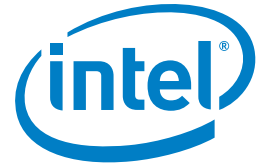


CASE STUDY

Intel® Core™ i5 and i7 vPro™ processors

Enterprise Client/Mobility

Mobile, rich user experience



Big Bang Refresh

Accelerated PC refresh saves Underwriters Laboratories USD 1 million and points the company toward the future

As part of a comprehensive modernization project, Underwriters Laboratories' (UL) IT organization is developing a state-of-the-art productivity environment that demands the performance capabilities of leading-edge PCs. To give all employees the benefits of the new environment, IT needed to upgrade users from Microsoft Windows* XP to Microsoft Windows* 7 and either replace or retrofit nearly two-thirds of the company's PCs. After calculating the costs of labor and parts to upgrade older systems, IT found it could save an estimated USD 1 million over three years—and support critical business goals—by replacing them with new PCs based on the Intel® Core™ i5 vPro™ processor.



"There's hardly a day that goes by, and certainly not a week, where we're not hearing from our colleagues how much better the technology is, how much more effective they are in doing their jobs, and ultimately how much more effective as an enterprise we are in fulfilling our mission."

– Christian Anschuetz
Chief Information Officer
Underwriters Laboratories

CHALLENGES

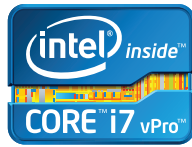
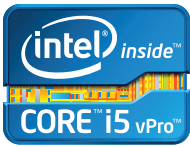
- **Increase collaboration.** To enhance its value to customers, UL set a business goal of working more strategically with manufacturers whose products it tests, certifies, and audits.
- **Enhance employee productivity and satisfaction.** With a workforce of highly trained engineers, UL has sound business reasons to optimize their productivity and equip them with modern tools and technologies.

SOLUTIONS

- **Modern PC Initiative.** IT upgraded all employees to an advanced productivity environment that includes new communications and collaboration capabilities, an employee portal, and the latest versions of applications. Emphasizing the project's importance, IT branded it the Modern PC Initiative.
- **Intel Core i5 vPro processors.** IT replaced 90 percent of the company's PCs within a year and increased the share of laptops from 70 to 90 percent. The company chose Lenovo ThinkPad* T410 and X Series* laptops powered by the Intel Core i5 and i7 vPro processors.
- **Intel® Solid State Drives (Intel® SSDs).** UL's field service engineers, its heaviest users and most frequent travelers, received laptops with Intel SSDs for enhanced performance and reliability.

IMPACT

- **Cost-saving strategy.** UL spent more up front—but saved USD 1 million overall—by avoiding the need to add memory and larger hard disks to PCs that would be replaced within one or two years.
- **More effective employees.** Employees enjoy great performance running applications that enable them to collaborate more effectively. Everyday tasks such as boot times are an average of 50 percent faster than on UL's two- to three-year-old PCs and, in many cases, three to four times faster.
- **Increased satisfaction.** Users love the new PCs and software. IT scores higher in employee satisfaction surveys and is increasingly recognized as a strategic contributor to business success.
- **Improved ability to fulfill the mission.** With its new platforms and integrated productivity environment, UL is better positioned to streamline certifications and help businesses bring safer, more innovative products into the marketplace.



New PCs and software help UL fulfill its mission: make the world safer

Safety and Innovation around the World

Underwriters Laboratories helps manufacturers provide safe products through testing, certification, and follow-up audits. The UL* Mark gives consumers confidence that a product has been independently verified to comply with rigorous safety and sustainability standards.

UL's IT organization supports the engineers who develop the standards, design the tests, and work with manufacturers to determine compliance. It's a demanding environment that requires global collaboration and includes a portfolio of over 500 custom and off-the-shelf applications.

With UL's Modern PC Initiative, IT is using the latest technologies to position UL for the future. "Our IT strategy is to bring contemporary technologies and processes around our applications, our communications, and our desktop environments," says Christian Anschuetz, UL's chief information officer. "We're providing a state-of-the-art set of tools that acts as a platform from which we can help make the world safer and more sustainable, which is our mission."

Besides upgrading to Windows 7 and Office* 2010, UL has completely upgraded its network and cabling infrastructure, and deployed an integrated IP telephony system. The company is in the process of deploying Microsoft Exchange Server* and Microsoft Office Communications Server*, which will unify the IP telephony system with messaging, chat, and online collaboration capabilities on the desktop.

Pushing the Envelope

The choice of the Intel® technologies was straightforward, as Anschuetz describes it. "We chose a proven quantity that gives us a tremendous increase in performance for our business applications," he says. "We're going to continue pushing the envelope in the business applications that run on these systems, so we need that performance. These systems have to be powerful, they have to be extensible and scalable, and they have to have features that we can unlock in the future—management, security, and other important functions that are necessary for any enterprise-capable IT function."

Anschuetz also expects the new PCs to help UL make the most of the ongoing consumerization of IT as employees increasingly bring their personal devices into the workplace. "The idea is to get unparallel productivity gains by merging the personal computer with the enterprise asset and bring it together in one virtualized environment," he says. "Intel vPro technology is going to give us some capabilities, particularly around management and security, which are going to help that vision become a reality."

Halo Effect

UL's IT leaders are happy about the cost savings they've achieved with their accelerated upgrade strategy—but the real impact is in the business value they're delivering. Employees can collaborate more effectively on both sides of the firewall, speeding business processes for UL and its customers, and ultimately promoting greater innovation and safety

SPOTLIGHT ON UNDERWRITERS LABORATORIES

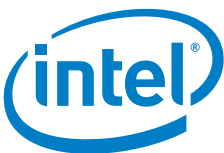
UL is an independent product safety certification organization that has been testing products and writing standards for safety for more than 116 years. UL evaluates more than 19,000 types of products, components, materials, and systems annually with 20 billion UL* Marks appearing on 66,000 manufacturers' products each year. UL's worldwide family of companies and network of service providers includes 68 laboratory, testing, and certification facilities serving customers in 102 countries.

across a vast range of product categories. Employees love the laptops and the new software, a factor UL's IT leaders say can enhance both recruitment and retention. And the new systems create a positive impression as UL employees work onsite with customers.

"The effect of this upgrade is so positive, it generates a halo so great that the IT organization has gotten more credit for being progressive and being modern than anything else that we could have done, including changing fundamental business processes," says Anschuetz. "The feedback that we get from our engineers has been nothing short of fantastic. Our IT organization is increasingly seen as being ever more credible, and a lot of it has to do with the fact that we have given our colleagues very forward-looking tools and equipment, and the capability to do the job that they need to do to fulfill our mission."

Mobile, rich user experience: Powerful client capabilities to access information where and when it is needed to run your business.

Find a solution that is right for your organization. Contact your Intel representative or visit the Reference Room at www.intel.com/references.



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