
3 real-world reasons
to prioritize PC refresh
Read how real companies achieve real business
value by optimizing their PC fleet.
intel.

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Introduction

Does their PCs' poor performance hamper your employees? Are you tired of chasing blue screens of death and other crashes? Are you worried about keeping PC management costs down while beefing up cybersecurity? Refreshing your PC fleet with newer devices that offer fast AI performance, advanced security features, and comprehensive manageability capabilities can solve these and other IT woes.

But don't just take our word for it—the three case studies described below illustrate just how valuable enterprises find the manageability and security delivered by Intel vPro® and the transformative ability to run AI workloads at the edge.

Deploying a modern workplace management platform in the cloud

Background: The FCC Group is a world leader in citizen services like water cycle management, environmental services, and real estate management. With 13,000 endpoint devices scattered around the globe, the company keenly felt the lack of comprehensive digital workplace management capabilities. Out-of-band remote management, security, and sustainability were key factors in FCC's choice of platform.

Challenge: FCC's existing PCs, had remote management capabilities—so long as the devices remained connected to FCC's network infrastructure. Field technicians often had to travel to user locations, increasing costs, downtime, and environmental impact. In addition to traditional PCs, FCC works with unattended devices in highly industrial environments such as cement production plants and water

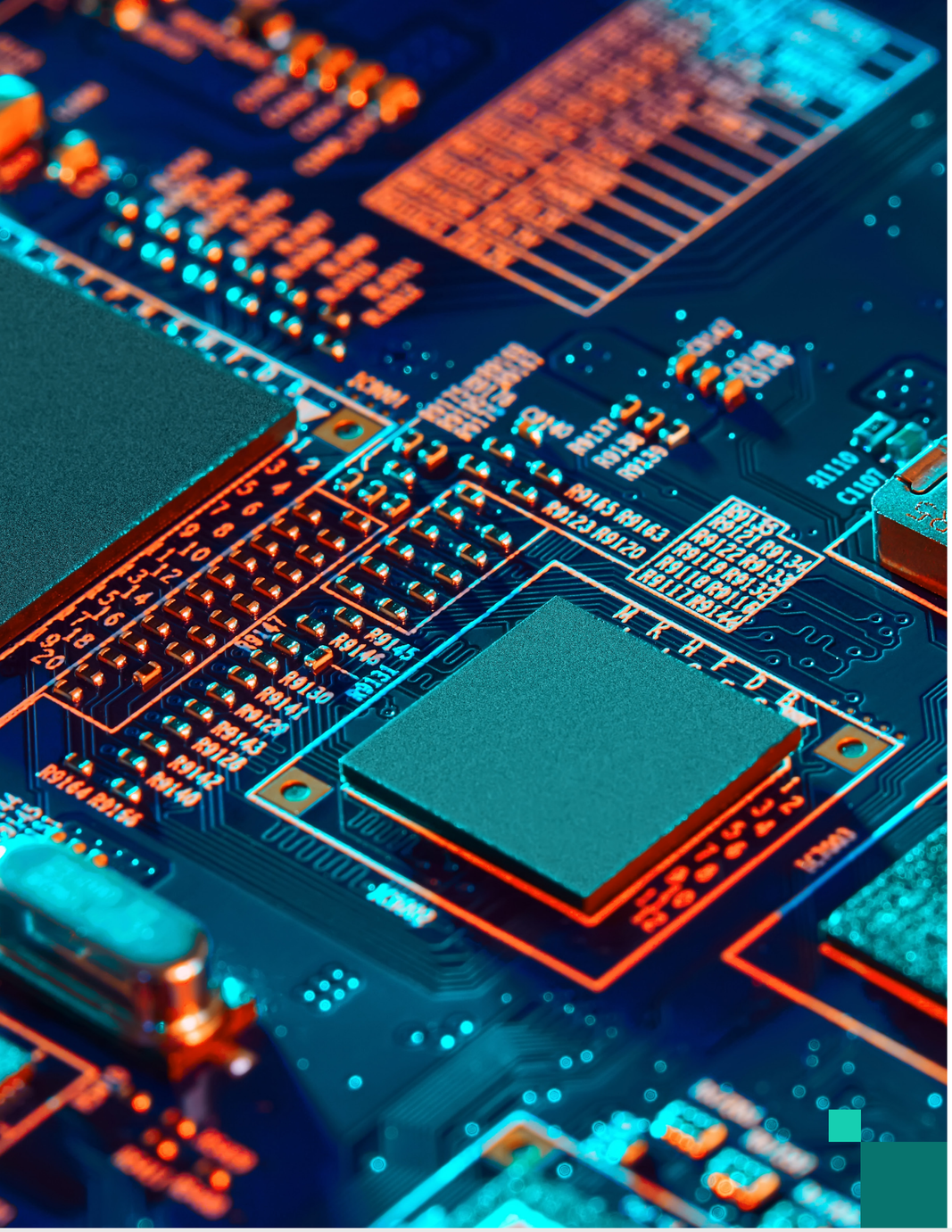
management facilities. Since they perform their function without human interaction, these units could not “accept” remote control—again, requiring costly technician visits.

