



## Efficient IT = productive staff = business success



**With Managed PC Services (a component of the Managed Desktop Services product family), T-Systems offers a flexible and cost-effective solution for managing and optimising IT workstations in large companies. Intel® vPro™ technology is also part of the equation.**

Success in business is largely dependent on efficient staff. And to be efficient, employees require IT workstations that are tailored to their requirements, that can be adapted flexibly to career changes and are oriented towards companies' current needs. With Managed PC Services, T-Systems ensures the smooth operation of powerful clients throughout the entire lifecycle – from the purchasing of standardised hardware and software, installation, maintenance, support and active user assistance through to the disposal of hardware. An experienced service provider, T-Systems currently supports over 1.4 million IT workstations in more than 100 countries. For the Managed PC Services operating model, T-Systems relies on Intel® vPro™ technology with functions for optimised remote manageability, inventory management and automatic software distribution.

„Using the additional technical functions offered by Intel® vPro™ technology, we're expanding, improving and optimising our processes throughout the entire lifecycle.“

Björn-Harald Malluche,  
Senior Sales Manager, T-Systems

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### Challenge

- **For a company to remain competitive in the global market**, the IT infrastructure must work perfectly. This means tightly meshed IT and business processes.
- **Reliability with great security** and a consistently high quality of service
- **Constant changes** (new business processes, employees with different roles, innovations) mean that IT workstations have to be operated extremely flexibly.
- **Efficient, transparent management and governance** of IT workstations with precise inventories, reports on hardware and software assets, cost control and management of different roles and access authorisations
- **Long-term reduction in IT costs** through industrialisation and automation

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### Solution

- **Managed PC Services (MPCS) from T-Systems** offer a full range of functions for managing and governing PC workstations. These span the entire IT lifecycle (purchasing of hardware and software, installation, configuration, operation, maintenance, support and hardware disposal). T-Systems incorporated into this solution its experience in operating more than 1.4 million IT workplaces.
  - **MPCS place just as much importance** on the career paths of employees (user lifecycle) as on the IT lifecycle. T-Systems gives staff role-based workstations with all the functions they need for their work in purchasing or accounting, for instance. All IT-relevant data (user data, user rights and roles in the company) is entered, managed and provided centrally for this purpose.
  - **Managed Desktop Services from T-Systems** currently comprise three main components: Managed PC Services for desktops and notebooks, Managed Office Output Services for multifunctional devices and printers and Managed Mobility Services for mobile equipment such as PDAs and MDAs.
  - **T-Systems relies on Intel® vPro™ technology in its solution** with functions for optimised and secure remote manageability in line with the latest IT standards. These include improved remote asset management of hardware and software for networked PCs, even when they are switched off. Other features include functions for software distribution and remote booting, diagnosis and repairing of PCs.
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## IT requirements of large enterprises

Today's businesses have to respond to markets and adapt business processes to meet changing requirements more flexibly than ever before. Areas with no demand suddenly require whole teams of staff at short notice and vice versa. An IT solution thus has to supply hardware and services with flexible terms at market-driven prices – with an emphasis on speed. But workplace clients must also be perfectly tailored to the requirements of the employees so they can work efficiently and productively at all times, in different roles and working environments. The IT solution must meet these requirements and needs to be able to integrate new and innovative products and components into the IT infrastructure.

To gain a precise overview of their IT infrastructure, businesses require technically and commercially detailed, transparent asset management, which – in conjunction with other smart management components – answers the following questions: Who is using which device and which applications? What operating and fixed IT costs are associated with the workplace in question? All hardware and software licences and the related user IDs must be managed centrally to achieve this. The costs for operating this environment must also be assignable to those generating them. Comprehensive reporting ensures transparency of costs and assets, prevents

### Spotlight: T-Systems

T-Systems fuses high-quality information and communication technology (ICT). The in-depth knowledge from both worlds makes the business customer section of Deutsche Telekom – with around 56,000 employees – the partner of choice for multinational groups, small and medium businesses and public institutions. More than 160,000 customers all over the world and in every industry benefit from the specialist expertise of the one-stop, integrated ICT solutions. T-Systems is the only company to offer its own complete ICT portfolio and to blend IT and communication technology to create new solutions.

unnecessary procurement and enables well-founded cost-benefit decision-making regarding new technologies and applications. This is the basis for effective governance and cost control of the IT infrastructure – worldwide.

