Planning Guide

Enterprise Mobility: Increasing Productivity for Mobile Users
Intel's Guide to Strengthening Security and Efficiency

Why You Should Read This Document

This planning guide demonstrates how the right mobile devices can improve productivity across your business while delivering the added security you need to protect sensitive corporate data and devices on the go.

You can mitigate the risks of a consumerized enterprise environment—and minimize the number of unmanaged devices on your network—by giving employees the flexibility they want on a powerful business-class device. Mobile devices based on 4th generation Intel® Core™ vPro™ processors are designed to meet the security and manageability requirements of your business, with the performance, style, and form factors that your users demand.
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The Enterprise Is Going Mobile

Mobile devices have changed everything. Armed with the right credentials, employees can work at any time, from any location—whether from a remote office, customer site, or home, or while traveling. Together with data that is accessible from the company network, the Web, or the cloud, mobile devices are transforming business productivity. Any worker can access up-to-date information; stay connected with colleagues, clients, and customers; or use cloud services to collaborate and quickly complete tasks.

Despite the significant productivity benefits, this fast-moving environment is increasingly complex. Multiple devices lead to increased security risks and manageability challenges, yet IT must balance the need for protection with the flexibility employees want. If employees feel that their corporate-provided devices aren’t mobile enough, they fill the gap with their own technology. In the United States alone, employees rely heavily on their own devices for work: 77 percent are using phones, 39 percent are using laptops, and 61 percent are using personal tablets.1

The Purpose of This Guide

The purpose of this guide is to show how the right mobile devices can improve productivity across your business while delivering the added security you need to protect sensitive corporate data and devices on the go.

Whether you opt to upgrade the PCs in your IT environment or gradually introduce mobile PCs as companion devices to stationary desktop PCs, you can find the right solution for your business. When you empower employees with the level of mobility they want, it can mean the difference between a task accomplished or a task delayed until the next business day.

Discover how mobile devices based on 4th generation Intel® Core™ vPro™ processors are designed to meet the security and manageability requirements of your business, with the performance, style, and form factors that your users demand.

Mitigate Risk by Upgrading PCs

Most businesses are managing an increasingly complex mix of employee-owned and corporate-provided devices while trying to standardize enterprise applications and workflows across each. It’s no small task. Multiple devices running on multiple platforms and operating systems create significant risk and complexity for IT—from securing data and devices to managing legal and financial risks.

Complicating the landscape are older legacy PCs that can quickly become a drain due to increasing maintenance and support costs. These clients, along with unsecured personal devices, may be ill-equipped to handle today’s complex and ever-increasing security threats. Making matters worse, there could be many unauthorized devices accessing the corporate network, and IT can’t possibly protect or manage what it doesn’t know about.

Improve Security and User Satisfaction with the Latest Technology

When you take a strategic approach to upgrading the devices in your organization, you can mitigate these risks while supporting employees with mobile devices that fit the way they work. An efficient way to begin is by engaging employees in the initial upgrade conversation to get a better understanding of technology and usage needs. It’s a way to satisfy users—and therefore minimize the likelihood that these users will bring unauthorized devices into the workplace. It’s also a sure way to increase overall security because you’ll have greater control over what’s accessing your network.
By selecting the right devices, you can improve productivity and security across your business. With mobile devices based on Intel Core vPro processors, you can gain embedded security, manageability, and powerful performance across a range of computing environments. Built-in protection is designed to address the key concerns of IT security, including protection from malware and rootkits, stronger passwords, better data protection, and stronger remediation capabilities.

Support Is Ending for the Windows* XP Operating System

When upgrading, another important consideration is your operating system. With support for the Windows* XP operating system ending in April of 2014, many enterprises will soon need to consider migration plans. End of support means that Microsoft will no longer provide new security updates, nonsecurity hotfixes, support options, or online technical content updates for this older operating system. For organizations that remain on the Windows XP operating system, there will be additional security risks from unsupported and unpatched environments, as well as potential compliance violations. There’s also the added inconvenience of losing support from independent software vendors (ISVs).

