

CASE STUDY

Intel® vPro™ technology

Enterprise Client/Mobility

Mobile, Rich User Experience



Mobile Workforce, Distributed Visibility

South Carolina agency enhances productivity and security with powerful laptops and Intel® vPro™ technology¹

South Carolina's Department of Probation, Parole, and Pardon Services (PPP) had already equipped 90 percent of its workers with tablet computers and implemented a multilayer security infrastructure. For its second-generation mobile environment, PPP wanted to further increase business efficiencies, security, and manageability. It upgraded all workers to high performance laptops, and says the move generates more than USD 550,000 in what PPP Director of IT Systems and Services David O'Berry calls annual personal productivity savings (PPS). As PPP prepares to activate Intel® vPro™ technology, its IT team expects to make the client environment even more cost-effective, secure, and environmentally friendly.¹



"We will not short-change our end users, because that would impact their effectiveness and not do justice to our mission and the citizens of South Carolina. We aggressively negotiate to buy performance up front so we can adopt new use models like videoconferencing, speech-to-text, and stream-processing that are going to grow over the lifetime of the laptop."

— David O'Berry
Director of IT Systems and Services
South Carolina PPP

CHALLENGES

- **Productivity.** PPP's executive management team, field services, and IT leaders are committed to streamlining business processes and giving workers more time to do their jobs.
- **Manageability.** With employees in offices, courthouses, and communities across the state, PPP looks for ways to better manage its distributed client systems.
- **Security.** PPP handles highly sensitive information about victims and offenders, so data security is a top priority.

SOLUTIONS

- **High performance mobile clients with Intel vPro technology.** PPP upgraded all employees to HP EliteBook* 8530 mobile workstations, and is activating Intel vPro technology to help improve remote management and make valuable assets even more secure.¹

IMPACT

- **Added productivity.** PPP calculates that the new laptops help workers gain at least 30 minutes per day in personal productivity savings, generating more than USD 550,000 in annual PPS, and assisting the agency to supervise significantly more offenders per agent despite a reduction in employees of more than 35 percent.
- **IT efficiencies and lowered risk.** PPP expects Intel vPro technology to improve remote management, save 40 minutes or more per machine on the department's upcoming Windows* 7 migration, and help speed patch saturation by up to 50 percent. O'Berry expects this implementation to help reduce or maintain operating expenses and strengthen the organization's risk posture without adding headcount in today's tight fiscal environment.²

Improving Quality of Life and the State's Budget Picture

The number of Americans behind bars or on probation, parole, or supervision has risen rapidly, increasing the pressure on supervising agencies to streamline operations and reduce costs. Those who are successful can improve quality of life for their citizens and benefit state budgets that are already stretched to the breaking point.

"If you think of it as a balance sheet, everyone who's in jail is a gigantic red number," explains David O'Berry, director of IT systems and services for PPP. "Offenders who are out of jail but not gainfully employed are a risk to the community, and they may also still be drawing on social services. If we can help them pick up the pieces of their lives



High performance laptops help the agency improve security, manageability, and user productivity.

and turn them into tax-paying citizens who can pay their child support and their fines and restitution, then we're keeping communities safe and helping produce a huge swing in cost savings for the state."

O'Berry says mobile technologies are a smart investment for the state. "Mobile computing enables our agents to spend more time out in the community where they need to be," he comments. "They can access data when they need it. They avoid duplication of effort and extra travel. Even desk-bound workers like the laptop's flexibility."

Deploying newer, Intel® processor-based laptops adds to those benefits. "Back of the napkin, we are averaging at least 30 minutes of PPS per day per worker," says O'Berry. "Every five minutes we achieve in personal productivity savings, properly managed, equals five minutes of business operating efficiency. The laptops are also better from environmental and disaster recovery perspectives."

The Intel processor performance helps O'Berry's team balance the demands for security and productivity. "We encrypt all our data and have about five layers of security for our end-point devices," he says. "We want to maintain a good user experience so our employees can deliver good service to our citizens. Therefore, we give our users as much performance

as we can at every juncture, so that when we add new security or management technologies, their productivity isn't impacted."

Bare-Metal Visibility

PPP's employees work from 53 locations, 46 courtrooms, and a growing number of nontraditional access points across the state, and O'Berry's team manages their laptops from Columbia, as much as a 3.5-hour drive if a technician needs to make a deskside visit. PPP currently uses Novell ZENworks* to manage its clients, and expects Intel vPro technology to significantly enhance its remote management capabilities. "We are aiming to get as close to a bare-metal boot as possible with enhanced visibility to cut trips to and from our remote sites, and we'll be able to repair things that are currently a black screen of death," O'Berry says.²

Mobile, rich user experience.
Powerful client capabilities to access information where and when it is needed to run your business.

Find a solution that is right for your organization. Contact your Intel representative or visit the Reference Room at www.intel.com/references.

SPOTLIGHT ON SOUTH CAROLINA PPP

The South Carolina Department of Probation, Parole, and Pardon Services provides community supervision of over 31,000 offenders. It is a national leader in using sophisticated technology to enhance monitoring and ensure effective, efficient oversight that is in the best interests of victims and community safety.



1. Intel® vPro™ technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software, and IT environment. To learn more visit: <http://www.intel.com/technology/vpro/>.

2. Intel® vPro™ technology includes powerful Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer system to have an Intel® AMT-enabled chipset, network hardware, and software, as well as connection with a power source and a corporate network. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications or implementation of new business processes. With regard to laptops, Intel AMT may not be available or certain capabilities may be limited over a host OS-based virtual private network or when connecting wirelessly, on battery power, sleeping, hibernating, or powered off. For more information, see <http://www.intel.com/technology/platform-technology/intel-amt/>.

This document and the information given are for the convenience of Intel's customer base and are provided "AS IS" WITH NO WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. Receipt or possession of this document does not grant any license to any of the intellectual property described, displayed, or contained herein. Intel® products are not intended for use in medical, lifesaving, life-sustaining, critical control, or safety systems, or in nuclear facility applications.

Performance tests and ratings are measured using specific computer systems and/or components and reflect the approximate performance of Intel products as measured by those tests. Any difference in system hardware or software design or configuration may affect actual performance. Intel may make changes to specifications, product descriptions, and plans at any time, without notice.

© 2010, Intel Corporation. All rights reserved. Intel, the Intel logo, Intel Core, and Intel vPro are trademarks of Intel Corporation in the U.S. and other countries.

*Other names and brands may be claimed as the property of others.

Printed in USA

0910/YMB/CMD/PDF

♻️ Please Recycle

324293-001US