

AutoCont delivers remote management services



AutoCont is an Intel® Technology Provider Program member, dedicated to delivering industry-leading IT solutions to customers in the Czech Republic and Slovakia.

CHALLENGES

- **Demonstrate capabilities** as a trusted IT advisor for the small to medium business (SMB) market segment, with expertise to take advantage of the latest technology developments
- **Create ongoing customer relationships** by continuing to offer compelling and innovative services
- **Empower customers** to succeed in a challenging marketplace

SOLUTIONS

- **Launch** Professional Management Services* platform tailored for SMBs
- **Combine options** for both reactive and proactive support
- **Enable remote management** and support with Intel® vPro™ technology¹

RESULTS

- **Immediate response to and resolution** of customer IT issues, as if delivered by an in-house IT team
- **Expert support and advice** enables customers to focus on core business and development for IT peace of mind
- **More than 120 customers** using new service within the first year

Big Challenges for Small Companies

AutoCont recognized that many of its customers were under pressure in the current economic environment, needing to cut down on costs wherever possible to ensure competitive success. Often, a small organization simply does not have the in-house expertise or experience to efficiently operate a complex IT environment. Even where internal IT resources are available, staff may spend most of their time on running the company's IT, leaving little left for innovating or enhancing processes.

AutoCont saw the need for an IT service aimed at this customer segment. Specializing in developing and providing IT services for customers across the Czech Republic and Slovakia, AutoCont takes seriously the responsibility that comes with its role as a trusted third-party advisor of IT solutions to the SMB market segment.

"We want our customers to view us as an extension of their own IT teams," explains Patrick Solc, business development manager at AutoCont. "And this means we see it as our role to not only provide a high level of service and expertise, but also to place an emphasis on continuous development of new solutions to support business efficiency and growth."

With this goal in mind, AutoCont recently launched two new services based on the remote management capabilities of Intel® vPro™ technology. The first is Profi Support*, offering reactive remote technical support. The second, Profi Monitoring*, offers proactive remote management for problem prevention. Together, the services form AutoCont's Professional Management Services*.

Harnessing Intel® Core™ i5 and i7 vPro™ Processors

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

AutoCont works with its customers to ensure they realize the benefits of activating Intel vPro technology, such as 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 ability to offer a unique solution for OS-absent manageability to its customers. It also provides down-the-wire security, even when the PC is off, the OS is unresponsive, or software agents are disabled.

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



Customer Impact

Customers signing up to Profi Support and Profi Monitoring can immediately see the impact on their operational efficiency. They 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 service level agreements (SLA) ensure downtime is kept to a minimum, improving employee productivity. Security is also enhanced, since AutoCont can be sure that client PCs are running the latest software and anti-virus programs. For SMBs looking to optimize their IT spending without compromising on business performance, this is a strong result.

One customer, 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 the PC and solves the problem remotely. And, if it is not possible to resolve the issue this way, then AutoCont sends an IT technician to our office within 24 hours."

He continues: "The Profi Support service saves us time and, ultimately, money, since employee productivity is maximized. 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."

Meanwhile, 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 in Slovakia, is another customer of the new services and 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 citizens of Tisovec and surrounding areas."

Improved Competitive Positioning

AutoCont found that margins from hardware were in decline, potentially jeopardizing its success in the long term. In response, it started to transition its focus away from hardware to include software services as well. In fact, revenue from services now accounts for 40 percent of AutoCont's total revenue.

Intel Core i5 and i7 vPro processors are key to this services strategy, and AutoCont is one of the first managed service providers in Central and Eastern Europe to offer PC support and monitoring services based on Intel vPro technology.

Within just 12 months, more than 120 customers have signed up to AutoCont's Profi Support and Profi Monitoring services. Of these customers, 80 were existing and 40 are new. The majority of these customers are SMBs for whom it does not make financial sense to employ an in-house IT department. Several city councils, lawyers, tax accountants, and healthcare organizations are already benefitting from AutoCont's PC services.

Besides increasing revenues, AutoCont is also benefiting from increased customer interactions, increased customer loyalty, and prolonged customer contracts. Intel Core i5 and i7 vPro processors are helping AutoCont to become a trusted advisor to its customers, improve satisfaction levels, strengthen its competitive position, and ultimately, boost revenue.

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

Customers of AutoCont's Professional Management Services 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 (e.g., if they are unsure how to install a new software version or if they need help fixing an unresponsive OS).

AutoCont IT technicians can connect to 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 marketplace-leading ISV in tracking, managing and protecting computers and mobile devices – AutoCont also offers customers additional support so they can take advantage of Intel® Anti-Theft Technology² (Intel® AT). For example, if clients are unsure how to set up Intel AT, they can contact an AutoCont technician who will set up and install it for them. Intel AT can disable a PC if it is lost or stolen by blocking the OS from loading and/or disabling access to encryption keys.

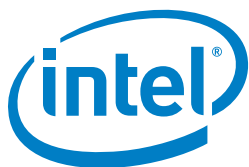
Profi Monitoring differs from Profi Support in that it provides a proactive rather than reactive service. With this offering, AutoCont ensures that the system is up-to-date with the latest OS, software, firewall, and anti-virus versions, remotely installing upgrades if required.

About AutoCont

AutoCont is a private Czech company, which was founded in 1990. Its services are concentrated into three major areas:

- Outsourcing and servicing
- Technical, system and application infrastructure
- Business applications

AutoCont currently employs, in the Czech Republic and Slovak Republic, more than 700 staff and works with customers of all sizes and across all industries. Find more information at www.autocont.cz.



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¹ Intel® vPro™ Technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software and IT environment. To learn more visit: <http://www.intel.com/technology/vpro>

² Intel® Anti-Theft Technology—PC Protection. No computer system can provide absolute security under all conditions. Intel® Anti-Theft Technology requires the computer system to have an Intel® AT-enabled chipset, BIOS, firmware release, software, and an Intel AT-capable Service Provider/ISV application and service subscription. The detection (triggers), response (actions), and recovery mechanisms only work after the Intel® AT functionality has been activated and configured. Certain functionality may not be offered by some ISVs or service providers and may not be available in all countries. Intel assumes no liability for lost or stolen data and/or systems or any other damages resulting thereof.

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