Cost control and cost reduction come top of the list for almost every IT manager in a big company. Managers want a consistent quality of service at low prices and to convert fixed costs into variable costs. Indeed, a study by McKinsey shows how optimising end-to-end processes can give rise to a cost-saving potential of 20-40%. TCO (total cost of ownership) studies based on a Gartner research tool show that the existing operating model has an optimisation potential of 25%. This can be divided into seven main categories: reduction of desk-side visits, a more standardised operating environment (30%), improvements to the service desk (20%), asset management (16%), security (14%), purchasing (12%) and software distribution (8%).

## Solution: outsourcing to IT service providers

Large businesses achieve flexibility, transparency and cost reduction best by using an operating platform of an IT service provider. This guarantees them a secure and reliable IT infrastructure but, above all, generates economies of scale that individual companies in general do not achieve. With its Managed Desktop Services, T-Systems offers a comprehensive, standard solution that is available internationally and that covers both IT and telecommunications (TC): ICT. IT workplaces use generally available standards. New services are developed and delivered automatically and in line with industrialisation principles. At the same time, the solution offers all the necessary freedom to deal with changes or new customer requirements.

As a service provider, T-Systems supports around 1.4 million IT workplaces in more than 100 countries with 2.3 million software installations and processes 1.6 million tickets every year. And there are other impressive figures too: 600,000 individual incoming orders per year, 34,000 optional/customised software installations and 5,200 release/profile updates with 12.1 million software updates (distribution is 99% automated). Thanks to this broad customer base, T-Systems can bundle services and pass on the resulting effects to its customers. All the processes run perfectly together and are geared towards a constant increase in automation. With its new Intel® vPro™ technology, Intel makes an ideal addition. "All customers opting for the new standard for IT workstations reap the benefits of this," says Gerd Wörn, Head of Competence Centre Desktop Services at T-Systems.



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Head of Competence Center  
Desktop Services, T-Systems.

Firstly, T-Systems employees analyse the customers' workplace systems and create a detailed overview of all the cost drivers. From this, they can then derive action measures aimed at lowering the total cost of ownership and improving the operating and process model. T-Systems also helps its customers to choose the right licence model. With its Managed PC Services, T-Systems offers all-round services with a wide range of extra features, such as messaging, file and archiving services, in addition to the blend of IT and user lifecycles. Everything is standard, flexible and fits immediately, and is charged at a fixed monthly rate per workstation.

### Focus on staff

T-Systems' aim is to hone every process from start to finish, focusing on the users so that they can work better and more productively. Each IT workstation meets the exact requirements of the employee concerned with the goal of boosting productivity. From T-Systems' viewpoint, this is the best value proposition that a partner can offer its customers.

Because a company's employees have different roles – such as controller, field service representative or top manager – they require a suitable number of role-based workplaces with their specific applications and precisely defined authorisations. When changes occur, such as promotion, moving departments or international assignments, the Managed PC Services ensure that the necessary PC resources are provided right away.

Standardised service level agreements (SLAs) form the basis for the operation of IT workstations across the entire lifecycle. T-Systems takes charge of all the steps in the delivery chain (procurement, warehousing, transport, assembly and disposal of hardware) as part of its Managed PC Services, takes care of software installation and configuration, deals with IT security and changes of all kinds and supplies all the services (maintenance, support and help desk).

### Optimised processes

T-Systems uses Intel® vPro™ technology for its Managed Desktop Services. Björn-Harald Malluche, Senior Sales Manager at T-Systems, says: "Using the additional technical functions offered by Intel vPro technology, we're expanding, improving and optimising our processes throughout the entire lifecycle. This means we can offer our customers more reliable solutions and better service in the shortest possible time."

