



Case Study



Computacenter participates in Windows® 7 First Wave Program – final rollout will be based on Intel® vPro™ technology

As the only IT service provider in Germany, Computacenter participates in Microsoft's First Wave Program, deploying an early-release version of the new Windows® 7 Enterprise operating system. A complete implementation of the final version will follow, based on PCs with Intel® vPro™ technology which enables a remote migration to the new Windows® 7 client in a centrally managed operation.



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■ SITUATION

Computacenter is Europe's leading independent service provider for information technology. The company helps its corporate and government customers develop IT strategies, deploy appropriate solutions, and manage their technology infrastructures. In doing so, Computacenter employs more than 10,000 IT professionals and generates total annual revenues of more than £2.5 billion (U.S.\$4.05 billion).

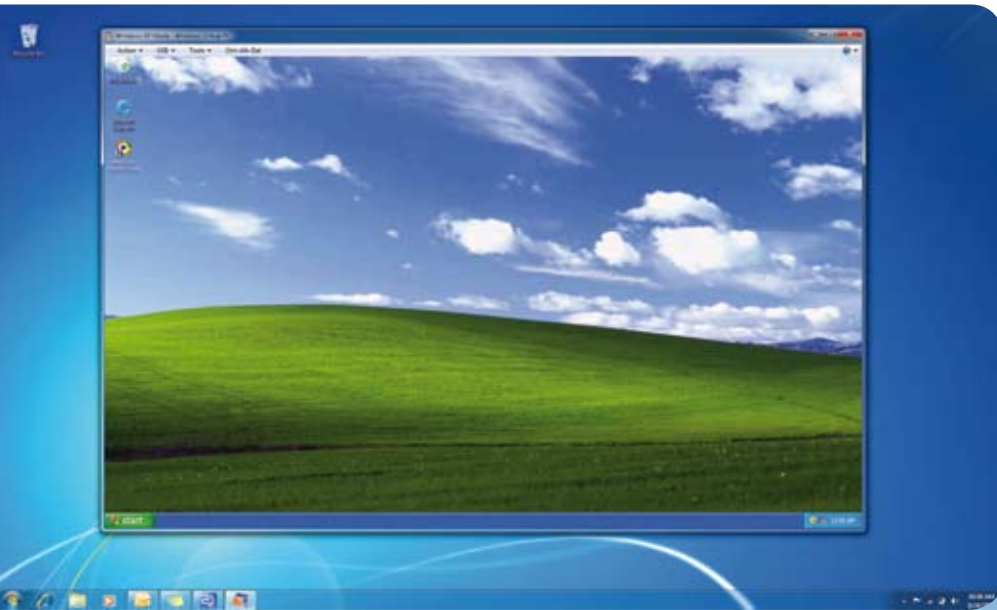
The German operations are headquartered in Kerpen, with approximately 4,500 employees at 18 sites throughout the country. Computa-

center employees use desktop and notebook computers that run the Windows Vista® and Windows® XP operating systems, mainly based on Intel® Core™2 processors with Intel® vPro™ technology to enable greater proactive security, enhanced maintenance and improved remote management. The mobile systems are connected to the corporate network with virtual private network (VPN) software.

As a European leader in IT services, Computacenter needs to be familiar and proficient with the most current and advanced technologies available. More importantly, it needs to be confident in the solutions it deploys for its



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The Windows XP Mode uses Intel® Virtualization Technology (Intel® VT) to allow XP applications running on a Windows 7-based PC.

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Jochen Rapp,
Practice Leader for Workplace Solutions at Computacenter

customers. Therefore, the company wants to support its working force with a new computer environment that – in combination with Intel® Core™2 processors with Intel® vPro™ technology – offers a better link to corporate resources while simplifying security management, increasing employee productivity and reducing power consumption.

■ SOLUTION & BENEFITS

In May 2009, Computacenter began participating in Microsoft’s First Wave Program, deploying an early-release version of Windows® 7 in Germany to almost every role in the enterprise, from technicians and sales representatives to managers. By implementing the new operating system, the company could benefit directly from the synergy effects arising from the comprehensive system management functions of Intel® vPro™ technology and the breakthrough performance of Intel® Core™2 processors. “The synergy of hardware and software that Intel and Microsoft are delivering enables a smooth migration of the new system, better PC performance, new power saving opportunities, a reliable network access and an optimized security”, says Jochen Rapp, Practice Leader for Workplace Solutions at Computacenter.

