



## Technology Evaluation Case Study

Intel® vPro™ Technology  
Intel® Active Management Technology

Financial Services  
Risk Management and Compliance



# Supporting Quality Financial Services

Intel® vPro™ technology helps Fuhwa Financial Group upkeep the quality of its financial offerings.

<b>Company:</b>	Fuhwa Financial Group was established in February 2002 to create a financial platform that provides customers with more diversified products and services.
<b>Product evaluated:</b>	Intel® Core™ 2 processor with vPro™ technology <sup>1</sup> .
<b>Challenge:</b>	Fuhwa Financial Group needs to maintain its IT system stability across more than 220 branches and subsidiaries with a Predictive Enterprise vision.
<b>Results:</b>	Intel® vPro™ technology's hardware-based, proactive security and management capabilities allow Fuhwa Financial Group sense, predict and act on quickly to keep its mission-critical IT operations running smoothly.
<b>Impact:</b>	Remote PC management and administration complements Fuhwa Financial Group's risk management and compliance policies perfectly, allowing the company to deliver assured, quality financial services to its valued customers.
<b>Next steps:</b>	Acquire Intel® Core™ 2 processor with vPro™ technology-enabled HP* Compaq systems running YesPDM management software from Yesinfo*.

"Intel® vPro™ technology not only fits perfectly into Fuhwa Financial Group's IT management policy, but also lowers the company's management risk and operational cost by effectively administering thousands of distributed PCs through a central location."

Lin Wutian  
Senior Vice President  
Fuhwa Financial Group

### Challenge:

System stability is a significant IT requirement for financial industry today, which is driven by technology-supported services such as Internet banking and other online transactions.

And no company knows this better than Fuhwa Financial Group, which has more than 220 branches and subsidiaries across Taiwan.

To effectively support the services that its branches and subsidiaries offer, Fuhwa Financial Group conducted an analysis of its IT infrastructure using its Predictive Enterprise vision and concluded that in order to keep its systems running smoothly and effectively, risk of downtime from system failure or maintenance must be managed efficiently with the help of IT tools.

Turning to Intel® technology, Fuhwa Financial Group subsequently embarked on an exercise to establish remote control management of its distributed IT assets.

### Technology Evaluation:

Fuhwa Financial Group's initial test deployment consisted of HP\* Compaq desktop PCs running on Intel® vPro™ processor technology.

Designed for business users, Intel® vPro™ technology remotely manages systems round-the-clock and helps businesses sense, predict and act on IT issues with continuous troubleshooting, diagnostic and repair capabilities.

"Maintaining system stability, speed and security are major challenges for any IT department. These issues are all the more critical for companies in the financial industry," says Lin Wu Tian, senior vice president, Fuhwa Financial Group, "and Intel® vPro™ functionalities combined with HP\* business technology form an ideal IT management solution for Fuhwa Financial Group, decreasing our PC management risk and effectively controlling thousands of PCs across different locations."

## Results:

The remote PC management capabilities of Intel® vPro™ technology helps Fuhwa Financial Group attain its Predictive Enterprise vision, solving problems remotely even when PCs are powered down or the operating system (OS) is not functioning.

Previously, Fuhwa Financial Group's IT team required desk side visits in order to resolve IT issues, and not all of the company's branches are staffed with IT personnel.

However, the Intel® Active Management Technology (Intel® AMT) capabilities of Intel® vPro™ technology now covers most of the legwork for the company's IT staff, saving costs in terms of travel expenses and man hours.

In addition, Intel® vPro™ technology also senses and predicts server availability across Fuhwa Financial Group's numerous branches, ensuring that high operating temperatures and energy outage do not hamper server functions.

The considerable benefits from such a monitoring system have since convinced the company on the importance of risk-resistance and remote control.

Says Lin, "Server downtime resulting from isolated incidents usually happens off office hours, when nobody will find out. This interrupts the normal function of our system during the next working day and severely impacts the performance of our business. With Intel® vPro™ technology, Fuhwa Financial Group is now adequately protected against such eventualities."

## Impact:

In sum, Intel® vPro™ technology allows Fuhwa Financial Group to remotely maintain, troubleshoot and even update its distributed IT systems.

The company can now find out if a client PC is running and can remotely boot up any client PCs regardless of power or OS state to conduct diagnostics and repairs.

In addition, Fuhwa Financial Group can now inventory its IT assets as well as apply security patches and software updates during off-peak and non-office hours, increasing the accessibility and security of its systems across the board.

With the successful deployment of Intel® vPro™ processor technology, Fuhwa Financial Group now enjoys the following benefits:

- **Mobile and Rich User Experience** Powerful Intel® vPro™ technology incorporating Intel® AMT capabilities allows Fuhwa Financial Group to remotely inventory its IT assets from a central location, saving the company previous man hours by productively and efficiently administering its massively distributed IT infrastructure.
- **Security and Manageability** Intel® vPro™ technology further allows Fuhwa Financial Group to securely diagnose, maintain and upgrade its distributed PC assets, lowering operating costs and improving productivity through built-in robust security and manageability features.

- **Unified & Converged Communication** The computing efficiencies of its new deployment also allows Fuhwa Financial Group to productively and efficiently consolidate its customer-directed web platform, enhancing the speed, integrity and security of customer-bank communications across the board.

And the company could not be happier.

"Time is money for brokers and financial institutions. On a business day, if any of our staff encounters an IT issue, we need immediate resolution. Our industry is a fast moving one and prices for stocks vary every few minutes. By the time the problem is fixed, the stock market may be closed," says Lin. "Thus having IT specialists call and explain solutions in detail is no longer an acceptable service standard for us."

"With Intel® vPro™ technology, Fuhwa Financial Group not only maintains the quality of our financial services but also lowers our operating costs and risks of IT deployment across the board," says Lin.

## Future:

Fuhwa Financial Group's test deployment of Intel® vPro™ technology is such a success that the company is now looking to acquire Intel® vPro™ technology-enabled HP\* Compaq systems.

Running YesPDM management software from Yesinfo\*, these systems are set to be deployed at all 220 Fuhwa Financial Group branches, capping yet another success for Intel® vPro™ processor technology.

**Find a business solution that is right for your company. Contact your Intel representative or visit the Reference Room at [www.intel.com/reference](http://www.intel.com/reference)**

**For more information on Intel vPro technology, visit: [www.intel.com/vpro](http://www.intel.com/vpro)**



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<sup>1</sup>PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer to have an Intel AMT-enabled chipset, network hardware and software, connection with a power source, and a network connection.

\*Other names and brands may be the property of their respective owners.

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