



Case Study

**Intel® Core™2 Duo Processor
with vPro™ Technology**
Predictive Enterprise
Security & Manageability



Operationally Efficient Small Office

Jaguh Teknikal outfitted its small office with Intel® vPro™ technology-based PCs to ensure stability and operational efficiency

Small service-oriented companies generally do not have the time or much money to maintain their own in-house PC systems. These companies are very careful about costs which are usually directed at building up their customer base and ensuring a successful business. So, when Jaguh Teknikal Sdn Bhd was established, Managing Director Andy Ooi decided to outfit his company with PCs enabled with Intel® vPro™ technology to keep his maintenance and operating costs down.

Challenges

- **No internal tech support.** General staff using PCs have no technical experience and work will be delayed if PCs develop problems as there is no in-house technician.
- **Maintenance costs.** Desktop PCs must require minimal maintenance in terms of time and costs, as IT staff are mostly out of the office at customer sites.

Solution

- **Deploy Intel® vPro™ technology.** Deploy desktops based on the Intel® Core™2 Duo processor with vPro™ technology.

Impact

- **Minimal maintenance.** Virtually no PC downtime recorded since installation, the deployment requires minimal intervention from IT staff and minimal maintenance.
- **Better manageability.** Business owner can control and manage PCs when away from office, and keep tabs on office operations.
- **Enhanced security.** Automated and proactive security updates and anti-virus patches increased Jaguh Teknikal's PCs and network from outside threats.

“As a service-oriented company, we cannot afford for our systems to fail and result in delayed support to our customers. Intel® vPro™ technology ensures that our systems are operating reliably at all times.”

Andy Ooi
Managing Director
Jaguh Teknikal Sdn. Bhd.

Assessing the situation

Jaguh Teknikal Sdn Bhd is a very new company, established only a year ago to provide customer-oriented services such as support and repairs of printers, projectors, and office equipment. The company offers maintenance contracts as well to its customers, which include government agencies, small and medium size businesses and computer dealers.

The business owner and managing director, Andy Ooi, is very IT-literate and a technology enthusiast. Ooi believes in investing in technology to improve his business.

“We’re a new company,” Ooi says, “and I don’t have the resources to employ too many staff, especially on people to maintain our own server and desktop PCs.”

Most of the time, Ooi and his technician are out of the office, busy providing support to their customers. In the office, Ooi has a general worker to work on office tasks and his online request management and appointment scheduling system. The worker also uses the system to administer to online service orders and warranty claims. “We wanted a good PC solution for easier management throughout the company,” says Ooi, “so that I can rely on a non-IT savvy or a fresh employee to operate our online pickup and service requests.”

The issues that Jaguh Teknikal were concerned about included:

- IT trained staff were mostly out of the office providing support services to customers.
- General staff with minimal IT experience operate the PC systems at the office for online service orders, service requests and warranty claims.
- PC systems must be stable and operate reliably, requiring minimal maintenance support.

With IT experienced staff like himself and his technician being out of the office most of the time, Ooi wanted office desktop PCs that required minimal support. "If the PCs in the office fail, it will result in delayed support for our customers," says Ooi. Reliability and stability was a key issue for the company.

Deploying the solution

Being an IT enthusiast and knowledgeable on the latest technologies, Ooi knew what PC platform he wanted for his new company. Thus, the company proceeded to deploy ten PCs running on Intel® Core™2 Duo processors with vPro™ technology. With assistance of local systems integrator, SNS Network Sdn Bhd, Jaguh Teknikal deployed and installed all the desktop PCs within one day. As part of the deployment, SNS Network provided the company's IT staff with product demonstration and training on how to do active monitoring, remote support, and software asset management using Intel® vPro™ technology. While the Intel® Core™2 Duo processor-based PCs are running on reliable and stable technology, the Intel® vPro™ technology component of the system ensures that the PCs are proactively maintained with scheduled updates and monitoring.

"The major benefit our company has gained from the Intel® vPro™ technology deployment is that our PCs can perform automatic scheduled maintenance, backups and monitoring, even if the PC is powered off or the operating is unresponsive," says Cheah.

Additionally, the Intel® vPro™ technology-enabled PCs provide added security to the office environment through automated and scheduled software updates, anti-virus and anti-spyware patches.

Enjoying the benefits

As the company is just one year old and the systems deployed right from the start, there has been virtually no downtime in any daily computing tasks. The deployment achieved several of the goals that Jaguh Teknikal wanted, including:

- minimize support costs,
- minimize PC downtime
- effectively manage internal systems
- ensure fast response time to customer service requests

As a business owner, Ooi appreciates that the technology helps him keep the management and support costs of his office PCs to a minimum. When Ooi is traveling away on business, he can utilize remote management capability of Intel® vPro™ technology to gain secure access to monitor the office PC activity logs, track system performance, software asset management, and even do troubleshooting and PC repairs if necessary.

Ooi considers the investment "smart spending", and says that "it saves me precious money and time on PC maintenance and it is hassle-free. With Intel® vPro™ technology, manual maintenance tasks are minimal, enabling us to spend more time supporting our customers and building up the business."

Spotlight on Jaguh Teknikal Sdn. Bhd.

- Jaguh Teknikal Sdn. Bhd. is a service-oriented company located in Ipoh, West Malaysia.
- The company provides support and repairs on a variety of computing and office automation equipment, including printers and projectors.



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