Scott Mordue, Microsoft Alliance Manager at Intel, adds: “The technical collaboration between Intel and Microsoft for Windows® 7 has been fantastic with both engineering teams working together from day one. There has been some excellent work gone into Windows® 7 to take advantage of Intel technology, especially in the areas of multi-core performance, start up and shut down times, power efficiency, graphics and many more. Of course, Intel® vPro™ technology is a key technology for Windows® 7 and the use of it by Computacenter demonstrates the value to the end customer in not only migrating to Windows® 7 but also for ongoing management of the PC.”

Windows XP Mode and MED-V

One central feature included in Windows® 7 and taking advantage of Intel® Virtualization Technology (Intel® VT) is the Windows XP Mode for small businesses and MED-V, which is part of the Microsoft Desktop Optimization Pack for IT professionals in larger organizations. Both applications use Intel® VT and allow many older productivity applications to be run seamlessly in a virtual Windows® XP environment on a Windows® 7-based PC. In doing so, the Computacenter staff can take immediately advantage of features within the new operating system without waiting on complete application compatibility.



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Power Saving

Microsoft has made energy efficiency a key design element of Windows® 7, focusing on better power management for end users and centralized tools for IT administration. Computacenter is now able to make power management features more accessible than previous versions of Windows® while at the same time, giving its staff the ability to customize settings. In combination with intelligent power-saving features of Intel® Centrino® 2 processors, Computacenter's mobile workforce conserve power and battery life to a very high degree, remain unwired longer and get more done.

Reliable Network Access

Because Windows® 7 works well with the VPN software Computacenter runs, field representatives can reliably connect to the corporate network when working with customers. With DirectAccess, mobile users will be able to connect to the network with any Internet connection, so Computacenter can bypass the need for additional software to support a VPN. Beyond that, with an integrated WLAN solution for the Intel® Centrino® processor technology the employees of Computacenter are given maximum freedom without the need of a phone jack, network cable, or plugging in a special card.

Simple Security and Control

Computacenter anticipates being able to reduce costs and complexity by no longer having to rely on external encryption solutions to help protect data on internal and removable drives. It also sees how its customers will benefit using the security and control features in Windows® 7. "It's one less group of licenses people will need to buy, and one less piece of software to manage," says Jochen Rapp. Moreover, the hardware-based capabilities of Intel® vPro™ technology improve network traffic filtering and isolate clients under attack, while Automatic security agents' verification and immediate remote restoration are enhancing security efforts.

High Performance

Computacenter has found that using Windows® 7 run by power-saving Intel® Core™2 proces-

sors with Intel® vPro™, its employees can perform their jobs even better than they did before. "Previous operating systems seemed designed for the machine," says Joerg Blotevogel-Baltronat, Senior Consultant for Client Server Solutions at Computacenter. "Windows® 7 lets you step forward and work with the machine the way humans work. It's more intuitive, and in the end, much more productive." Beyond that, Microsoft's new operating system extends the capabilities of Intel processors with Intel® vPro™ technology and provides a stable operating environment where users can work and collaborate more easily and effectively.

OUTLOOK

After evaluating the basic functionality of Windows® 7, Computacenter found the pilot deployment successful, and intends to deploy the final version of the operating system throughout the enterprise in Germany as soon as possible. The implementation will be based on Intel® Core™2 processors with Intel® vPro™ technology which enables a complete remote migration to the new Windows® 7 client in a centrally managed operation. This can be done even overnight so that employees can finish work in the evening using Microsoft's XP or Vista® and start work again the following morning under Windows® 7. "The advantages over conventional software solutions lie in the stability and simplicity of the process, particularly in the absence of on-site interventions", explains Jochen Rapp.

By simplifying its own IT environment with Windows® 7, Computacenter is increasing its familiarity with a system it will undoubtedly deploy for its customers. Therefore Intel® vPro™ technology will be a key instrument. "Many customers are seeking for an approach to unattended upgrade the Windows® XP based PC fleet to Windows® 7. Computacenter's innovative solution based on Intel's vPro™ capability gives customers the confidence, that this process works reliable overnight or over the weekend", says Thomas Kellerer, Manager Intel® vPro™ Germany. The result is expected to be lower service costs for both Computacenter and its clients.

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Scott Mordue,
Microsoft Alliance Manager
at Intel



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■ PARTNER

About Computacenter

Computacenter is Europe's leading independent service provider for information technology. It develops, implements and operates bespoke IT solutions for its customers. Additional information about Computacenter is available at www.computacenter.de.

About Intel

Intel (NASDAQ: INTC), the world leader in silicon innovation, develops technologies, products and initiatives to continually advance how people work and live. Additional information about Intel is available at www.intel.com/pressroom and www.intel.com/community/.

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