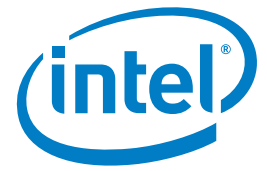


CASE STUDY

Intel® Core™2 and Intel® Centrino® processors with vPro™ technology

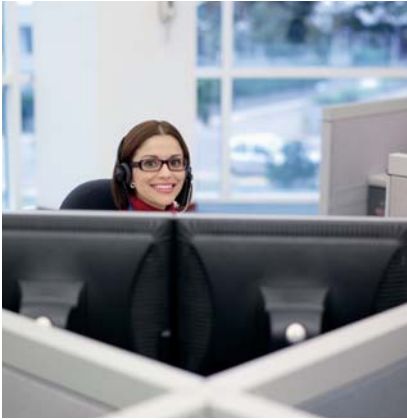
Enterprise Client
Security and Manageability



Remote client management

Intel® vPro™ technology lowers energy consumption and total cost of ownership for Din Bil

Sweden's official Volkswagen dealership, Din Bil, has 1,200 clients – made up of desktops and laptops – spread across 27 locations. The expansive nature of this client estate made it both difficult and time-consuming for Din Bil's IT department to manage. To help simplify IT support and reduce associated costs, Din Bil was eager to take advantage of the remote management capabilities of Intel® vPro™ technology.



“Thanks to the remote power management capabilities of Intel® vPro™ technology, we can now power-up machines from the central helpdesk as and when needed. This saves us leaving them on 24x7, which greatly reduces energy consumption and associated costs.”

Martin Rosenkvist
Strategy Development
Architecture Manager

CHALLENGES

- **Widespread client estate.** Managing and maintaining a disparate client infrastructure made up of both desktops and laptops and spread across 27 different locations
- **Client management overhaul.** Din Bil wanted to centralise and streamline management of its client infrastructure, thereby improving IT helpdesk productivity and reducing associated costs

SOLUTIONS

- **Hardware refresh.** Din Bil deployed Dell OptiPlex* 760 desktops powered by the Intel® Core™2 processor, with Intel Standard Manageability and Dell Latitude* E4600 laptops with Intel® Centrino processor technology with vPro™ technology
- **Remote management.** Offers OS-absent manageability and down-the-wire security event when the PC is off, the OS is unresponsive, or software agents are disabled

IMPACT

- **Great productivity.** Some software problems can now be solved remotely, helping to reduce the number of desk-side visits and improve employee productivity
- **Even greater efficiency.** Remote power management has resulted in energy savings of 94 watts per PC per year, with Din Bil expecting to see a return on its investment in just 12 months

An extensive client infrastructure

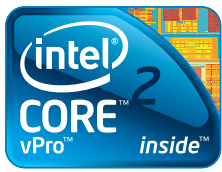
Din Bil has 27 showrooms across Sweden, from Stockholm in the east to Gothenburg in the west and Malmo in the south. Spread across all these different locations is Din Bil's client estate, comprising just over a thousand desktops and 100 laptops.

Administrative and financial staff use their computers to run the Microsoft Office* Suite of applications and staff working in the showrooms also run Automaster* - a software package designed specifically for car dealerships.

Before deploying Intel® vPro™ technology, Din Bil had no way to centrally manage its client estate. To resolve a problem with a computer, the IT helpdesk would have to make a desk-side visit. In the event of hardware problems, two desk-side visits were necessary – one to diagnose the problem and another to return with the correct spare part to fix it.

The time and travel costs associated with this were high. To keep costs down, sometimes employees were asked to send their computers to the central helpdesk to be fixed. This could leave them without a computer for up to three days, severely impacting productivity. Neither solution was ideal.

Also, since there was no way to remotely power-up computers, Din Bil had a company policy of leaving clients on 24x7 so that the IT helpdesk could carry out essential out-of-hours management, patches, and security upgrades. This made energy consumption of the client estate and associated costs higher than necessary.



An expected return on investment in just 12 months

Introducing Intel® vPro™ technology

Din Bil was eager to take advantage of the security and manageability capabilities of Intel® vPro™ technology. PCs with Intel vPro technology integrate robust, hardware-based security and enhanced maintenance and management capabilities that work seamlessly with different types of PCs.

Because these capabilities are built into the hardware, Intel vPro technology provides IT with the industry's first solution for OS-absent manageability and down-the-wire security, even when the PC is off, the OS is unresponsive, or software agents are disabled.

With the latest IT management consoles from independent software vendors (ISVs) with native Intel vPro technology support, Din Bil's IT department can now take advantage of enhanced features to manage laptops over a wired or corporate wireless network – or even outside the corporate firewall through a wired LAN connection.

As part of its regular refresh programme, Din Bil has already replaced 500 of its 1,200 clients with machines that have built-in Intel vPro technology. These include Dell OptiPlex* 760 desktops powered by the Intel® Core™2 processor with Intel Standard Manageability and Dell Latitude* E4600 laptops that have Intel® Centrino® processor technology with vPro™ technology.

Din Bil will migrate over its remaining clients as it reaches its end of its lease. All machines run the Microsoft Windows* operating system; the management software is Altiris* Client Management Suite.

Superior remote management

Thanks to Intel® vPro™ technology, Din Bil administrators can now access the BIOS - the built-in software that determines what a computer can do without accessing programmes from a disk - from the central helpdesk. This helps Din Bil solve simple software problems that would have previously required a desk-side visit.

For example, if a machine is not booting, IT can access the BIOS to change the boot options and fix the problem remotely. This saves valuable time and improves employee productivity. Over the coming months, Din Bil plans to look further into how Intel vPro technology can help it streamline hardware problem resolution.

Intel vPro technology also enables Din Bil to remotely power-up clients as needed for essential out-of-hours maintenance such as patch management and security updates. Not having machines switched on 24x7 has saved 94 watts per PC per year, and Din Bil expects to see a return on its investment in just 12 months.

Spotlight on Din Bil

Din Bil is the official dealership for Volkswagen, Audi, Skoda, Seat, and Porsche in Sweden. Owned by Volkswagen AG, it has 27 showrooms across Stockholm, Gothenberg, and southern Sweden. It has 1,300 employees, selling approximately 34,500 cars a year, making revenue of USD 1m (SEK 7m).

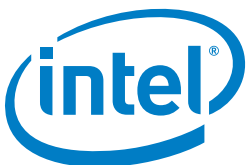
Find a solution that is right for your organisation. Contact your Intel representative or visit the Reference Room at www.intel.com/references.

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