Solution: FCC decided to enhance its IT operations (ITOps) approach with a cloud-based solution, Intel® Endpoint Management Assistant (Intel® EMA), to complement existing Intel vPro capabilities. This would allow the company to remotely manage its on-premises PCs and unattended industrial devices even when they weren’t connected to FCC’s network infrastructure.

Results: The solution has been operational since April 2024 and is already showing significant benefits.

“Cloud-based management solutions offer efficiency and ease, allowing us to deploy and manage our platform more effectively.”

– Claudio Escudero, Digital Workplace and Service Desk Manager, The FCC Group



- **Remote management.** Avoiding in-person technician visits lets FCC IT staff quickly solve problems remotely that used to take at least a day to resolve. FCC's IT teams can now reach devices regardless of status, even if they are powered off, disconnected from the FCC network, or unresponsive. The FCC team also values being able to make BIOS modifications and firmware updates through the same cloud-based platform. Remote manageability can help a mid-market organization avoid up to 368 metric tons (368,000kgs) of carbon emissions over three years.[1]
- **Security and compliance.** Prior to deploying the cloud solution, only three-quarters of FCC's devices met security requirements. Afterwards, compliance has jumped to 95%.[2]
- **Sustainability and efficiency.** With the average truck roll costing at least USD 1,000[3] and producing at least 145 pounds of CO_2 emissions[4], deploying a cloud-based endpoint management system is reducing FCC's overhead and increasing its sustainability—a win-win for both the company and the planet.

Read the full story →

Quickly scaling a remote management system

Background: Claro Argentina is a leading telecommunications company with operations throughout Latin America. Headquartered in Buenos Aires, Claro serves millions of customers in more than 550 cities.

