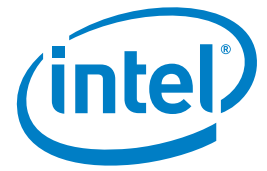


CASE STUDY

2nd Generation Intel® Core™ i5 and i7 vPro™ Processors

Financial Services
Enterprise Client



Investing in the future

McAfee ePO Deep Command* with Intel® Active Management Technology future-proofs client security at Man

Independent asset manager Man refreshed its entire client estate to Lenovo* desktops and laptops powered by Intel® Core™ i5 and i7 vPro™ processors, with Intel® Solid-State Drives (Intel® SSDs). Tasked with streamlining client support across the organization while maintaining high security, it made a strategic decision to roll out McAfee ePolicy Orchestrator (ePO) Deep Command with Intel® Active Management Technology (Intel® AMT). An early pilot has identified a raft of benefits including streamlined client management and support, reduced operational costs, and improved security and compliance.



“We were already using McAfee ePO for anti-virus management and it was well liked. Also, Intel’s recent acquisition of McAfee ensured that McAfee ePO Deep Command is strategically the best option for us, both now and in the future. We now have a clear software roadmap and the opportunity to work together with Intel and McAfee to ensure future upgrades fulfill our requirements.”

Ian Fraser,
Head of Client Engineering, Man

CHALLENGES

- **More for less.** Man wanted to streamline client support while maintaining high security and compliance

SOLUTIONS

- **In with the new.** A head office move prompted Man to upgrade its client environment to Lenovo desktops and laptops powered by Intel Core i5 and i7 vPro processors, with Intel SSDs
- **Proactive security.** McAfee ePO Deep Command with Intel AMT provides secure and remote access to computers, delivering management beyond the operating system (OS)
- **Easy provisioning.** Intel® Setup and Configuration Service (Intel® SCS) simplifies the provisioning of Intel AMT-enabled desktops and laptops

IMPACT

- **Patch perfect.** Intel AMT PC Alarm Clock remotely wakes up computers, enabling the IT support desk to achieve very high patch saturation out of hours, improving security and the end-user experience
- **Break/fix benefits.** Remote diagnosis and remediation capabilities at the BIOS level reduce desk-side visits, saving both time and money
- **Future proofed.** Clear software roadmap enables Man to ensure that future McAfee ePO Deep Command with Intel AMT upgrades meet its requirements

Streamlining support

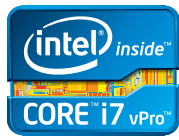
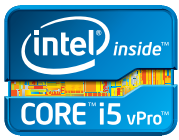
Man is a world-leading independent asset manager dedicated to alternative and long-only investing. It offers investors access to a wide range of alternative and traditional investment products that target strong, stable capital growth through the market cycle. Currently, it has approximately GBP 37.8 billion (USD 59.5 billion) assets under its management.

Given the nature of its business, Man considers IT security of paramount importance. It pours a huge effort into maintaining security across its IT infrastructure, and in particular across the client environment.

Man’s Client Engineering Team is responsible for platform architecture, governance and maintaining high security standards across 2,000 desktops and laptops globally. This includes anti-virus protection and security updates, as well as everyday management and troubleshooting. Some of this work is carried out by local support teams, but the vast majority is the responsibility of the Client Engineering team based at Man’s headquarters in London.

The team recently began an initiative to streamline client support across the organization. Using McAfee ePO together with Microsoft System Center Configuration Manager* 2007 (Microsoft SCCM*), it was able to carry out the vast majority of management tasks required. However, in the face of advanced threats and stricter business requirements, it found maintaining security to be increasingly time-consuming and therefore costly.

For example, the IT support desk had no wake-up functionality on the local area network (LAN), meaning that technicians had to walk round the office in the evening or on weekends and manually turn on each machine for security patches to be deployed. Not only time-consuming, this approach also made it difficult to ensure all clients were running the most up-to-date patches at the same time, increasing non-compliance and security risk.



Man achieves very high patch saturation with little manual intervention

Refreshing change

Ultimately, it was a head office move that prompted Man to reassess its approach to client management. Ian Fraser, Head of Client Engineering at Man, explains: "We saw the move as an ideal opportunity to refresh our infrastructure across the board – from hardware and software through to applications. Our clients already had Intel® vPro™ technology¹ incorporated, but we'd never activated its remote management capabilities. We were determined to take advantage of this technology following the office move."

