SOLUTION BRIEF
Intel® Intel® vPro™ Technology
LANDesk Management Suite*
Education and Healthcare

Network Security, Fewer House Calls

A student health center simplifies IT with Intel® vPro™ technology and LANDesk Management Suite

CHALLENGES

- Limited IT resources for a growing network
- No time to personally manage every device
- Security concerns for sensitive student records

SOLUTIONS

- More efficient use of IT resources
- Easy remote updates with LANDesk Management Suite
- Protection of sensitive student data with Intel® vPro™ technology[1]

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IT managed. Responsibly.

"Intel vPro technology has reduced the amount of patching failures we have received because we are able to remotely power on and push patches to machines even if a user has powered off the machine."

—Gary Baumann
University clinic systems administrator

A healthy respect for data security

For IT personnel at a large private university in southern California, data security is a top concern—especially for the network management staff of the university's health center. "Not only are we responsible for protecting student data, but because we are a health center, we must safeguard patient data and abide by Health Insurance Portability and Accountability Act (HIPAA) regulations," said Gary Baumann, systems administrator for the clinic, which provides students with a range of ambulatory medical services.

The university has established a federated model of computing in which most departments share a centralized network but can choose to set up and manage their own information technology resources, so long as they abide by university policies. In the health center, the IT team includes a director, two systems staff, two help desk staff, a programmer, and several student workers.

"We're a relatively small environment within the school. We have about 200 users and that many computers," said Baumann. Of those, 90 percent are desktop systems, the rest mobile devices. "Basically we were touching every machine, but the health center has grown to a point where that is not optimal; it was taking too much time for the technicians." The Health Center IT department was ready for a secure, reliable remote management solution.

A cure for strained IT resources

After evaluating their alternatives, university health center IT managers invested in a remote management solution that employs Intel vPro technology and LANDesk Management Suite. These new tools enable system administrators to manage remote client computers on the health center network, assume KVM Remote Control of those devices,[2] generate reports, push out updates, receive alerts, reboot, and power other computers on or off remotely. And, Intel vPro technology enables the health center to better address the four pillars of security: threat management, identity and access, data protection, and monitoring/remediation/reporting.

Baumann was already familiar with LANDesk, but he initially wondered if Intel vPro technology might involve a steep learning curve. His concern was premature. "The product itself is very intuitive, not hard to use," he said. "Once we got it working, it was straightforward." Working with Intel® Technology Provider Program member Allied Digital Services,

Remote management shortens help desk resolution time

as well as Intel's own support resources, the IT team got the new solution nearly 75 percent functional within a week and fully implemented within 60 days.

"One thing that interested me was the ability to power on and power off computers remotely," said Baumann. "We needed a solution to basically power up machines when we needed to, and also to have remote boot and KVM control. It helps tremendously to not have to be in the field as much."

The health center's HP-manufactured desktops are all enabled for Intel vPro technology. "We first had to purchase and install SSL certificates," said Baumann. "Next, we set a vPro password within LANDesk. Third, as some machines were inventoried, LANDesk found that they were vPro ready and automatically provisioned them." Approximately 15 percent of the clients on the network required manual provisioning using Intel tools.

Results: Greater efficiency, faster response

Because the IT department is responsible for safeguarding data assets in a health facility with much privileged information, patient care is its top priority and fixing issues quickly is of utmost concern. "The physical location of our IT office is separate from the rest of the health center," said Baumann, "so it was important that we develop a remote solution to manage our environment and resolve technical issues without having to travel to and from the health center. With the LANDesk solution and the Intel vPro technology KVM feature, we are able to see what the user is seeing from our office. We can install software remotely without having to be physically at the user's machine." As a result, these remote management features have helped shorten his department's help desk ticket resolution time and reduced its backlog of tickets.

Another result is the health center's enhanced ability to respond to security issues. "We must maintain patches for hardware and software shortly after they're ready to be released in production," said Baumann. "Intel vPro technology has reduced the amount of patching failures we have received because we are able to remotely power on and push patches to machines even if a user has powered off the machine."

As the health center has deployed Intel vPro/LANDesk remote management, other departments and schools on the university network are expressing interest in their own similar solution. Baumann is happy to offer his advice and expertise ... and Intel stands ready to provide resources and support.

For more information on how Intel® vPro™ technology can improve the efficiency of your IT resources, visit **www.allieddigital.net.**

ABOUT ALLIED DIGITAL SERVICES

Based in Los Angeles, Allied Digital Services LLC is a global provider of total IT infrastructure solutions and managed services. The company has more than 3,500 employees at 190 locations, more than 250,000 managed devices, and USD 190 million in revenue. It works with midsize to enterprise-class customers to transform their IT capabilities while reducing costs and making IT a predictable monthly expense. Allied Digital Services is a Platinum-status member of the Intel® Technology Partner Program.

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

2. KVM Remote Control (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.

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