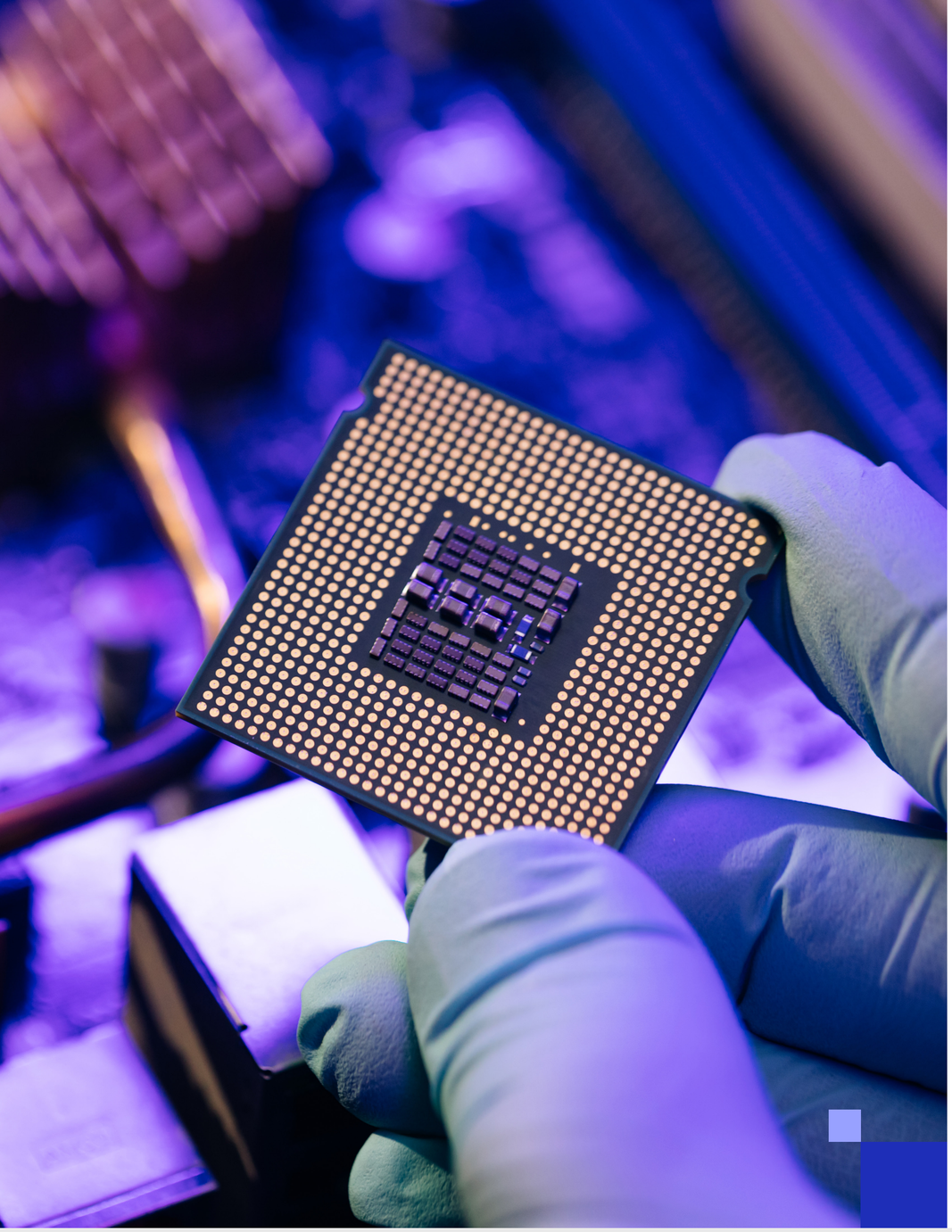
Challenge: Prior to the outbreak of COVID-19, few of Claro's 8,000 workers worked remotely. Although Claro had begun purchasing devices with remote manageability capabilities before the pandemic, Claro's IT team was using different tools to manage the small number of remote devices. When nearly all of Claro's 8,000 employees shifted to remote work during the COVID-19 pandemic, a problem manifested itself: for various reasons, many of the users could not use the virtual private network (VPN) to access the Claro network and receive necessary IT assistance. The IT team needed a tool for remote management of thousands of devices that could be rolled out rapidly and at a large scale.

Solution: Intel vPro-enabled devices already comprised 75% of Claro's remote workers' PCs. This left Claro well-positioned to take advantage of Intel® Active Management Technology (Intel® AMT) and Intel EMA to address its remote management challenge.

Results: Based on the project's success, the Claro team continues to grow its fleet of PCs with built-in remote manageability capabilities.

"We had other remote management tools but they all required authentication with the Active Directory domain, and once the equipment loses trust or a similar error happens, it prevents us from accessing the device. With Intel EMA, we were able to take control—even when the machine has lost trust with the domain — and solve the problem."

