over the phone; they can access the system, do the assessment, patching and updates; and away they go. The whole thing is a lot more seamless and they get a much better outcome."

Given the benefits they are already experiencing, the IT team is considering laptops featuring Intel® vPro™ technology for their 300 sales staff. Remote laptop management capabilities would reduce productivity lost by these staff who currently drive to their nearest office if their laptop needs remediation or repair.

"With Intel® vPro™ technology, as long as the PC has power and a network connection, we can jump onto it from anywhere and figure out what's going on – even if Windows is crashing."

Damian Harrison, IT Messaging/Support Manager, Sigma Pharmaceuticals

Return On Investment

- Replacing old systems with Intel® Core 2™ processor-based PCs with Intel® vPro™ technology gave Sigma Pharmaceuticals staff access to systems anywhere in the country.
- Since Intel® vPro™ technology lets issues be resolved in minutes, not days – as in the past, the company has reduced lost productivity as well as logistical costs.
- Desktop support staff gained instant access to the capabilities of Intel® vPro™ technology thanks to strong support in Symantec Altiris network management software.