



## Solutions Brief

Intel® Core™ 2 processor  
with vPro™ technology

Digital Health



Servicio Andaluz de Salud  
CONSEJERÍA DE SALUD

“Intel vPro technology has brought tremendous benefits ranging from more efficient management to improved satisfaction for our IT professionals.”

Víctor Cruz,  
Chief of Information Systems in  
Corporate Services, SAS

# Moving IT to business excellence

Leading healthcare provider relies on Intel® Core™ 2 with vPro™ technology for remote PC management

<b>Company:</b>	The Andalusian Health Service is a regional government department responsible for the direction of health policy as well as the provision and development of healthcare services in the area.
<b>Product evaluated:</b>	Intel® Core™2 processor with vPro™ technology
<b>Challenge:</b>	Continue to deliver optimum business process efficiencies and high service levels in the face of growing demand for services by citizens.
<b>Results:</b>	After testing 800 Intel® vPro™ technology-powered desktop PCs, the team saw a reduction of 80 percent in time to deploy new patches and software releases. PCs can be reconfigured after hardware or software issues in 20 minutes, down from three hours previously.
<b>Impact:</b>	IT administrators are able to work more efficiently and focus on more strategic IT initiatives thanks to reduced time spent on desk-side visits. By using remote power-up features, the organisation can also drive power savings and enhance business efficiency.
<b>Next steps:</b>	Continue deployment of Intel vPro technology-powered PCs as part of ongoing refresh cycle. The team also intends to investigate the activation of additional features such as filters and remote diagnosis.

## Challenge

Andalucia is a region in southern Spain spanning an area of 87,579 km<sup>2</sup>. With more than 8 million inhabitants, it represents 17.9% of the Spanish population, making it the country's most highly populated Autonomous Community. The Andalusian Public Health System (SAS) administers the whole public primary care network, including 29 hospitals. Its function is to provide healthcare for the Andalusian community, offering quality public health services, assuring accessibility, fairness and user satisfaction, while ensuring operational efficiency and optimum utilisation of resources.

SAS's services portfolio offers both preventive and reactive care to the Andalusian population. It has 18,909 health professionals in primary care and 64,390 in specialised care. Every year some 65 million medical visits and half a million surgical operations are carried out while approximately nine million medical emergencies are handled.

In order to deliver these high quality services to so many people every day, corporate and IT efficiency is essential for SAS. Víctor Cruz, Chief of Information Systems in Corporate Services, SAS, says: "As a public organisation, we are constantly looking for opportunities to drive efficiencies in our IT processes for service delivery and, of course, to improve system uptime and performance."

SAS therefore decided to evaluate options for a new IT platform that would help improve service levels and operational efficiency while strengthening control of operational risks.

## Deployment

SAS chose to work with Intel and Fujitsu Services to develop a platform for testing. It developed a production environment consisting of Fujitsu ESPRIMO\* E5925 business desktops with Intel® Core™2 processors with vPro™ technology, and a management console running Altiris Management Console\*.

The proof-of-concept evaluated the benefits of using Intel vPro technology's sophisticated power-up and power-down capabilities to save energy. It also trialed the remote recovery of individual and grouped PCs across various departments and branches.

The testing quickly showed the IT administrative team the value of being able to remotely inventory, troubleshoot and restore systems even when PCs were powered down, the operating system was not working, or software agents were missing. Hardware-enhanced security capabilities were also found to help stop threats and protect critical information.

## Results

The evaluation showed that Fujitsu desktops powered by Intel Core2 processors with vPro technology significantly reduced the time taken to restore desktop PCs after hardware or software failures. With the old system, it had typically taken three hours or more but with the new platform it was possible to completely reinstall and restart a PC within 20 minutes of an incident being reported.

The Intel vPro technology's embedded remote restart capabilities were also found to enable access to any PC regardless of its operating system status. SAS therefore expects a significant reduction in operational efforts and the costs associated with desktop problem management. So far, it has been able to deploy a new antivirus patch across the entire installed base in just five days instead of one month as was previously planned.

## Impact

The time savings enabled by Intel® Core™2 processor with vPro™ technology's remote power-up feature are expected to have a significant impact. By reducing the time taken for PC reinstall and restart from three hours to less than 20 minutes SAS hopes to significantly increase employee productivity, reducing the negative impact of IT issues on the business.

By using its remote management features, the IT team can issue software updates and virus or security patches overnight and across the whole fleet, so employees are not affected during the day. As PCs can also be powered on or off remotely to conduct these updates, energy savings are also possible, as workers do not need to leave their machines turned on overnight.

Reducing desk-side visits and the time and cost spent on them is also expected to deliver great efficiency benefits to SAS IT administrators. It expects to reduce 20 percent of desk-side visits through use of Intel vPro technology's remote management features. In addition, the team will be able to install new PCs onto the network remotely. These new abilities will enable the team to focus on more strategic aspects of their role such as developing new services.



## Future

Having begun with the deployment of 800 Intel Core2 processor with vPro technology-enabled Fujitsu desktop PCs, SAS intends to continue working with Intel to further enhance its IT environment. It expects to continue deploying more PCs in other departments as part of its ongoing refresh cycle in order to drive further returns on its investment.

SAS expects further savings to be driven also by the activation of more Intel vPro technology features, such as remote inventory, filters and remote diagnosis.

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