When you bring your systems current with the latest Windows operating system, you will not only increase security, but you’ll get even more from technologies like virtualization and the cloud. Intel-based mobile devices can help simplify the upgrade process by integrating easily with traditional business software, such as the Windows 7 operating system. Or by moving to the Windows 8 Pro operating system, you can prepare your business to accommodate touch-based applications while also allowing users to work with these same capabilities that they already enjoy at home on their own devices.

Webinar: PC Refresh in the Consumerized IT Environment

Listen to Intel IT experts David Buchholz, director of consumerization, and John Mahvi, business client product line manager, share insights gained from firsthand experience refreshing PCs in a fast changing consumerized IT environment. They discuss topics like security and manageability, user productivity, and total cost of ownership (TCO). Watch the webinar.

**Did you know?**

On April 8, 2014, Microsoft will stop supporting the Windows* XP SP3 operating system and Office 2003. NO security updates, fixes, or support.

**Roughly 40% of business PCs still run the Windows XP operating system.**


When you move to the Windows 7 or 8 operating system, move up to an Ultrabook™ device. Inspired by Intel.

- Wirelessly connect to large displays
- Thinner, lighter, and 2 in 1 form factors
- More intuitive touch-capable interface
- Extended battery life
- Help protect data, system, and access with embedded security
- Remotely update and manage out-of-band systems
- Faster and more responsive

Please visit intelsalestraining.com/pcrefresh/disclaimer for legal information pertaining to this infographic.
Choose Compatible Technology

Upgrading the PCs in your environment doesn’t have to be a headache. You can simplify the refresh process by deploying devices and platforms that fit within your IT environment and work seamlessly with the applications you already know. When you have the right Intel-based hardware in place with the Windows 7 or Windows 8 operating system, you can save time and help reduce maintenance and support costs with greater compatibility.

Devices based on Intel processors and the Windows 8 operating system are designed to work with your IT infrastructure. The technology is compatible with your existing x86 applications, peripherals, and device drivers, so it can integrate seamlessly into the Windows 7 operating system. Moreover, users can get up and running quickly on a familiar platform that minimizes the need for additional training and IT support.

And while many IT organizations equate mobile devices with the implementation of added mobile device management (MDM) solutions, there’s another way. Intel-based devices running Windows 8 Enterprise deliver an end-to-end device management solution for tablets, notebooks, and desktops through management consoles like Microsoft* System Center Configuration Manager (SCCM). Because the technology works directly with your existing management and security solutions, there’s no need to purchase additional software.

Eliminate Delays for Users

This level of compatibility also resolves some common issues that can cause delays in other operating systems. Users can stay productive with the ability to view Flash® pages and other data without the risk of content degradation, like distorted characters.

They can quickly get to the information they want with support for browser plug-ins, and share data easily with convenient USB ports for connecting to peripheral devices, such as keyboards and cameras.

Simplify Enterprise Application Integration

Another benefit of compatibility is the deployment of enterprise applications. Writing different versions of applications for multiple devices, platforms, and operating systems can be expensive and hard to manage, especially when you factor in updates. However, your environment may require writing native applications for specific operating systems to take maximum advantage of features. In this case, it helps to have a flexible, open platform for application development.

There are three typical types of application solutions—native, hybrid, and HTML5—and all three have their purpose, depending on your business needs. HTML5, the most flexible of the three, is an advanced open standard that enables you to write once and have the application run across multiple devices, platforms, and operating systems within your enterprise.

HTML5 is defined by the World Wide Web Consortium (W3C) standards body and is built using proven open web technologies that enable rich, interactive experiences. It gives you the power and freedom to create the application experiences you need. Then you can deploy those experiences across your business faster, with the ability to reach more users in less time and at a lower cost.

Intel Working to Expand HTML5

Intel continues to take a leadership role within the industry to support the expansion and integration of advanced technologies such as HTML5 development. This includes working directly with open-standards-based organizations such as the World Wide Web Consortium (W3C) on an ongoing basis. Intel’s goal is to help advance HTML5 technology and deliver support to developers with new tools and communities.
Give Employees the Flexibility They Want

Regardless of the specific types of mobile devices you choose for your employees, there is a significant opportunity to increase productivity across your business. Today’s employees want greater flexibility to work where and when they can. When you can give them the right mobile tool for the job, you can help them work more efficiently.