– Luciano Sillem, Microinformatics (IT) Analyst, Claro Argentina



- **User satisfaction.** Claro has seen a marked improvement in user satisfaction. No matter where users are, IT staff can assist them.
- **Ease of implementation.** From initial exploration meetings to the kickoff to a fully usable platform, it took approximately three months.

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Putting GenAI at employees' fingertips

Background: As one of the world's largest professional services firms, Deloitte provides a wide range of essential services to clients across many industries. The company offers audit, consulting, tax, and advisory services, helping clients navigate complex challenges and seize opportunities.

Challenge: To maintain its market leadership, Deloitte wanted to help its developers become more efficient by providing them with tools that enhance productivity and performance.

Solution: Deloitte collaborated with Dell Technologies to help design solutions that would use AI capabilities and enable its developers to be free of busy work, allowing them to focus their talent and expertise where it would make the biggest impact. Deloitte wanted locally hosted AI capabilities to avoid pitfalls often experienced in hosting in the cloud or data centers, such as availability, latency, security, and cost. To achieve this, they purchased a fleet of AI-enabled Dell Latitude 7450 laptops with Intel® Core® Ultra processors.

Results: Using AI-enabled laptops is helping Deloitte cement its position as a leading player in the global business landscape.

- **Enhanced productivity.** The solution provides always-on AI experiences with or without an internet connection. Deloitte professionals have more time for higher-value tasks, including strategic consulting and client engagement.
- **Increased efficiency.** Automating routine processes optimizes developers' time use. Deloitte has seen a 50% reduction in processing time for routine tasks such as data entry, document review, and data analytics.
- **Reduced error rates.** AI and automation lead to fewer human errors and improved data quality.
- **Better device health.** The Dell laptops monitor system health, predicting hardware failures and performance issues before they occur. This proactive approach alerts users to critical failures, prevents downtime, and ensures smooth operations.
- **Greater security and privacy.** Dell's laptops combine powerful hardware with intelligent software capabilities, utilizing Intel Core Ultra processors with Intel vPro technology. AI-driven security features protect intellectual property. And unlike cloud-based AI delivery, the on-device solution means that users' data never leaves the PC.

