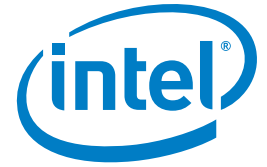


CASE STUDY

Intel® Core™ 2 processor
with vPro™ technology
Security & Manageability



Intel® vPro™ plugged in to eGovernment

Autocont uses Intel® vPro™ technology to ensure eGovernment terminals across the Czech Republic remain available and secure

The key objective of the eGovernment initiative in the Czech Republic is to make it easier for businesses and citizens to interact with the government. To ensure everybody has access to online government services, Autocont, as one of the systems integrators participating in the project, is putting 500 self-service terminals, known as Czech POINTs, in public buildings across 190 municipalities. Uptime and security are essential, so the project's PC contractor Autocont decided to use Intel® vPro™ technology to provide remote remediation and maintenance services at a third of locations where there is no IT manager.



"Intel® vPro™ technology has enabled us to increase the effectiveness of citizens' service delivery from municipalities, while cutting the cost of managing and maintaining these machines as well as also ensuring they always have the latest security patches."

Marek Chmiel
Sales Director of ITSM Division, Autocont

CHALLENGES

- **Provide widespread access to government services.** PC terminals must be available for the use of all businesses and citizens in public buildings across the Czech Republic's 190 municipalities
- **Maximise uptime.** To ensure the services remain credible and useful, Autocont needs to ensure that the terminals can be rapidly recovered in the event of any outage
- **Ensure security.** With personal information passing through the terminals, and a permanent connection to the internet, Autocont must ensure that security software patches are applied promptly

SOLUTIONS

- **Czech POINTs.** Desktop PCs provide the public internet access required to access online government services. They are powered by the Intel® Core™2 processor with vPro™ technology and run Microsoft Windows XP*
- **Remote remediation.** Intel vPro technology enables managed services provider Autocont to manage, patch and troubleshoot from its support centre, even if the machine is powered off or will not boot

IMPACT

- **Enhanced availability and security.** Autocont can guarantee to recover a machine within four hours using remote management and can patch Symantec* security software remotely, even if the machines are switched off
- **Cut cost of maintenance.** By enabling machines to be managed without site visits, Autocont has been able to cut the average time spent solving hardware and software problems by 34 percent

Open access to government

To cut bureaucracy and make it as easy as possible for citizens and businesses to access government services, the Czech Republic's Ministry of the Interior has set minimum specifications for so called "Czech POINTs" and issued them to municipalities. Autocont has played a significant role in helping to meet these specifications by supplying 500 terminals in public buildings to date, with more to be added in the future. These PCs provide services including driving licences, parking permits, visas, land ownership records, and proof of entitlement to operate a business. Phase one of the EU-funded project is focused on helping businesses to find the information they need, while phase two will encourage more private individuals to take advantage of the Czech POINT facilities.

The Czech POINTs, built and sold by Autocont incorporate the Intel® Core™2 processor with vPro™ technology to ensure ease of management. Autocont provides all the hardware required for the Czech POINT, including printers and scanners. One third of the 500 Czech POINTs installed are managed remotely by Autocont.

"Autocont's local support and services like remote PC management reassure us that new eGovernment services will be reliable and available to citizens without any worries or disruption," said Jaroslava Matrasová, mayor of Tisovec, which is one of the towns using Czech POINTs.



Autocont cuts the number of maintenance visits by 56 percent using remote management

Enhanced manageability

The Intel Core™2 processor with vPro™ technology is based on 45-nanometre (nm) High-k metal gate silicon technology, which is much more energy efficient than previous platforms. PCs run much quieter and generate less heat while industry-leading performance provides 90 percent faster performance when multitasking and over 90 percent faster performance on compute-intensive applications.¹ The latest generation Intel vPro technology incorporates enhanced manageability features to enable IT support teams to manage PC fleets better and faster, remotely.

"If a municipality does not have enough local IT expertise to maintain and secure the PC, it can be difficult to ensure that the municipalities' (or eGovernment) services remain available to the public at the Czech POINT," says Marek Chmiel, sales director of the ITSM division at Autocont. "Thanks to Intel vPro technology, we're able to offer a remote management solution. We can securely access and manage PCs even if the power is off, the operating system is unresponsive or the hardware has failed."

Rapid recovery is vital

"We have a Service Level Agreement (SLA) that requires us to recover any machine within four hours," says Chmiel. "With machines spread across the whole of the country, it

would be difficult and expensive to meet that level of service using site visits. Our own experience shows that remote management using Intel vPro cuts the average time spent solving hardware and software problems by 34 percent, and cuts the number of site visits by 56 percent."

He adds: "Remote management means we're not limited by the skills or knowledge of users on site. Particularly when it comes to BIOS problems, users might be uncomfortable being guided through recovery operations. Intel vPro technology puts everything in our own hands." PCs are managed using Autocont's own DCPult* software. If a machine fails, Autocont can use Acronis* backup software to recover it from a hard drive image stored on an external disk attached to each Czech POINT.

Because we can access the machines even when they are switched off, the host institutions can safely switch off their Czech POINTs when they're not in use," says Chmiel. "There's no need for machines to be left running overnight for us to roll out patches, which saves both energy and money."

Ensuring security

Security is a priority because the Czech POINTs must be connected to the internet and users send and receive sensitive information using them. "The greatest benefit of Intel vPro

Spotlight on Autocont

Autocont is the leading Czech supplier of information and communications technologies in both the Czech Republic and Slovakia. It was founded in 1990 and offers outsourcing and servicing; technical, system and application infrastructure; and business applications. Customers range from small businesses to large firms, financial institutions and government bodies. Autocont employs over 700 staff, 60 percent of which work in service provision. The company is certified to the ISO 9001:2001 standard for service provision and servicing.

technology for the government is that it enables them to have confidence that somebody else is managing the Symantec* anti-virus solution," says Chmiel.

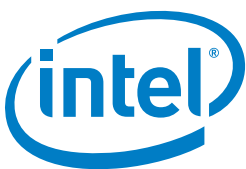
"We can manage the security of Czech POINTs and distribute patches without requiring a site visit, even if the machines are switched off. As a result, we can be confident that we are providing secure and convenient access to eGovernment services."

Using Intel vPro technology to gain remote access to the PCs, patches can be distributed across the whole environment up to 56 percent more quickly.

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

Security and Manageability. Protect information, lower operating costs and improve productivity through built-in robust security and manageability

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¹ <http://www.intel.com/technology/vpro/index.htm>

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