In Intel’s case, employees report saving an average of 57 minutes a day using mobile devices—their productivity gains each day by simply providing a different way to work. Think of the productivity benefits you could gain by scaling this flexibility across your entire organization, ultimately reducing the cost of doing business.

Yet flexibility means different things to different people. Employees will have varying needs depending on their role, whether they’re working at multiple client sites, from different buildings at your worksite, or from home either during the work week or after hours. Some employees may even work within a changing physical environment that may include one or more of the following:

- Indoor and outdoor locations
- Facility or construction sites
- Restricted factory locations
- Traditional office environments
- Standing-room-only environments

There are a range of business-class form factors that are designed to meet the various needs of mobile users in today’s enterprise environment.

2 in 1: A New Kind of Device for Enterprise Mobility

Many users today are relying on more than one device for work, often for travel convenience. Not only is this cumbersome, but it also means that IT has more to worry about—including the budget constraints of supporting multiple devices per user. By working closely with employees, you can help find the device that best meets their needs, whether it’s a notebook, a tablet, or a new 2 in 1 device.

The Ultrabook™ 2 in 1 device offers an ideal solution for the best of both worlds. It’s a tablet when you want it to be and a laptop when you need it to be. When employees are traveling or meeting with clients, they can flip the touch screen and use it as a tablet. When they’re ready to write a report or respond to an e-mail, they can easily convert it into a laptop with a fully functioning keyboard. There are also detachable models with the option to disconnect the touch screen from the keyboard, making it a lightweight, portable tablet. This can be a great solution for users who might need to be available via e-mail and instant messaging or to consume content, yet don’t need full PC functionality.

At less than an inch thick, the business-class Ultrabook device comes in a variety of screen sizes and lightweight designs for discerning mobile users. A hardened chassis and strong hinges ensure that it can withstand the rigors of constant travel. Employees can get to work quickly with devices that wake in a flash and deliver a longer battery life. The sleek, durable 2 in 1 device delivers the performance to satisfy the high expectations of power users while eliminating the need to carry multiple devices. It’s also a cost-efficient option for IT because it can allow for a single device to serve the function of two, thereby minimizing the number of devices you must support and maintain.

Business-Class Tablets: A Different Way to Work

Not all employees fit a single definition of what it means to be “mobile.” Some employees may need a portable device to use within a specific building or worksite—whether it’s in an office building or a clinical setting, on the warehouse floor, or in a retail store. They may or may not have a constant, designated workspace, or may not have ever had their own PC, which means the productivity benefits of tablets can be significant.
The Intel processor-based family of business-class tablets is now available in an increasing range of sizes, from those compact enough to take anywhere to those with screens large enough to handle on-the-fly collaboration with colleagues. Powerful performance capabilities and compatible technology let users work quickly, including the ability to:

- Multitask with ease, with multiple screens open simultaneously.
- Interact with clients in a secure videoconference while sharing images and working on a document—all at the same time, on a single tablet screen.
- Stay productive with the ability to view Flash pages, print wirelessly, and navigate quickly, with support for browser plug-ins.
- Use convenient USB ports to share data and connect to peripheral devices, such as keyboards and cameras.
- Share information across devices without risking content deterioration, such as altered characters and distorted graphics, which can delay workflows or even pose a significant risk to the business.

These new form factors, combined with unprecedented data availability, are changing the way that people can work in the enterprise. Business-class tablets powered by the Intel family of processors come with built-in security features and manageability capabilities, with performance that ranges from Intel Atom™ processors to Intel Core vPro processor technology. There are more options for longer battery life, including the ability to replace the batteries as needed. And with the latest tablets, employees can choose how to interact—whether it’s using touch, writing with a stylus, typing on-screen, or using a detachable keyboard.

