CASE STUDY
Intel® Core™ i5 vPro™ Platform
Financial Services
Enterprise Client

Banking on success

National Bank of Egypt activates remote management capabilities of the Intel® vPro™ platform to streamline operations and improve customer service

The IT helpdesk at National Bank of Egypt (NBE) is responsible for managing 15,000 computers across 400 different locations. To simplify this task and improve the service it is able to offer NBE employees, the IT helpdesk recently embarked on a program to lower the overall total cost of ownership (TCO) of the client infrastructure, raise employee productivity, and improve customer service. It did this by deploying and using business client systems based upon the Intel® Core™ i5 vPro™ platform. NBE is now able to solve more than 85 percent of IT issues quickly and remotely.

البنك الأهلي المصري
NATIONAL BANK OF EGYPT

"TCO is one of the key benefits we presented to our management team. When it comes to procurement we focus on the total cost over five years rather than the initial purchasing cost. Ultimately, we care about streamlining our business, as well as providing the best possible customer service."

Ahmed Rashad,
Technical Support Director,
National Bank of Egypt

CHALLENGES

- **Improve efficiency.** The NBE IT helpdesk team receives hundreds of urgent support calls from different branches daily. It needed a more efficient way to manage these calls and fully resolve these issues
- **Increase productivity.** NBE's employees are unable to attend to customers' needs while their IT systems are down. NBE wanted to implement a remote IT management solution that would cost effectively reduce the number of downtime hours across the business
- **Windows* 7 migration.** The IT team also wanted a quick and easy upgrade path to Microsoft Windows 7

SOLUTIONS

- **Remote management.** NBE activated the remote management capabilities of the Intel® vPro™ platform[1] and it now utilizes Intel® Keyboard-Video-Mouse (Intel® KVM)[2] technology to take control of PCs even if the operating system is unresponsive
- **Backup and recovery.** Acronis Backup & Recovery* software is used to backup and recover data from NBE's network to maintain and quickly restore user portfolios

IMPACT

- **Better resolution.** More than 85 percent of IT issues are now solved quickly and remotely, using less resources and reducing travel costs
- **Improved service.** Using KVM Remote Control, PC failure in any branch can be resolved quickly and remotely and with minimum disruption to the end user, and, more importantly, end customer
- **Saving energy.** All PCs in all branches are now shut down remotely at 8:00 every night, helping to lower power consumption and energy bills in line the government guidelines

Branch network

NBE is the largest bank in Africa and the oldest commercial bank in Egypt. Headquartered in Cairo, it has more than 400 branches throughout the country and around six million customers.

Its employees rely on an extensive client infrastructure, around 15,000 computers, to service the needs of these customers. The vast majority use desktops spread throughout the head office and satellite branches, while the top management primarily relies on laptops.

NBE has around 50 IT technicians who are responsible for providing IT support to the workforce. They man five helpdesks around the country: one in Cairo, one in the East Delta and another in the West Delta, and two in Upper Egypt.

Improving support

Each day the helpdesk team receives hundreds of urgent support calls from branches all across the country. They found that they were spending a huge amount of time traveling out to remote satellite branches or fighting through the heavy traffic in Cairo to solve problems that in many instances, with the right software, could have been resolved remotely.

As well as being a drain on the IT helpdesk, the current system was starting to negatively impact customer service, since employees are unable to attend to customers' needs while their IT systems are down. For example, customers may not be able to withdraw or deposit money.

Coupled with this, the bank was also looking to migrate all its desktops and laptops onto Microsoft Windows 7, which would be a long and laborious process across remote branches without some sort of more efficient IT management solution in place.

The Intel vPro platform has reduced IT downtime, improving the customer experience

In a bid to improve the efficiency of its IT support function and to ease the migration path to Windows 7, NBE turned to the expert of advice of its IT solution and service provider SICO Electronics (SICO).

Activation program

SICO is the sole supplier of desktops, laptops and printers to the bank. As part of its regular refresh cycle NBE, together with SICO, replaces around 2,500 of its devices approaching end of life every year, thus keeping the bank up-to-date with the latest technologies.

Most recently, it replaced 2,500 aging desktops with newer machines powered by Intel® Core™ i5 vPro™ processors. In addition to this new rollout, SICO recommended NBE begin an Intel vPro platform activation program. The bank is also planning use Intel® Anti-Theft Technology (Intel® AT)[3] to protect some of its notebook PCs.

