



Case Study

Intel® vPro® Processor

Technology

Service Provider

Business Subject



Simplifying Resource Management

Polaris Securities uses Intel® vPro® processor technology to improve IT management and data security

Polaris Securities is a leading Taiwan securities company and a well-known brand name for online securities trading in the country. The company has experienced rapid growth over the past decade, with a transaction volume exceeding 300 billion. Additionally, Polaris Securities maintains a Chinese language international trading platform servicing 200 million Chinese customers. Against this backdrop, maintaining the company's IT resources is a formidable task, and Polaris Securities turned to Intel® vPro® processor technology to meet its needs.

Challenge

- **Efficient PC management.** Polaris Securities wanted a simple and effective way to remotely manage and monitor its IT resources enterprise-wide.
- **Maximize IT resource uptime and security.** Achieve better return on investment (ROI) through a framework for better control and maintenance of resources.

Solution

- **Deploy remote management platform.** Enable remote management capability on PCs utilizing Intel® vPro® processor technology as the core technology to build up the platform.

"Intel® vPro® processor technology enables us to utilize our infrastructure more efficiently, ensuring smooth operations despite the substantial surge in trading volume."

Lin Chun Sheng
Information Systems Manager
Polaris Securities

Assessing the Situation

Polaris Securities has grown over the years and achieved a formidable presence in the online securities trading field. The company daily conducts several hundred thousand transactions electronically, and maintains thousands of computing workstations and PCs spread across several locations. These are tied into the company network and are an important part of Polaris Securities daily work processes.

The online securities trading arena has faced immense competition in recent years. Stability and security of such a system is an absolute must. Every transaction must be executed smoothly and in real-time. At the same time, the amount of flexibility required in order to meet user's requirements necessitate that these systems be proprietary. Development is driven closely by market demands to provide integrated solutions that provide investors with fast and accurate online financial services.

"It is the responsibility of the Information Systems division to ensure that we maintain maximum system uptime, and that online transactions are carried out securely," says Lin Chun Sheng, information systems manager at Polaris Securities. "We have a lean organization, and we were concerned that rising transaction volume would result in an increased workload."



Intel® vPro® processor technology provided Polaris Securities with the enabling technology for effective IT resource management that help save time and money.

"We turned to Intel® vPro® processor technology as the basis to build our remote management platform to utilize our IT infrastructure more efficiently. This has optimized the use of our hardware resources to ensure that our operations continue to function smoothly even with the substantial surge in trading volume."

"I am most proud of how our team performed in July this year, when the transaction volume exceeded 300 billion, a new record," says Lin.

SYSTEM MANAGEMENT ENCOMPASSES DIVERSE TASKS

"At Polaris, we view IT investment as an effective way to develop our business. We do not shy away from embracing new technology. In fact, resources are dedicated to developing and configuring new IT services. System management should not be regarded as a burden, but rather as an enabling tool for the growth of the business," says Lin.

"As our IT systems continue to grow, and infrastructure is spread out across in tens of

locations, IT management can become an increasingly thorny issue. When one also considers the thousands of computing workstations are part our system landscape, this adds up to a formidable number of tasks for the team. These include centralized management of security, remote administration, systems setup, application distribution, data management, and a myriad of other tasks. Indeed, with such a load, we need highly efficient tools in order to execute smoothly."

EFFECTIVE TOOLS ARE NEEDED ENABLE SMOOTH EXECUTION

In order to assist the IS division at Polaris Securities maintain stringent level of security on their systems, as well as simplify the management process, the Syscom Group has configured a remote management platform using vProMaster*, based on the specific requirements of Polaris. Intel® vPro® processor technology is a suite of remote administration technology developed by Intel which consolidates the systems management functionality and embeds it into the framework of a single chipset. This enables Polaris Securities to realize their goal of simplifying the manifold task of managing end-user workstations, systems security, and data resources.

Delivering the Solution

ENABLE CENTRALIZED MANAGEMENT OF ALL USER WORKSTATIONS

The main feature of Intel® vPro® processor technology is that security and management functionality can be embedded within the chipset. This facilitates automatic execution of pre-configured systems management processes, thus ensuring that security upgrades are deployed efficiently, and lowering the cost of human resources.

Developed by Syscom, vProMaster* is built upon Intel® vPro® processor technology. It is a console-based workstation management suite that can be run without requiring a proxy program. This allows any end-user workstation to act as a management



"IT management can be formidable with thousands of PCs in our infrastructure, but Intel® vPro® processor technology helps us handle the workload effectively."