Support for Information Security on Intel® Architecture-Based Tablets

- Device management
- Authentication
- Support for legacy applications
- Protection for lost or stolen devices

The Proof Is on the Shop Floor

Intel IT recently explored the feasibility of tablets within its manufacturing environments as a way to increase business productivity. After conducting multiple proof of concept (PoC) studies, Intel was able to identify benefits in efficiency, accuracy, and savings in both time and costs. Facility technicians reported a productivity increase of up to 17 percent, and one PoC revealed a 30 percent time savings by using online information.²

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Strengthen Security and Manageability

In any enterprise environment, it’s critical to secure your data, your devices, and the network without hindering performance or user productivity. Mobile devices based on 4th generation Intel Core vPro processors are designed to meet the security and manageability requirements of your business, with performance that can keep up with your users.

Built-in Security Features

The threat landscape is constantly evolving to produce new, advanced malware and viruses. When you’re dealing with a variety of devices in various locations, you need the right security in place to protect sensitive corporate data and guard against sophisticated threats.

The embedded security technologies of 4th generation Intel Core vPro processors and McAfee* mobile security solutions are designed to help you manage the key IT security concerns in an enterprise environment.

- **Threat management** – The exponential growth of threats combined with the increasing number of mobile devices has increased the opportunity for attack. Keep threats out of your virtual and physical environments by guarding against malware and rootkit attacks with the right protection in place.

- **Identity and access** – Traditional forms of account protection and authentication are no longer enough. Implement stronger network protection with a “no password” mobile VPN experience that simplifies password management for users, and gain support for hardware-based storage of tokens or certificates to better protect access points and reduce costs over traditional hardware token or smart card methods.

- **Data protection** – Protecting sensitive corporate data is more complex than ever before, and traditional encryption technologies can have a significant impact on system performance. Deploy faster encryption methods, including automatic full-disk encryption, that work quietly in the background without interrupting users. You can also protect data around the clock with built-in anti-theft technology that can automatically disable the device locally if it’s been hacked, or remotely after it’s been reported as lost or stolen.

- **Device monitoring and remediation** – Stay one step ahead of threats with built-in remote monitoring and remediation capabilities. IT staff can access and manage any device, in any location, and resolve issues through all states of operation, including reboot. You can also work proactively by pushing security updates to users before a breach occurs; and you can diagnose, isolate, and repair infected clients after a breach takes place.

Added Protection at Every Level

- **Applications**
  - Real-time antivirus scanning

- **Operating System/Drivers**
  - Secure boot process

- **Boot Loader/Virtual Machines**
  - Intel®-based hardware for trusted virtual/physical environments

- **Hardware/Firmware**
  - Embedded security features
Robust Remote Management Capabilities

Employees can work from any location without interruption, thanks to the remote management capabilities of Intel vPro technology. IT can have full control to manage any device, whether it’s connected to the network, powered off, lost, or stolen. You can track and manage thousands of devices with update, disable, wipe, or restore capabilities using McAfee ePO* Deep Command* together with Intel Active Management Technology. And with “always-available” access to system information, you can:

- Remotely check wired and wireless PCs, regardless of power state.
- Write asset data into protected memory, including hardware asset data and software version information.
- Identify and remediate noncompliant PCs to meet corporate governance requirements.

Performance to Speed Productivity

4th generation Intel Core vPro processors deliver powerful performance that is designed to keep up with the way users work.

For example, Ultrabook devices can run business productivity applications and multitask up to four times faster than four-year-old systems.12,13 This means users can easily move from e-mail to a web browser, to a video or spreadsheet, and back again—and they can do it all with the convenience of a longer battery life.

Using mobile devices based on the 4th generation Intel Core vPro processor, your employees can:

- Wake devices in a flash, and quickly access data that stays continuously up-to-date.4,14
- Save time by using location-based services to find the nearest printer or conference room, while IT can easily locate assets onsite.
- Share data wirelessly and more securely to a conference room TV or projector.15
- Work with integrated graphics performance capabilities that are 20 times better.12,13
- Get the information they need to complete the task at hand with a more responsive and secure virtual experience.16

Future-Proof Your Business

As device design continues to reach new levels of innovation and cloud and web technologies evolve, employees will keep finding more efficient and productive ways to work. Organizations have a responsibility to keep up, and it may require upgrading the devices in the enterprise environment.

