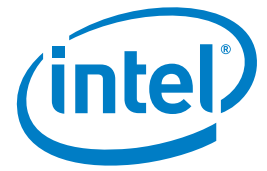


## CASE STUDY

Intel® vPro™ technology  
Enterprise Client  
Security and Manageability



# Streamlining IT for MVMI

## Intel® technology enables company to transition to market service provider

MVMI Information Technologies Service Centre has been operating as the centralised IT organisation of Hungarian Power Companies Ltd (Magyar Villamos Művek Zrt) since 2005. Its main task is to serve the general, financial, management and IT needs of the members of the Hungarian Power Companies Ltd group of companies. It operates the IT infrastructure and coordinates the development of applications, and is responsible for operating thousands of personal computers and hundreds of servers according to service level agreements (SLAs).



## informatika

“With Intel® technology we can simplify system administration; decrease desk-side visits and related costs; and optimise our business processes.”

János Lőrincz,  
Head of Department,  
Infrastructure Operations Department,  
MVMI

### CHALLENGES

- **IT management.** Thousands of desktops, spread around several locations, must be continually refreshed – each computer has a life expectancy of at least three years
- **Cost reduction.** Similar to other state-owned companies, members of the MVMI group are under pressure to cut expenses. Remote inventory, maintenance and repair works can result in faster IT helpdesk responses and lower costs
- **New income sources.** MVMI is in need of IT equipment which can also serve other companies which are not part of the group. Searching for new sources of income is another important strategic issue for the company

### SOLUTIONS

- **Intel vPro™ technology.** Intel vPro™ technology provides hardware support for MVMI's existing and future system administration software. It currently uses Microsoft System Center Configuration Manager\* (SCCM) 2007
- **Remote manageability.** Functions of the integrated Intel® Active Management technology (Intel® AMT) optimise remote inventory, maintenance and repair works, including support for performing hardware and software tracking
- **Greater security.** Intel® vPro™ technology-based desktops and laptops offer comprehensive security functions which prevent attacks to critical business data. The quarantine function also protects the network by isolating infected files

### IMPACT

- **Power of remote.** Intel® Active Management Technology noticeably decreases administration costs. It provides centrally manageable, effective asset tracking functions, advanced remote management functions and proactive security functions, regardless of the PC's status
- **Aiding competitiveness.** Remote network management based on Intel vPro technology will enable MVMI to target a new group of clients, thus providing the potential to generate higher revenues. MVMI expects high-performance Intel hardware to be an investment of long-lasting value

### Three-pronged challenge

The customers of MVMI are located all around the country. The supervision, maintenance and repair the thousands of desktop computers and notebooks places a heavy burden on the organisation, not only because of the task, but also due to the distances involved.

MVMI is required to offer a range of IT services including: desktop and laptop hardware provision; remote and onsite IT support; additional hardware and software services; correspondence and group work service; operation of printing environments; operation of intranet and internet applications; file server provision; and a central IT helpdesk service.

For a long time, MVMI was looking for a solution to reduce its IT management burden, and the economic downturn forced the company to reassess the cost of providing IT services. In addition, management also set a new objective – to seek out new sources of income. All of this while still fulfilling its basic duties to comply with existing SLAs.



## High-performance Intel hardware provides long-lasting value

They had to find – and quickly, too – a standardised solution that fulfilled all these conditions. The advantages of deploying a standardised solution are interoperability and lower costs. It turned to Intel and Microsoft for help. Both Intel and Microsoft have been closely co-operating for years in the field of PC system administration software, collaborating on the development of Intel® vPro™ technology and Microsoft SCCM\* 2007.

### Benefits of Intel® vPro™ technology

Intel® vPro™ technology-enabled desktops and laptops permits users to perform complex and compute-intensive tasks while enabling IT support to simultaneously run system management processes, such as virus scans or remote backup, in the background.

Thanks to hardware asset tracking, MVMi will be able to modernise its current solutions using software. With Intel vPro technology it is even possible to track hardware and software assets when the operating system is powered off.

“Given that we will have automatic access to all computers, we expect up-to-date information and faster asset tracking. We manage tasks centrally, and provide faster service, with a minimum number of desk-side visits. This helps us to work faster,” said János Lőrincz, Head of Department, Infrastructure Operations Department at MVMi.

When Intel vPro technology is used, it is possible to perform remote power up, discovery and repair. For example, software repair can be carried out, outside of working hours using remote management systems. With up-to-date asset tracking, the ‘disappearance’ of computers can be avoided, the number and costs of necessary software licenses are hugely decreased, and software management can be optimised. Remote management means fewer desk-side visits, less travel and less resource.

Thanks to the quarantine function, infected or suspicious computers can be isolated from the network and can be repaired using remote management, without endangering other computers. User and system data is also protected from theft and data loss through unauthorised access, as the security agents are automatically updated on all powered-up and network-connected PCs.

MVMi started to rollout Intel vPro technology based desktops at its main offices in 2008. Following this, it started to deploy Intel vPro-technology-based laptops. MVMi is planning to replace many thousands clients over the coming months. It will utilise the key functions of Intel® Active Management Technology including: remote asset tracking on all computers on the network, remote discovery and remote anti-virus software installation.

János Lőrincz concluded: “With Intel technology we can simplify system administration; decrease desk-side visits and related costs; and optimise our business processes. And last, but not least, we will increase the productivity of our employees.”

### Return on investment

By installing Intel vPro technology, MVMi will reduce system administration costs, since asset tracking as well as discovery and repair can

### Spotlight on MVMi

MVMi Information Technologies Service Centre appeared on the Hungarian IT services market as a member of the MVM Group in 2005. Fully owned by Hungarian Power Companies Ltd, it enjoys all the benefits of operating as a holding company – a solid background of funds and the base of expert knowledge accrued within the wider Group. MVMi provides the whole company group with IT services, and delivers services towards several thousands of end users.

be carried out remotely. This will result in a decrease in the number of desk-side visits that are necessary, which in turn will help decrease support costs.

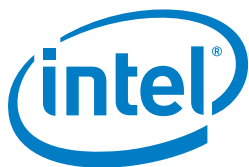
The central installation of software and operating system patch packages outside working hours (also on powered-off computers) will minimise the inconvenience caused to users during working hours. IT helpdesk employees will see a rise in their productivity thanks to improved data quality, and centralised hardware and software management.

Finally, remote network management based on Intel vPro technology will enable MVMi to target a new group of clients, thus providing the potential to generate higher revenues. MVMi expects high-performance Intel hardware to be an investment of long-lasting value.

Find a solution that is right for your organisation. Contact your Intel representative or visit the Reference Room at [www.intel.com/references](http://www.intel.com/references).

**Security and Manageability.** Protect information, lower operating costs and improve productivity through built-in robust security and manageability

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Intel® Active Management Technology requires the computer system to have an Intel(R) 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. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, see [www.intel.com/technology/platform-technology/intel-amt/](http://www.intel.com/technology/platform-technology/intel-amt/)

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