Man made a decision to upgrade its entire client environment with Lenovo ThinkCenter* M91p desktops and Lenovo ThinkPad X220 laptops powered by Intel Core i7 and i5 vPro processors, as well as Lenovo ThinkPad T420 laptops powered by Intel Core i5 vPro processors. All machines would run a Microsoft Windows* 7 OS and feature Intel Solid-State Drives (Intel SSDs). With no moving parts, Intel SSDs offer greater performance and reliability than hard disk drives (HDDs). Determining which remote management software to use was the next step, and McAfee ePO Deep Command was the natural choice.

"We were already using McAfee ePO for anti-virus management and it was well liked," says Ian. "Also, Intel's recent acquisition of McAfee ensured that McAfee ePO Deep Command is strategically the best option for us, both now and in the future. We have a clear software roadmap and the opportunity to work together with Intel and McAfee to ensure future upgrades fulfill our requirements."

Remote benefits

McAfee ePO Deep Command provides secure and remote management access to PCs that may be powered off or disabled. Utilizing Intel® Active Management Technology (Intel® AMT), a feature of Intel Core vPro processors, it delivers system management be-

yond the OS. This enables Man to access its client devices regardless of their power state, so security administrators can remotely remediate compromised systems, enabling energy-saving initiatives, wake systems and apply proactive security.

Intel SCS, from the Intel® Software Network, simplifies the provisioning of Intel AMT-enabled desktops and laptops. Ian explains: "Intel worked with us on the set-up and configuration of the new machines. We had to do a small amount of customization to integrate Intel SCS into McAfee ePO but despite this, Intel SCS offers a much more effective and flexible provisioning route than other software solutions."

Since moving into the new headquarters, Ian and his team have piloted McAfee ePO Deep Command across 40 machines, enabling them to iron out any issues before deploying across the wider client environment over the coming weeks. However, from this initial pilot alone, Man has already identified a raft of expected benefits.

Commanding security

Man's IT support desk is now able to remotely schedule systems to wake up and perform tasks automatically without the need for a network connection at the time of the wake. "Thanks to the Intel AMT PC Alarm Clock feature within McAfee ePO Deep Command, we can now schedule machines to automatically wake up and install security patches out of hours. Previously, we often had to do this during office hours which meant that the end-user experience was compromised and we couldn't guarantee that all machines were updated, leaving us periodically vulnerable to Trojan and other attacks," says Ian. "Now we are able to achieve very high patch saturation in one go with limited manual intervention. This improves security and minimizes desk-side visits, enabling us to save time and money."

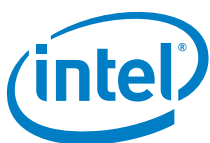
Spotlight on Man

Man is a world-leading independent asset manager dedicated to alternative and long-only investing. It offers investors access to a wide range of alternative and traditional investment portfolios that target strong, stable capital growth through the market cycle. It is listed on the London Stock Exchange (EMG.L) and is a member of the FTSE 100 Index.

Man is also able to further reduce desk-side visits, since Intel AMT allows the IT support desk to remotely manage desktops and laptops at the BIOS level. "If one of our users encounters a blue screen, we can now force their machine to reboot, so that we can load a troubleshooting OS such as Microsoft Windows PE or BartPE*. This enables us to rescue important data off the hard drive so that users can continue to work. In many instances, we can also fix problems remotely where, previously, we would have had to send out a technician. With EPO 4.6 we will also utilize the DMZ-based Gateway component which allows us to manage Cloud-based devices. If one of our senior VPs encounters computer problems while working at home, we will be able to access their machine to rescue important files."

Man is also planning to take advantage of Intel® KVM technology, which will be integrated into the next version of McAfee ePO Deep Command. This feature will allow the IT support desk to take control of users' computers from the management console, enabling them to see what's on the monitor, even if the OS crashes. "This new feature will allow us to take control of PCs without the need for an additional piece of software, taking us one step further to centralizing all management tasks through McAfee ePO," explains Ian.

Overall, Man expects to see significant time and cost savings thanks to McAfee ePO Deep Command with Intel AMT, resulting in improved security and compliance and a reduction in remediation activities.



Find the solution that's right for your organization. Contact your Intel representative, visit Intel's Business Success Stories for IT Managers (www.intel.co.uk/Itcasestudies) or explore the Intel.com IT Center (www.intel.com/itcenter).

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