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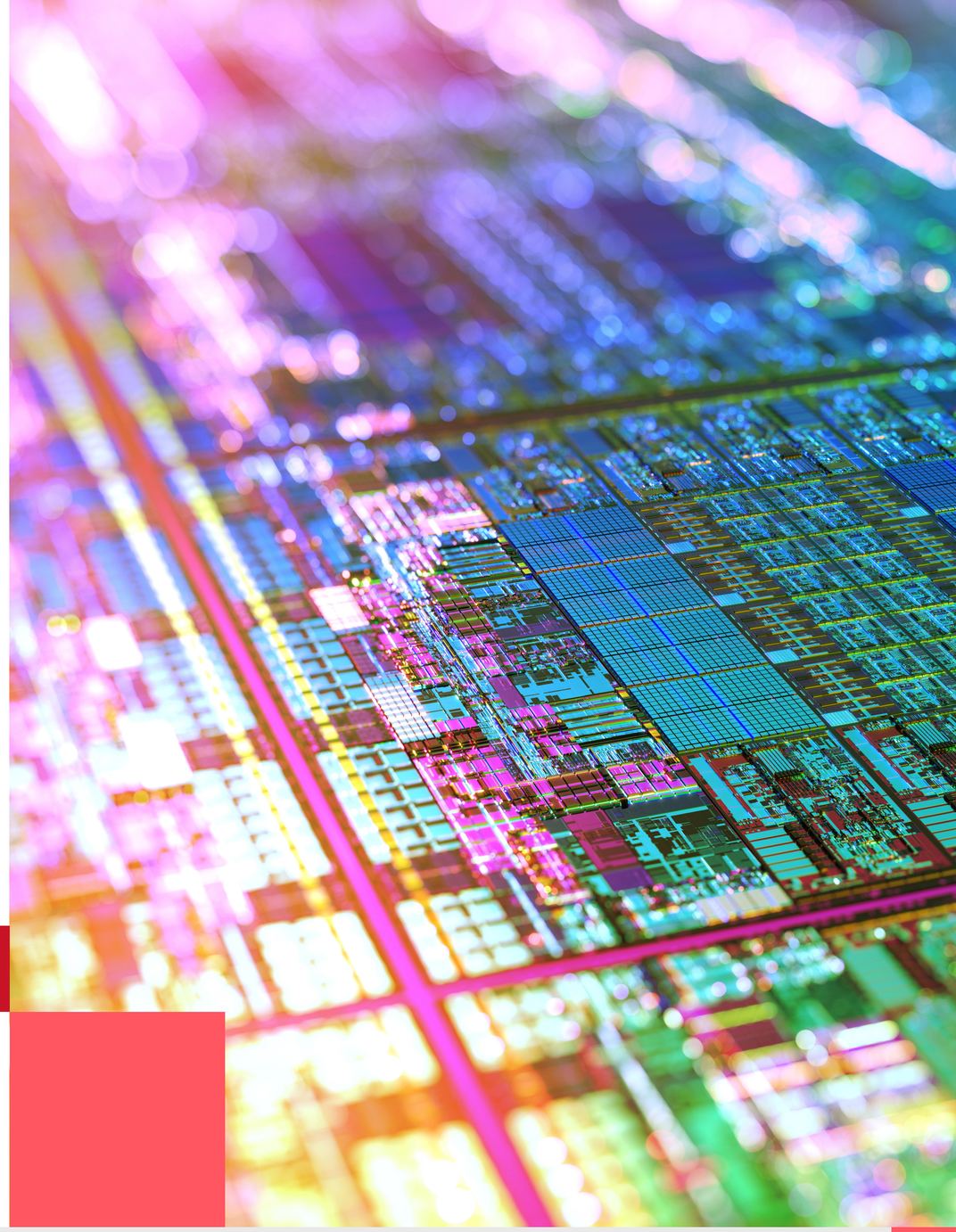