Following a short demonstration of the remote management capabilities of the Intel vPro platform, NBE decided to embark on a three-year Intel vPro platform activation program across its entire client infrastructure.

Working together with Intel, SICO is managing the activation program from both a technical and training perspective. So far Intel vPro platform, together with Microsoft System Center Configuration Manager* (Microsoft SCCM*), has been activated on around 9,000 machines. The remaining 6,000 do not yet support the Intel vPro platform but NBE plans to replace these remaining computers with the Intel vPro platform over the coming years.

Deployment challenges

Intel and SICO have also been working closely with NBE's IT team to assist them with the deployment and provide them with the necessary long-term skills to manage the Intel vPro platform over the long-term.

Ahmed Naguib, IT manager at SICO, explains: "We have been working very closely with both Intel and NBE technicians to ensure that the Intel vPro platform activation program goes as smoothly as possible. NBE's network is highly secure and it's been a challenge to rollout the Intel vPro platform without compromising on the bank's high security standards. However, this is where our expertise, combined with Intel's extensive knowledge, comes into play.

"The bank was also concerned that it may lose user profiles during the upgrade to Microsoft Windows 7," said Naguib. "We were able to alleviate their concerns by first backing up user profiles with Acronis Backup & Recovery software before carrying out the upgrade remotely using the Intel vPro platform. That way if any user profiles were lost, we'd be able to restore them quickly and efficiently."

Remote benefits

The Intel vPro platform makes it easier and more efficient for the IT helpdesk to manage and support incoming calls. NBE estimates that it can now solve more than 85 percent of IT issues remotely, compared to just 15 percent previously.

To assist with remote problem diagnosis and resolution, NBE is taking advantage of Intel KVM technology to take control of employees' desktops remotely, thus helping to reduce the number of deskside visits and speed up resolution time with minimum disruption to NBE's customers.

The bank is benefitting from the remote power management capabilities of the Intel vPro platform. Previously employees would leave desktops on overnight, but now the IT helpdesk is able to power down all computers in all branches from the central management console. This helps to reduce energy consumption and associated costs and helps NBE meet government recommendations that all businesses shut down computers overnight in a bid to solve Egypt's current energy crisis.

Remote power management also helps with the migration to Microsoft Windows 7 since the IT helpdesk can remotely power up machines that are switched off so that software updates and patches can take place outside work hours. This causes minimum disruption to the employees and also to the bank's customers. Acronis Backup & Recovery ensures that user profiles can be efficiently restored remotely if required.

The Intel vPro platform also offers the IT helpdesk a much clearer picture of NBE's client infrastructure. For example, at a glance technicians are able to tell what computers are running what software versions. They are able to understand what's happening on the network more quickly and easily, which in turn assists maintenance and support planning.

Thanks to remote management capabilities of the Intel vPro platform, NBE is able to lower TCO of its client infrastructure. Ahmad Rashad, technical support director at NBE, concludes: "TCO is one of the key benefits we presented to our management team. When it comes to procurement we focus on the total cost over five years rather than the initial purchasing cost. Ultimately, we care about streamlining our business as well as providing the best possible customer service."

Lessons Learned

Thanks to the Intel vPro platform NBE is now able to solve more than 85 percent of IT issues remotely, thus making the management of its extensive client infrastructure much more efficient and cost effective. Remote management has also provided the bank with a quick and easy upgrade path to Microsoft Windows 7, while remote power management has slashed energy consumption and associated costs. Finally, the Intel vPro platform gives NBE's IT helpdesk a much clearer picture of its client infrastructure, improving maintenance and support planning.

Find the solution that's right for your organization. Contact your Intel representative, visit Intel's Business Success Stories for IT Managers (**www.intel.co.uk/Itcasestudies**) or explore the Intel.co.uk IT Center (**www.intel.co.uk/itcenter**).

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[1] **Intel® vPro™ Technology** 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® KVM technology** (Keyboard, Video, Mouse) is only available with Intel® Core™ i5 vPro and Core™ i7 vPro processors with Intel® Active Management technology activated and configured and with integrated graphics active. Discrete graphics are not supported.

[3] **Intel® Anti-Theft Technology** No system can provide absolute security under all conditions. Requires an enabled chipset, BIOS, firmware, and software, and a subscription with a capable service provider. Consult your system manufacturer and service provider for availability and functionality. Intel assumes no liability for lost or stolen data and/or systems or any other damages resulting thereof. For more information, visit http://www.intel.com/go/anti-theft.

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