T-Systems reaps the benefits of Intel vPro technology when conducting asset inventories, for instance. It enables hardware and software components on PCs to be recorded and inventoried remotely, even if the computers are switched off or their operating systems are unresponsive. This data is always up-to-date, is managed centrally and can be called up at any time via a special management portal. Customers thus know exactly who is using which client system and which licences where, and can assign the costs to those using them.

Intel vPro technology also allows remote booting, diagnosis and computer repairs, provided that the relevant functions are activated. Software updates and patches can also be imported onto the devices outside working hours by switching on all the networked PCs remotely from a central office – beyond firewalls as well. Remote management cuts the number of desk-side visits and therefore support costs.

The possibilities offered by the integrated security functions are also extremely important for T-Systems. "We can use Intel vPro technology to isolate infected PCs to protect the network and repair them via remote manageability so that the other computers are not in any danger (quarantine function). User and system data is protected against unauthorised access in the case of loss or theft and the security agents of all PCs that are switched on and connected to the network are checked and replaced automatically," emphasises Hannes Schwaderer, Managing Director of Intel GmbH.

### Key Technologies:

- T-Systems uses Managed Desktop Services to adapt companies' IT workplaces flexibly in line with changing needs, to control procurement and services for the entire client lifecycle and to gain a transparent view of all services and related costs.
- A component of Intel® vPro™ technology, Intel® Active Management technology reduces direct PC costs significantly by supporting efficient inventorying, improved remote management and software distribution functions that can be operated centrally and regardless of a PC's health.

## MDS product family

T-Systems bundles all key processes related to IT workplaces in the Managed Desktop Services product family and manages them holistically. There are several MDS solutions on offer: e.g. Managed PC Services, Managed Office Output Services and Managed Mobility Services. New ICT services, hardware and software are developed and delivered centrally and automatically – and all the solutions are based on one common service and operating model. T-Systems equips its customers with standards, which always match the staff's tasks.

As part of the Managed PC Services, T-Systems supplies its customers with role-based systems for PCs and notebooks, which cover the entire IT lifecycle. A special management portal ensures complete transparency, easy ordering processes and an overview of all IT assets as that is the central location where all user data is concentrated. The portal can also be used to view daily reports on IT usage (purchases, breakdowns, changes) and workplace-related costs.

The management portal offers a hardware and software ordering service with a shopping cart. Employees call up products and services tailored to their own user profiles as needed and trigger asset changes. This, coupled with the electronic approval process, minimises time and effort. Managers know who are causing which costs at all times and can take action accordingly. Thanks to the great flexibility of Managed PC Services, customers can even integrate their legacy applications or implement virtualised systems.

Managed Office Output Services ensure that office output devices are used efficiently (e.g. multifunctional products, printers, fax machines and copiers). The services range from determination of requirements, procurement and logistics through to installation and operation of devices, including all support.

Managed Mobility Services supply mobile devices (PDAs and smartphones) in a centrally managed environment – for hardware and software including network providers with end-to-end service levels, for end devices, all services and data centre services, such as the running of the Exchange environment. The regular replacement of end devices with new models and disposal of old devices are part of the service.

All core elements (asset management, service desk, logistics, repairs etc.) of the Managed PC Services can be used 100%. Everything interacts perfectly – worldwide!

### Benefits at a glance:

- With Managed Desktop Services, T-Systems runs the whole workstation environment for the entire lifecycle. Standardised service level agreements (SLAs) guarantee high standards and efficiency.
- Role-based IT workstations meet precise staff requirements and can be adapted flexibly to changes. Employees are more productive because they have permanent access to perfectly tailored IT workplaces with the latest hardware and software.
- Central asset management provides a detailed overview of all devices and applications, enabling transparent workplace costs.
- Managed Desktop Services save considerable costs thanks to the optimised workflows. This is achieved by smart, tightly meshed IT and business processes, by industrialisation, exploitation of economies of scale, a high level of standardisation and automation, centralised services and extensive support functions.



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