In the long run, integrating new technology is a cost-effective way to better protect your business and gain even greater control of the devices accessing your network. It’s also the best way to prepare for what’s ahead. By upgrading your operating system now, you won’t have to worry about losing technical support or incurring the security risks that can result when the system is no longer kept up-to-date.

When you can arm employees with the latest business-class mobile devices based on 4th generation Intel Core vPro processors, you can increase productivity across the business—and do so with all the security and manageability that you need. Embedded security features deliver an added layer of hardware-based protection to your systems so that you can focus on helping your business thrive. And your employees can gain the flexibility they want with the latest Intel-based devices.

- **Ultrabook devices** – Sleek, lightweight designs offer business-ready power and performance.
- **2 in 1 devices** – Convertible models work as a tablet or a laptop, depending on business needs.
- **Tablets** – Built-for-business models are available in a range of sizes and made for productivity.

Moving forward, Intel Labs will continue to conduct extensive research across the industry, while Intel product and software groups work to build capabilities enabling the experiences users want on the latest mobile form factors. And Intel will continue to stay at the forefront of technology innovation in the industry to help organizations manage the ongoing security challenges of mobile data and devices.
To learn more about upgrading the PCs in your enterprise, visit intel.com/pcupgrade.

Or visit the following web sites:
- Tablets based on the Intel architecture: intel.com/tabletforbusiness
- Ultrabook in the enterprise: intel.com/ultrabookforbusiness
- Intel vPro technology: intel.com/vpro

Additional Resources

**Best Practices Help Minimize Microsoft Windows® 8 Migration Costs**
Learn how to reduce upgrade costs based on Intel's experience, while meeting the long-term computing needs of the enterprise, such as touch-enabled applications.

**Evaluating Microsoft® Windows® 8 Security on Intel® Architecture Tablets**
Find out what Intel IT has discovered in its assessment of the Windows 8 operating system running on Intel architecture-based tablets, including powerful security and a user-friendly experience.

**Securely Connecting Smartphones and Tablets to the Enterprise**
Learn how Intel's enhanced connectivity solution can increase the range of applications you make available to managed devices, with support for unmanaged devices coming soon.

**Accelerating Deployment of Touch-Enabled Business Ultrabook™ Devices**
Discover how Intel is providing touch-enabled devices as a standard refresh option, and anticipating deployment of approximately 14,000 touch devices by the end of 2013.

**Deploying Tablets Safely in Manufacturing to Boost Productivity**
Read about Intel's discovered benefits of tablets in manufacturing, including a productivity increase of up to 17 percent and a 30 percent time savings by using online information.
Endnotes


3. Ultrabook products are offered in multiple models. Some models may not be available in your market. Consult your Ultrabook manufacturer.

4. Requires a select Intel processor, Intel software and BIOS update, and a solid-state drive (SSD) or hybrid drive. Depending on system configuration, your results may vary. Contact your system manufacturer for more information.

5. Available on select Intel Core processors. Requires an Intel Hyper-Threading Technology–enabled system; consult with your PC manufacturer. Performance will vary depending on the specific hardware and software used. For more information, including details on which processors support Intel HT Technology, visit intel.com/info/hyperthreading.

6. No computer system can provide absolute security under all conditions. Built-in security features available on select Intel processors may require additional software, hardware, services, and/or an Internet connection. Results may vary depending upon configuration. Consult your system manufacturer for more details. For more information, visit https://security-center.intel.com/.

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8. No computer system can provide absolute security. Requires an Intel Identity Protection Technology–enabled system, including an enabled Intel processor, enabled chipset, firmware, software, and Intel integrated graphics (in some cases) and participating web site/service. Intel assumes no liability for lost or stolen data and/or systems or any resulting damages. For more information, visit http://pt.intel.com/ Consult your system manufacturer and/or software vendor for more information.

