**Company**

VAMED is the European leader in planning, constructing, and managing complex public healthcare facilities and health tourism. Founded in 1982, it has since implemented more than 650 projects in 72 countries. Its employees rely on mission critical applications to carry out their day-to-day duties.

**Challenge**

The IT department is tasked with managing and maintaining the high availability of VAMED's client infrastructure. With more than 1,000 desktops and laptops for internal use—500 at its headquarters in Vienna and the remainder spread across 20 different global locations—this is no small feat. Remote management software was proving useful to a certain extent, but was far from comprehensive.

**Solution**

VAMED's existing client infrastructure consisted of Dell and Lenovo desktops and laptops powered by either Intel Core i5 vPro or i7 vPro processors. To boost its remote management capabilities, VAMED's IT department decided to activate Intel vPro technology across its global client infrastructure. A feature of Intel Core processors with Intel vPro technology, Intel Active Management Technology (Intel AMT) enables IT to discover and access assets even while the platforms are powered off. With out-of-band management capabilities, including KVM Remote Control (Keyboard, Video, Mouse), Intel AMT enables VAMED's IT department to remotely remediate and recover systems after OS failures. Intel, Lenovo, and local systems integrator ACP were instrumental in the activation process.

**Benefits**

“Prior to the Intel vPro technology activation, users had to take screenshots of error messages so that the IT department could try and diagnose problems remotely. They then had to send their dysfunctional desktops or laptops to VAMED's headquarters for further diagnosis and repair,” says Roman Schindlegger, client project manager and deputy head of IT services at VAMED. “In the meantime, they would receive a replacement machine but would then have to spend time reconfiguring their account settings and user preferences. This was a huge and costly inconvenience. Thanks to Intel vPro technology, the IT department is now able to quickly diagnose and resolve many more issues remotely. Consequently, user productivity has increased and the IT department is able to spend less time firefighting and more time working on strategic technology projects.”

Find the solution that’s right for your organization. View success stories from your peers, learn more about vPro for business and check out the IT Center, Intel’s resource for the IT Industry.