Capgemini delivers more effective IT support with Keyboard-Video-Mouse (KVM) Remote Control

Capgemini is one of the world’s largest IT system integrators and support providers. In order to provide the best level of service, it is constantly looking for innovative new technologies that can be used to improve the service it delivers to its customers. Recently, it conducted a trial for a customer based in the retail sector in the Netherlands to demonstrate how remote IT support with the assistance of Intel® Core™ i5 vPro™ processors, including Keyboard-Video-Mouse (KVM) Remote Control, could improve the performance and security of its desktop computers. Following the success of the trial, Capgemini is evaluating how it can use KVM Remote Control to improve the services it offers to customers.

CASE STUDY

Intel® Core™ i5 vPro™ processor and Keyboard-Video-Mouse (KVM) Remote Control

Security and Manageability

CHALLENGES

- **Improving remote IT support**: Capgemini wanted a remote IT management solution that could help deliver more effective maintenance and support to its customers
- **Cost benefits**: It was also interested in a solution that could help reduce the total cost of ownership (TCO) of customers’ IT systems

SOLUTIONS

- **Demonstrating results**: Capgemini decided to undertake an evaluation of Keyboard-Video-Mouse (KVM) Remote Control and worked with a customer based in the Dutch retail sector on a proof of concept to demonstrate the effectiveness of the solution for remotely maintaining on-site IT systems
- **Remote locations**: Capgemini identified an opportunity to use KVM Remote Control to remotely manage on-site computers that were used to coordinate the transfer of key inventory and financial data between individual stores and head office
- **Direct comparison**: As part of the proof of concept, Capgemini installed three Lenovo M90* desktop computers, powered by the Intel® Core™ i5 vPro™ processor; these were placed alongside existing on-site computers in three locations to demonstrate the advantages KVM Remote Control provides in terms of supporting ongoing maintenance processes

IMPACT

- **Complete access**: Using KVM Remote Control in the new computers, Capgemini was able to monitor their status both above and below the operating system, without the need for software to be installed on-site
- **Superior support**: This allowed Capgemini engineers to deliver updates and support to BIOS, firmware and software from its offices in Utrecht, and verify that they had been successfully installed; a contrast with the existing systems, which were not able to access updates
- **Enhanced service**: Following the successful trial of KVM Remote Control at its retail customer, Capgemini is considering how it can use the technology to enhance the IT support services it delivers to customers in the future

Constant improvement

Capgemini is one of the world’s largest IT companies, operating in over 35 countries. It provides a wide range of services to its customers, from advice on plans for new IT projects to ongoing support for existing systems. In order to maintain its position within the competitive IT services market, Capgemini is constantly looking for ways to improve the quality of the services it offers and reduce TCO for its customers. As part of this, it has a strong strategic alliance with Intel which provides it with access to the latest products and innovations.

Remote delivery

One new feature Intel recently introduced to the market is Keyboard-Video-Mouse (KVM) Remote Control. This provides hardware-based remote access to client computers running on Intel® Core™ i5 vPro™ processors, without the need for additional software to be installed on that computer. KVM Remote Control offers greater remote management functionality than previous solutions, with support staff able to gain access to processes both above and below the operating system. This allows uninterrupted remote access, even in the event of an operating system fault.
Capgemini enhances offering to customers with remote IT support services powered by Keyboard-Video-Mouse Remote Control

Capgemini recognized the potential for KVM Remote Control to enhance its IT support offering, and wanted to conduct an evaluation of the technology to identify how it could be used to deliver a better service to its customers. It agreed to undertake a proof of concept trial with one of its existing customers, a mid-sized retailer based in the Netherlands.

Network challenges
With over 30 shops distributed across the Netherlands, many in remote locations without constant Internet access, the retailer had faced challenges sharing information between its head office systems and individual stores. With its operations relying on constant access to key inventory, pricing and financial data, the retailer set up a supporting infrastructure of on-site computers that act as proxy servers to facilitate the exchange of data between back office servers and in-store systems. However, while this solved the issue of sharing information between stores, the new system faced additional challenges when it came to maintaining the computers that had been installed within stores. These were not intended to be accessed by employees on-site, and did not come with user input devices or a screen, with updates intended to be delivered remotely. An investigation subsequently revealed that some of these computers had not received software and security updates in over a year. This posed a threat to the security and performance of the computers, as well as ongoing support from vendors.

Improved support
To ensure that the proxy servers used by the retailer had access to regular updates and IT support, Capgemini proposed a solution that used Keyboard-Video-Mouse (KVM) Remote Control to allow its engineers access to the computers. As part of the proof of concept, Capgemini supplied three Lenovo M90™ PCs, powered by Intel® Core™ i5 vPro® processors, including KVM Remote Control. These were installed to run alongside the existing proxy servers in a selection of the retailer’s outlets, allowing Capgemini to compare the performance of both. The hardware-based nature of KVM Remote Control allowed Capgemini engineers to quickly and easily configure the Lenovo computers to run with its remote management solution, RealVNC®. Capgemini compared the performance of the new computers with the existing systems used by the retailer over a two-week period. During this time, its support engineers were able to easily deliver BIOS, firmware, software and security updates to the new computers from its offices in Utrecht using KVM Remote Control. At the end of the trial, the Capgemini-supplied computers were fully-secure and up-to-date, whereas the existing systems had received no updates.

Service enhancement
The success of the trial highlighted the potential for Capgemini to integrate Keyboard-Video-Mouse (KVM) Remote Control into the IT support packages it delivers to clients. The advanced features of KVM Remote Control provide significant advantages over existing remote IT management tools. By providing hardware-based access to the host computer, KVM Remote Control offers support engineers a more complete view of the processes running on the PC. This allows support staff a clearer view into whether updates have been successfully installed. KVM Remote Control also enables engineers to remotely control processes outside of the operating system, such as making changes to BIOS settings and monitoring the boot process from start to finish.

Capgemini is currently looking into how it can integrate KVM Remote Control into its IT support offering to deliver a more effective service to customers and reduce the costs associated with running their IT infrastructure. By providing a more reliable means of delivering updates and systems maintenance, KVM Remote Control can help Capgemini reduce the risk of downtime in its customers’ systems and can help its engineers deliver support faster in the event of an incident. With KVM Remote Control, Capgemini is able to maintain its competitive position by offering customers a more comprehensive range of services.

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