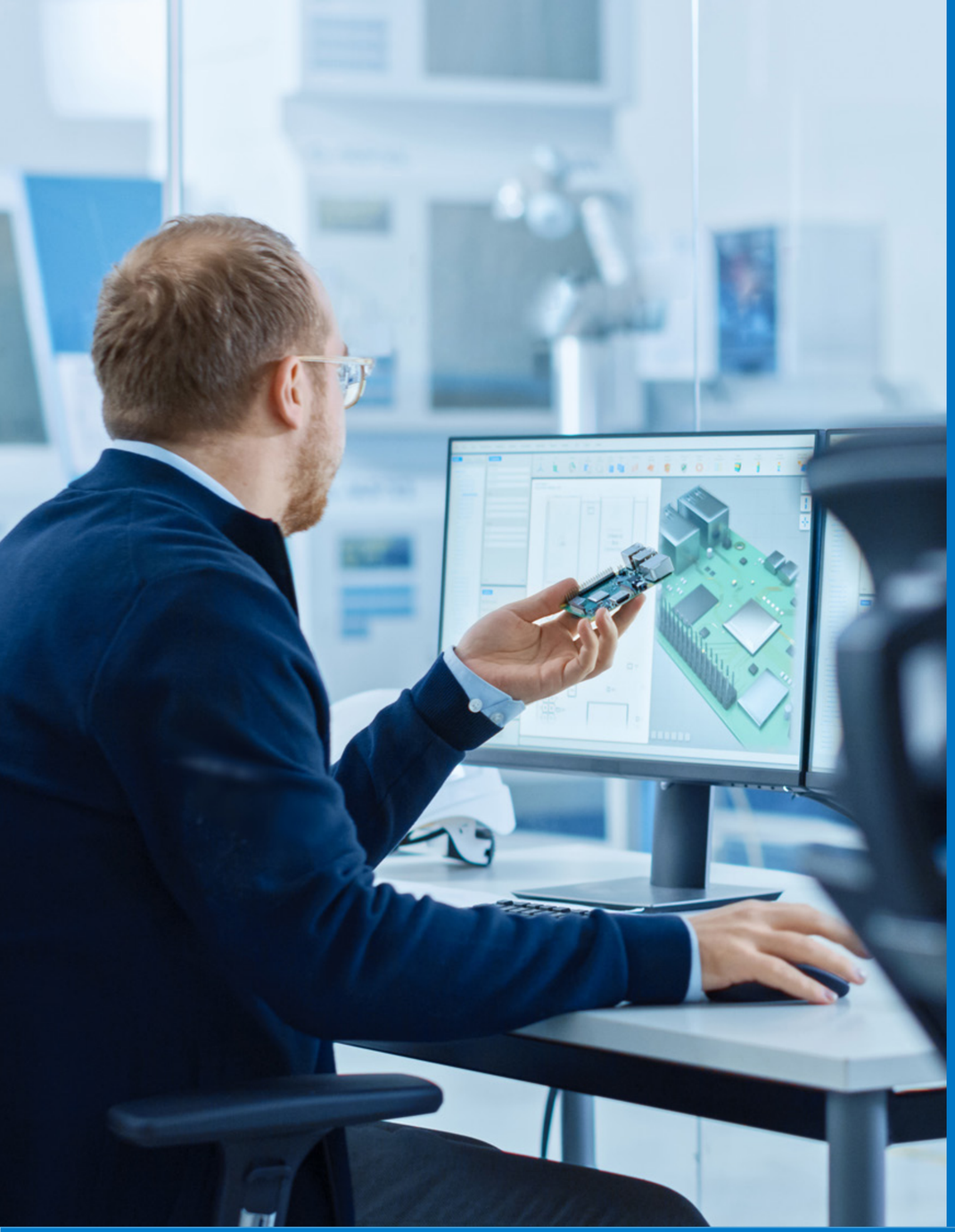

Contact your Intel sales representative today to learn how you can achieve similar digital transformation success.

1. Source: "The Total Economic Impact™ of the Intel vPro Platform," an Intel-commissioned study by Forrester Consulting, January 2024, which surveyed 500 ITDMs at enterprises across the world using Intel vPro® platforms, including US, Canada, France, Germany, UK, Australia, China, India, and Japan.
2. Source: https://www.intel.com/content/www/us/en/customer-spotlight/stories/fcc-group-customer-story.html
3. Source: https://www.nclarity.com/blog/wasted-labor-in-a-truck-roll
4. Source: https://www.sandc.com/en/gridtalk/2023/june/26/cutting-carbon-emissions-one-truck-roll-at-a-time

Intel technologies may require enabled hardware, software, or service activation.

Performance varies by use, configuration and other factors. Learn more at intel.com/performanceindex. Performance results are based on testing as of dates shown in configurations and may not reflect all publicly available updates. See backup for configuration details.

AI features may require software purchase, subscription or enablement by a software or platform provider, or may have specific configuration or compatibility requirements. Data latency, cost, and privacy advantages refer to non-cloud-based AI apps. Learn more at intel.com/AIPC.

All versions of the Intel vPro® platform require an eligible Intel processor, a supported operating system, Intel LAN and/or WLAN silicon, firmware enhancements, and other hardware and software necessary to deliver the manageability use cases, security features, system performance and stability that define the platform. See intel.com/performance-vpro for details.

Remote management requires a network connection; must be a known network for Wi-Fi out-of-band management. Seewww.intel.com/Performance-vPro for details. Results may vary.

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No product or component can be absolutely secure.

Your costs and results may vary.

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