

SOLUTION BRIEF

Intel® Core™ i5 vPro™ Processor

Manufacturing

Remote Manageability



Adding value with remote power

ILLVA Saronno increases endpoint management efficiency with the Intel® vPro™ platform and support from Cosmic Blue Team



ILLVA SARONNO

“Our service desk operators can now work on ILLVA Saronno Group’s devices remotely, regardless of where they are. The Intel® vPro™ platform also guarantees extremely high levels of security.”

Roberto Garutti,
Senior System Engineer,
CBT Milan

CHALLENGES

- **Maintain a compelling offering:** Cosmic Blue Team (CBT) needs to continually optimize its value-added technology outsourcing services
- **Keep costs down:** CBT’s client, the ILLVA Saronno Group, pursues excellence in all areas, including IT. Both groups would like to rationalize costs and response times to minimize the need for on-site problem resolution while maximizing devices’ availability
- **Stay secure:** Any device management model must guarantee high levels of security and energy efficiency

SOLUTIONS

- **The right technology:** Devices powered by the Intel vPro platform¹ were chosen to optimize endpoint management
- **Remote power:** CBT technicians can access and administer all laptops and PCs from a remote location, allowing them to address issues simply and quickly, even when devices are turned off
- **Customer deployment:** The ILLVA Saronno Group was the first of CBT’s customers to replace end-of-life devices with new fixed and mobile solutions based on Intel® Core™ i5 vPro™ processors

IMPACT

- **Time savings:** Introducing the Intel vPro platform has reduced the time needed to resolve technical issues by 30 to 90 percent
- **Full coverage:** CBT Service Desk operators can now work remotely on PCs and laptops across ILLVA Saronno’s environments, regardless of where the user is located

Expanding outsourcing services

CBT is a service and technology provider which has been operating since 1980 and ranks among the top 10 Italian players in the ICT market segment. In 2011, it reached a record high turnover, recording a revenue of over EUR 57 million (USD 73 million), with an increase of nearly 5 percent over the previous fiscal year.

This result was driven in part by the constant expansion of the technology outsourcing services that CBT offered its clients, including EasyWare*, which supports the distributed management of end-point devices such as PCs, laptops and mobile devices to form a standardized IT environment even across multiple branches and sites. Currently, CBT administers over 17,000 devices across its client base.

Flavio Radice, general manager of CBT, explains, “Some time ago, we adopted a strategy focusing heavily on certain brands that we saw as strategic to the continued success of our business. We wanted to take advantage of growth opportunities within each brand’s offerings and, most importantly, create value-add offerings for our clients. Among these, Intel® technology plays a leading role and we saw the Intel vPro platform as the right solution to further optimize our technology outsourcing services. We began with experimentation within our own company before introducing it to our customer base.”

Increasingly effective technical support

CBT chose the Intel vPro platform to enhance its EasyWare service by helping to cut management costs and, more importantly, guarantee excellent service levels to its customers, who appreciate the solution’s high-quality technology.

“Today, endpoint-related issues do not generally have to do with hardware, given that it is increasingly more reliable, but rather with the overarching software and operating system layers. This is precisely the area in which the Intel vPro platform shows its worth, because it makes it possible to have complete visibility of all the devices’ components and to conduct monitoring, updating, diagnosis, and repair from one centralized location, even if the operating system has crashed,” comments Radice.



CBT delivers a revolutionized managed services offering with the Intel vPro platform

This technology allows CBT to simultaneously configure a number of devices in a matter of minutes, thus making it possible to keep track of the status and condition of all IT assets. This also makes it possible to diagnose and repair the systems remotely, and to keep core applications up to date on all devices, including security software patches.

"The Intel vPro platform makes it possible to address most issues much more rapidly," says Radice. "In fact, our Service Desk operators can now work on PCs and laptops remotely through LAN, WAN or Wi-Fi connections, regardless of where the users are located. This drastically reduces the number of on-site interventions and means obvious savings in terms of time and money."

Passing the benefits on to customers

CBT is now offering the EasyWare service based on the Intel vPro platform to its customers.

ILLVA Saronno, which has worked with CBT for nearly 10 years, is proceeding with its yearly technology renewal plan and ensuring that all end-of-life devices are now replaced with alternatives equipped with Intel Core i5 vPro processors.

Roberto Garutti, senior system engineer at the CBT offices in Milan, was entrusted with project management and was responsible for coordinating all phases of the project. He trained staff at ILLVA Saronno on methods and policies for remote assistance, and helped implement a new trouble-tracking and asset management system.



"The Intel vPro platform takes productivity to new levels," he observes. "Aside from making the devices independent from the operating systems and applications, it introduces important innovations, such as the ability to turn the devices on and off remotely, which helps to optimize energy consumption, and to program routine maintenance during non-business hours. This allows our clients' employees to focus on their tasks without having to worry about their IT."

CBT and ILLVA Saronno also value the security capabilities of the new technology. Intel® Anti-Theft Technology (Intel® AT)² for example, incorporates effective protection mechanisms into the hardware. It can be triggered from a remote source and will remain active even if the operating system is reinstalled or the hard disk is replaced.

Concrete benefits for the ILLVA Saronno Group

The ILLVA Saronno Group chose CBT as a strategic partner to whom it could "hand over the technological complexities," according to Radice. This means that every improvement that the solution provider brings into play has a direct and positive impact on the services it offers.

The ILLVA Saronno Group is continually expanding. The endpoint devices used by the group are managed by CBT through its EasyWare service, and are located in multiple offices throughout Italy, including Venice, Marsala, Saronno, Pescara, and Palermo. The process of replacing obsolete devices with new ones equipped with the Intel vPro platform is now well on its way. It did not take long to see the benefits.

"We have drastically reduced the time it takes to resolve technical issues," comments Antonio

Lessons Learned

Cosmic Blue Team (CBT) is using the Intel vPro platform to provide an improved technology outsourcing service, allowing its customers to save time and reduce costs while benefitting from secure, remote resolution of technical issues.

Pisano, temporary CIO of the ILLVA Saronno Group. "Just to give a few examples, we have been able to reduce the time it takes to complete an inventory on 100 PCs by 97 percent, to install a new application on 20 PCs by 99 percent, and to diagnose software problems by 83 percent. The downtime for on-site problem resolution involving hardware has also reduced by 83 percent - and the list goes on."

Even in the areas where results are slightly less striking, there are still considerable time savings. Generally speaking, the time it takes to resolve technical problems has been reduced by between 30 and 90 percent.

Naturally, time savings translate to financial benefits, given that CBT's average hourly cost of intervention has gone down from EUR 80 (USD 105) to around EUR 56 (USD 75). This is despite the fact that CBT has made hefty investment in terms of both training and the implementation of internal functional connectors.

"After the success of the project we ran for the ILLVA Saronno Group," concludes Radice, "we are sure that many other clients who have chosen to use our EasyWare technology outsourcing services over the years will also opt for Intel vPro platform-based client fleets, which will lead to additional economies of scale."

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