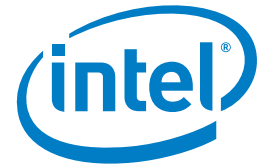


CASE STUDY

Intel® Core i5 and i7 processors with vPro™ technology

Enterprise Client
Security and Manageability



Sharpened competitive edge

AutoCont strengthens SMB service offering thanks to the remote maintenance and management capabilities of Intel® vPro™ technology

Smart small and medium businesses (SMBs) looking to reduce costs are handing over IT responsibility to third-party IT service providers. To improve its competitive positioning in the IT services market segment, AutoCont recently launched two new SMB service offerings – Profi Support* and Profi Monitoring* – based on the remote maintenance and management capabilities of Intel® vPro™ technology. While customers benefit from reduced costs, minimal downtime and greater security, AutoCont has been able to improve customer satisfaction levels and increase revenues.



CHALLENGES

- **Enhanced offering.** Bolster IT service offerings to the SMB market segment (for example remote software installation, remote training), increasing revenue and competitive positioning

SOLUTIONS

- **Intel® vPro™ technology.** AutoCont introduced two new services based on the remote management capabilities of Intel® vPro™ technology
- **Removing support headache.** Profi Support offers reactive remote technical support, and Profi Monitoring offers proactive management for problem prevention. Both services together form Professional Management Services*

IMPACT

- **All-round benefits.** SMBs benefit from reduced IT costs, minimal downtime, greater security and are able to concentrate on their core business without worrying about their IT infrastructure
- **Competitive edge.** AutoCont improves customer satisfaction, strengthens its competitive position, and ultimately boosts revenue

Services for SMBs

AutoCont offers a range of IT services to the SMB sector. In the Czech Republic and Slovakia, SMB typically refers to an organisation made up of between five and 100 employees.

In tough economic times, SMBs are under pressure to streamline operations and many have found that an effective way to do this is to hand over responsibility for their IT to a trusted third-party service provider like AutoCont. Not only do they benefit from reduced costs, they also enjoy a higher level of service thanks to strict service level agreements (SLAs).

To bolster its IT services for the SMB market segment, AutoCont recently launched two new services based on the remote management capabilities of Intel® vPro™ technology: Profi Support* offers reactive remote technical support, and Profi Monitoring* offers proactive remote management for problem prevention. Both services together form Professional Management Services*.

Harnessing Intel® vPro™ technology

SMB customers using PCs and notebooks based on Intel® Core™ i5 and i7 processors with vPro™ technology, as well as older processors with Intel vPro technology, are able to sign up to the new services either directly through their AutoCont account managers or online at <http://www.itdnes.cz>

PCs with Intel vPro technology integrate robust, hardware-based security and enhanced maintenance and management capabilities that work seamlessly with ISV consoles. Because these capabilities are built into the hardware, Intel vPro technology gives AutoCont the industry's first solution for OS-absent manageability. It also provides down-the-wire security, even when the PC is off, the OS is unresponsive, or software agents are disabled.

"Intel® vPro™ technology has enabled us to launch two brand new IT service offerings to SMBs throughout the Czech Republic and Slovakia. By outsourcing IT support and management to us, they are able to cut costs significantly since no in-house IT department is required. Signing up to our Profi Support and Profi Monitoring services is the smart thing to do in today's uncertain economic climate. Customers no longer need to worry about their IT, since it is our responsibility."

Patrik Solc
Business Development Manager
AutoCont



Intel® vPro® technology delivers a new revenue stream for AutoCont

AutoCont manages its customers' client environments remotely from one of its six regional service centres using the hardware-based features of Intel vPro technology with Microsoft Systems Management Server* (SMS).

Profi Support* and Profi Monitoring* (Professional Management Services*)

Customers of AutoCont's Profi Support offering can contact the AutoCont technical service desk by telephone or online when they have a problem they need resolving or when they need professional advice - for example, if they are unsure how to install a new software version, if they need help fixing an unresponsive OS, or if they require simple troubleshooting.

AutoCont IT technicians can connect to the clients' computers and resolve any enquiries remotely, thanks to the enhanced maintenance and management capabilities of Intel vPro technology. If AutoCont is unable to solve a problem remotely - for example, if a piece of hardware needs to be replaced - it sends an IT technician to the client site.

Working with Absolute Software - the market-leading ISV in tracking, managing and protecting computers and mobile devices, AutoCont also offers customers additional support so that they can take advantage of Intel® Anti-Theft Technology (Intel ATT). For example, if clients are unsure how to set up Intel ATT, they can contact an AutoCont technician who will set up and install it on their behalf. Intel ATT can disable a PC if it is lost or stolen by blocking the OS from loading and/ or disabling access to encryption keys.

Profi Monitoring differs from Profi Support in that it provides a proactive, rather than a reactive, service. With this offering, AutoCont ensures that the system is up-to-date with the latest OS, software, firewall and anti-virus versions, remotely installing upgrades if required.

Far-reaching benefits

Customers signing up to Profi Support* and Profi Monitoring* benefit from an overall reduction in IT support costs, since there is no need to have an in-house IT department. They also benefit from the knowledge and expertise of a well-established third-party IT services provider, while strict SLAs ensure downtime is kept to a minimum, improving employee productivity. Also, security is enhanced since AutoCont can be sure that client PCs are running the latest software and anti-virus versions.

Within just 12 months, more than 120 customers have signed up to AutoCont's Profi Support and Profi Monitoring services and are already reaping the benefits - of these customers 80 were existing and 40 are brand new. MUDr. Jan Kaluža, executive corporate, GYAM s.r.o., explains: "Profi Support's slogan 'your personal IT manager is always at hand,' is very fitting. Within seconds of reporting a problem, a technician connects to your PC and solves the problem remotely. And, if it is not possible to resolve the issue like this, then AutoCont sends an IT technician to our office within 24 hours.

"The Profi Support service saves us time and, ultimately, money, since employee productivity is maximised. The biggest advantage, however, is that I do not need to employ an internal IT expert. AutoCont takes full responsibility for our IT environment, removing any headaches on our part."

Spotlight on AutoCont

AutoCont is the leading Czech supplier of information and communications technologies in both the Czech Republic and Slovakia. Founded in 1990, it offers outsourcing and servicing; technical, system and application infrastructure; and business applications.

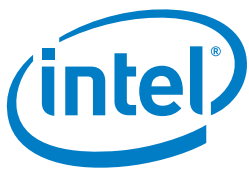
Customers range from small businesses to large firms, financial institutions and government bodies. AutoCont employs more than 700 staff, 60 percent of whom work in providing services.

MUDr. Rene Ehl, general practitioner, sees great advantage in AutoCont's service offering: "I'm no IT expert and unfortunately cannot afford to employ my own IT manager. But thanks to Profi Support this is not necessary. Whenever I need technical support it is instantly available. An AutoCont technician connects remotely to my laptop, carries out diagnostics and then resolves any problems. I pay one fee per annum and for this I am able to make an unlimited number of support calls."

Jaroslav Matrasová, mayor of Tisovec, is similarly impressed. "AutoCont Profi Support and Profi Monitoring give us the confidence that our IT is in safe and experienced hands. This enables us to concentrate on our core business of providing essential services to the female citizens of Tisovec and surrounding areas."

Meanwhile, AutoCont has benefitted from Intel® vPro™ technology, since it has been able to bolster its services offering to SMBs. This helps to improve customer satisfaction levels, strengthen its competitive position, and, ultimately, boost revenue. AutoCont is the first managed service provider in Central and Eastern Europe to offer these sorts of service based on Intel vPro technology.

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