



## Building a Better PC Environment

### Case Study

Intel® vPro™  
Technology  
Construction



**"We're constantly looking for ways to work better and smarter, and Intel® vPro™ technology is a big part of that."**

Cole Orndorff, CIO  
Mortenson Construction  
Company

### **Mortenson Construction refreshes its desktops and laptops with Intel® vPro™ technology to lower IT costs, reduce user downtime, and save energy**

As one of the largest general contractors in the United States, Mortenson Construction Company regularly takes on major projects—ranging from sports stadiums to massive wind farms. One of the keys to the company's success is extensive use of technology. "Nearly half of our company's PC users are out in the field," says Daniel Letsch, IT director at Mortenson. "They rely on their PCs every day to access building plans and move projects forward on schedule."

With just a small IT staff to manage networked devices located at six offices and over 120 job sites, the company relied on a remote management application for PC software repair. However, the software was effective only if the PC was up and running. "If a system was offline, the user would have to wait for a technician to arrive, or more often, send the computer back to us at headquarters to be fixed," says Letsch. "That could mean a week of downtime."

Patch management presented an additional challenge. The IT team was keeping many PCs turned on overnight so that technicians could remotely patch them over the network without disrupting users. But that meant the PCs were using electricity 24 hours a day. "We have a strong conservation program at the company, and were looking for ways to bring that power use down," says Letsch.

The IT team discovered that Intel® vPro™ technology could help. "Our management software supplier, LANDesk, suggested we look into it," says Letsch. "Intel sent a team to our site to demonstrate the technology. We were so impressed that we asked them to conduct a study to determine the return on investment." The study showed a positive ROI of 1,131 percent over four years by deploying PCs with Intel vPro technology, with a break-even point in 12 months.

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### **Measures of Success**

- With networked PCs located at more than 120 scattered job sites, Mortenson Construction needed to increase remote PC management capabilities and save IT support time
- The IT team looked for a way to reduce user downtime due to transportation, diagnosis, and repair of PCs
- Management also wanted to reduce PC energy usage as part of the company's conservation program

# Mortenson uses LANDesk\* software to automatically provision new Intel® vPro™ technology-enabled PCs as soon as they are started up on the network, with no manual configuration needed.

## Cutting software repair time in half

The ROI study demonstrated that the Mortenson IT team could significantly improve its software repair processes by using Intel vPro technology and LANDesk management software together. "The capabilities built into PCs with Intel vPro technology allow reimaging of desktop computers from a central location even if the computer is down," says Letsch. "That would cut our IT travel and support time in half."

## Projected savings of over US\$70,000 with PC refresh

The new capabilities would also reduce end-user downtime. The study showed that with Intel vPro technology, Mortenson could realize savings of US\$71,617 over four years in reduced end-user productivity losses by cutting the time required to transport, diagnose, and repair PCs.

## Using PC refresh to cut energy use

Mortenson's investigation demonstrated improved energy conservation as well. Intel vPro technology, coupled with the LANDesk system console, enables IT to power on PCs, patch them, and shut them down. The IT team would be able to power off PCs that had previously been left on at night, resulting in approximately 16,821 kWh in energy savings over four years with a projected cost savings of US\$7,184.

As a result of the successful study, Mortenson has upgraded its entire fleet of 240 laptops with Intel vPro technology and will upgrade desktops as part of its ongoing hardware refresh program. "We're constantly looking for ways to work better and smarter, and Intel vPro technology is a big part of that," says Mortenson CIO Cole Orndorff. "Intel delivers innovations that enable us to increase efficiency and ultimately help ensure that our customers' projects are completed on time and on budget."

## Return on Investment

- An ROI study showed that Mortenson could improve remote PC management with Intel® vPro™ technology, cutting IT travel and support time in half
- Intel vPro technology would enable the IT team to power PCs on and off remotely, for a projected energy savings of up to 16,821 kWh
- Mortenson could realize savings of US\$71,617 over four years in reduced end-user productivity losses using Intel vPro technology and LANDesk\* software
- The study showed a positive ROI of 1,131 percent over four years with a break-even point in 12 months



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