9. No computer system can provide absolute security. Requires an enabled Intel processor and software optimized for use of the technology. Consult your system manufacturer and/or software vendor for more information.

10. No computer system can provide absolute security. Requires an enabled Intel processor, enabled chipset, firmware, and software, and may require a subscription with a capable service provider (may not be available in all countries). Intel assumes no liability for lost or stolen data and/or systems or any other damages resulting thereof. Consult your service provider for availability and functionality. For more information, visit intel.com/go/anti-theft Consult your system manufacturer and/or software vendor for more information.

11. Requires activation and a system with a corporate network connection, an Intel AMT–enabled chipset, and network hardware and software. For notebooks, Intel AMT may be unavailable or limited over a VPN based on a host operating system, or when connecting wirelessly, on battery power, sleeping, hibernating, or powered off. Results dependent upon hardware, setup, and configuration. For more information, visit Intel Active Management Technology.

12. Software and workloads used in performance tests may have been optimized for performance only on Intel microprocessors. Performance tests, such as SYSmark* and MobileMark*, are measured using specific computer systems, components, software, operations, and functions. Any change to any of those factors may cause the results to vary. You should consult other information and performance tests to assist in fully evaluating your contemplated purchases, including the performance of that product when combined with other products.

13. Desktop and Ultrabook device claims based on lowest performance data number when comparing desktop and Ultrabook benchmarks. Configurations and performance tests as follows: (Ultrabook four-year) Comparing preproduction 4th generation Intel Core i5-4200U processor (4T/2C, 3 MB cache, up to 2.60 GHz), on OEM Platform BIOS: OEM: Gigabyte MGA X4500HDD (driver v. 8.1.5.10.3050) Resolution 1920x1080 Memory: 4 GB (2x2 GB) Dual Channel 1600 11-11-11-28 SDD: Liteonit* LMT-128M6M 128 GB OS: Windows 8.1 Build 9200 System Power Management Policy: Balanced Wireless: On and connected Intel Core i5 Processor P6800 (2.40 GHz, 2T/2C, 3M Cache, 1066 MHz FSB), on OEM Platform BIOS: OEM: Gigabyte MGA X4500HDD (driver v. 8.1.5.10.3050) Resolution 1366x768 Memory: 4 GB (2x2 GB) Micron* DDR3 1066 7-7-7-20 HDD: Intel Hitachi* HTS543232L9A300 320GB 5400 rpm 16 MB cache OS: Windows 7 Ultimate 6.1 Build 7601 System Power Management Policy: Windows Default LCD Size: 15.5”.

Business productivity claims based on SYSmark 2012 (find out more at bapec.com) which is the mainstream office productivity, data/financial analysis, system management, media creation, 3-D modeling, and web development benchmark tool used to characterize the performance of the business client. SYSmark 2012 features user-driven workloads and usage models developed by application experts. Multitasking claims based on PCMark* 7 (find out more at futuremark.com), a hardware performance benchmark for PCs running Windows 7 and Windows 8 RTM. Includes a collection of various single- and multi-threaded CPU, graphics, and HDD test sets with a focus on Windows application tests. Graphics Performance workload consists of 3DMark* Cloud Gate (find out more at futuremark.com), an industry-standard 3-D graphics performance benchmark. For more information, go to intel.com/performance.
14. Intel Smart Connect Technology requires a select Intel processor, Intel software and BIOS update, Intel wireless adapter, and Internet connectivity. Solid-state memory or drive equivalent may be required. Depending on system configuration, your results may vary. Contact your system manufacturer for more information.

15. Requires an Intel Wireless Display–enabled PC, compatible adapter, and TV. 1080p and Blu-ray* or other protected content playback only available on 2nd or 3rd gen Intel Core processor-based PCs with built-in visuals enabled and a compatible adapter and media player.

16. Intel Virtualization Technology requires a computer system with an enabled Intel processor, BIOS, and virtual machine monitor (VMM). Functionality, performance, or other benefits will vary depending on hardware and software configurations. Software applications may not be compatible with all operating systems. Consult your PC manufacturer. For more information, visit intel.com/go/virtualization.
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