Lin Chun Sheng
Information Systems Manager
Polaris Securities

Spotlight: Polaris Securities

- Founded in 1988, Polaris Securities is part of the Polaris Financial Group and has since rapidly grown into a leading online financial securities company in Taiwan.
- Polaris Securities launched in 2004, the world's first international trading platform with a Chinese language interface. The platform links to 11 different exchanges worldwide, providing 200 million Chinese customers with 24-hour access to a wide variety of financial and wealth management services.
- The Chinese language online trading platform has since made the Polaris name synonymous with online securities trading in Taiwan.



console, eliminating the need to purchase additional server hardware, thus providing businesses with greatly increased flexibility, as more console terminals easily set up as and when required.

As the end user machines spread across the country, a deployment of this scale is bound to present some challenges when it comes to set up and centralized management. With vProMaster, installations can be rapidly executed, in spite of disparate locations,

reducing both the time taken and the cost of deployment. Consolidated network management, data security and resource management tasks are also effectively simplified, reducing the amount of time required for maintenance and trouble shooting.

EASY-TO-USE MANAGEMENT AUTOMATION
Ease of use is a distinct feature of vProMaster. Its user interface is exactly the same as a Windows file system, thus systems administrators are able to use it without the

Key Technologies

- Intel® vPro® processor technology is the key enabling technology in improving the manageability of PCs for Polaris Securities' IT infrastructure.
- Intel® Active Management Technology (Intel® AMT) is built into Intel vPro processor technology and provides remote management functions.
- Intel processors with Intel vPro processor technology built-in contribute to the Predictive Enterprise through one of the key Intel Technology Pillars:

o Trust Management. A Predictive Enterprise manages its resources proactively to address existing and emerging threats, utilizing Intel vPro processor technology to deliver these capabilities: contribute to the Predictive Enterprise through one of the key Intel Technology Pillars:

- Discover: The ability to find and connect to systems for hardware and software inventory and resolve issues regardless of power state or system.
- Heal: The ability to remotely connect to and trouble shoot systems even if the host OS is unable to launch.
- Protect: The ability to proactively apply critical patches and network filters, detect anomalous network behavior and to take action.

Integral Answers

- Intel® vPro™ processor technology enables YUHS to build a more centralized management of PCs in different places, improving productivity and save operational expenses.
- The remote management capability of Intel® Active Management Technology allows Polaris Securities to provide faster and efficient troubleshooting services, maximizing PC uptime.

need for specialized training. Through the use of vProMaster, system administrators can remotely manage and monitor IT resources and set up a framework where management processes can be automated. Remote terminals can be routinely checked and if variance to a pre-set configuration is detected, re-installation can be automatically performed. Configuration data can also be recorded for each computer, enabling the administrators to study the usage patterns and security status of numerous end user workstations.

Through the use of remote management, system administrators are able to perform diagnostic tasks on end user workstations. Security checks can also be performed. By monitoring network traffic flow, anomalies can be detected, and alerts automatically sent out. Using the comprehensive suite of query and reporting capabilities built into vProMaster, system administrators can store frequently used search criteria and retrieve related log entries. This increases the efficiency of searches and troubleshooting. System administrators also have data analysis and management tools at their disposal when DBMaker from the Syscom Group is deployed in conjunction. Variance analysis for each workstation allows for the increased automation of backend control capabilities.

The results achieved through the use of vProMaster have given Polaris Securities a fresh outlook on the tremendous task of managing large IT setups. Resource management reports are automatically generated, and necessary information on the current status of all hardware resources is available at a glance. With the use of Intel® vPro™ technology, resource management rules can be easily defined, preventing data losses that occur due to inadequate resource maintenance. Providing IT administrators with the ability to perform compliance checks on end user workstations without the machine being on enables IT professionals to have extensive control of the resources they manage.

Find a business solution that is right for your company. Contact your Intel representative or visit the Intel Business/Enterprise Web site at:

www.intel.com/business

or visit the industry solutions-specific sites at:

www.intel.com/business/bss/industry

For more information on Intel vPro technology, visit:

www.intel.com/vpro

Return on Investment

- With Intel® vPro® processor technology, Polaris Securities can manage the company's IT resources across the entire enterprise more efficiently without having to employ additional IT staff, and save on costs for manpower and maintenance.
- With the capability for remote management, Polaris Securities is enabled to sense, predict and heal problems in PCs located anywhere in the company's domain, achieving faster technical response and improving the service quality and productivity of the company.
- The ability to sense, predict and heal potential problems is a part of the groundwork in building up the Predictive Enterprise, with the ability to collect information, analyze trends, predicting needs, and acting upon them. The deployment of Intel® vPro® processor technology serves as a catalyst for business innovation for Polaris Securities, both today and the future.



Copyright © 2008 Intel Corporation. All rights reserved. Intel, the Intel logo and Intel vPro are trademarks or registered trademarks of Intel Corporation and its subsidiaries in the United States and other countries.

This document is for informational purposes only. INTEL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

¹PCs with Intel® vPro™ processor 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. 0308/KEN/XIC/XX/PDF 319557-001US

