CASE STUDY

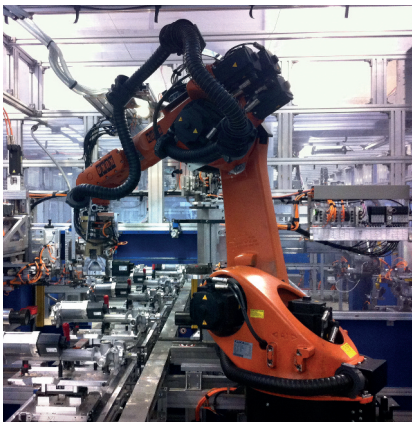
Intel® Core™ i5 and i7 vPro™ Processors

Manufacturing

IT Efficiency

Driving Productivity

ThyssenKrupp Presta AG boosts workforce efficiency and delivers outstanding engineering services with the Intel® vPro™ platform



ThyssenKrupp Presta AG in Liechtenstein is the headquarters of the multinational Business Unit ThyssenKrupp Presta Steering, and has 7,000 employees. It is part of the Business Area Component Technology of the ThyssenKrupp Group, headquartered in Germany. ThyssenKrupp Presta Steering develops and manufactures innovative products specifically for the automotive industry, supplying parts to many global car makers. To boost IT uptime, enhance data security, and allow the IT team to manage devices remotely while enabling workers to be more productive, it started using the Intel® vPro™ platform across its desktops and notebooks, which are powered by Intel® Core™ i5 and i7 processors.[1]

Challenges

- **IT evolution.** ThyssenKrupp Presta Steering wanted a more consistent, higher-performing IT environment to support the increasing demands of component development
- **Recover quickly.** ThyssenKrupp Presta Steering needed a way to fix faulty devices and perform technical updates without interrupting daily work, so that employees could work efficiently and provide high-quality customer service
- **Theft protection.** With hundreds of employees routinely traveling between offices, appointments and site visits, protecting company data was a priority

Solutions

- **Activating technology.** ThyssenKrupp Presta Steering activated the Intel vPro platform on their existing Intel Core i5 and i7 vPro processors, and began using Intel® Advanced Encryption Standard New Instructions (Intel® AES-NI), and Intel® Solid-State Drives (Intel® SSDs) for a more responsive and reliable IT environment

Technology Results

- **Remote management.** The Intel vPro platform enables the IT team to wake up, remotely manage and maintain a device, even if the operating system isn't working, so they can overcome IT problems rapidly
- **Easy provisioning.** Intel® Setup and Configuration Software (Intel® SCS) enables ThyssenKrupp Presta Steering to activate the Intel vPro platform on its PCs remotely

Business Value

- **Improved uptime.** The IT team can now recover machines more quickly, so ThyssenKrupp Presta Steering employees lose less time to IT disruption and can maximize the value they deliver to the business
- **Cost savings.** More efficient use of IT lowers costs and creates a more productive workforce, making the company more agile and profitable
- **Enhanced productivity.** By utilizing the hardware-enhanced robustness and responsiveness of the latest Intel Core vPro processors, the company now has more capacity to focus on innovative engineering, secure in the knowledge that its data is protected

"It was excellent to have Intel specialists on site. They were very informative, supportive and responsive, telling us everything we needed to know about their technology. We experienced a significant increase in service quality to our end users, as well as improved security."

Herwig Braun,
Head of IT,
ThyssenKrupp Presta Steering

Automotive innovation

ThyssenKrupp Presta Steering manufactures automotive components such as steering gears, columns and highly sophisticated electronic steering systems, and helps tailor steel parts to specific manufacturer requirements. It is a medium-sized engineering services organization , and as a technology leader, ThyssenKrupp Presta Steering helps to make cars safer, more economical and more durable. It prides itself on creating products that are technologically cutting-edge, through lightweight construction and advanced design, and maintaining cost advantages, even in high-wage countries, which requires both significant computing capacity and an efficient workforce.

ThyssenKrupp Presta Steering wanted to boost productivity by reducing time lost due to IT downtime and inefficient processes, to keep the organization competitive in a tough industry.

At the same time, the company wanted to improve its security. Many employees, from managers to specialist engineers, need to travel to different offices. This increases the likelihood of lost or stolen devices, which presents a threat to confidential company data through compromised IT. Protecting new designs and ensuring that devices can be remotely locked to avoid intrusion is crucial.

Up-to-date IT

The IT team at ThyssenKrupp Presta Steering is 100 strong, 40 of whom are dedicated to IT infrastructure, and must be agile, reacting quickly to everyday IT complications. A significant IT responsibility is keeping all desktops and notebooks across the company up to date with the latest version of various software applications. ThyssenKrupp Presta Steering employees use a range of applications. Office staff tend to use SAP*, Notes* and

ThyssenKrupp Presta Steering cuts IT downtime and keeps innovative designs private with Intel® technology

Microsoft Office* applications such as Excel*, Word* and Powerpoint*. Design engineers use specialized construction systems and engineering programs such as computer-aided design (CAD). There are many different software updates for the IT team to keep abreast of.

This is challenging. A software update often slows down devices and requires a restart. This is inconvenient for users and delays their work. It not only negatively impacts morale, but also diminishes overall office productivity. Users often react by delaying update requests and not installing new updates when they should, since they do not have time or do not want to interrupt the task they are doing. This means the devices are less secure than they should be and run more slowly because they are not up to date.

"If you have to stop in the middle of a task to allow a software update that could take up to 30 minutes, that is quite irritating and disturbs normal work flow," said Norbert Primisser, head of IT infrastructure for ThyssenKrupp Presta Steering. "We felt that we needed a better solution to avoid interrupting thousands of staff in their working day."

ThyssenKrupp Presta Steering needed technology that made it possible to run software updates when users were logged out and devices were turned off so it could save time and even run updates through the night. "For instance, we currently use the Microsoft Internet Explorer* 8 browser and are planning the upgrade to Microsoft Internet Explorer 10, which is a significant upgrade that could block out all devices for 30 minutes or even an hour," said Primisser. "It would be much quicker and more convenient to do such an update at night because, although the update would take the same amount of time, users cannot block the update, since it is happening invisibly when they are not at work. We've estimated that this uninterrupted update would take just two days end-to-end, much faster than the projected two weeks we'd expect normally. Also, that way, an employee's device is ready for when they get back to work first thing in the morning, which is perfect."

The IT team also needed to ensure that it could quickly recover machines from any technical faults while minimizing the cost and time taken to visit machines.

Increasing productivity

ThyssenKrupp Presta Steering is currently running a pilot to improve workforce efficiency, initially activating the Intel vPro platform across 50 devices. Now 300 devices are activated, but it plans to roll the deployment across 4,500 notebooks and desktops worldwide. The Intel Core vPro platform gives users greater IT security and lower total cost of ownership (TCO) and boosts workforce productivity, since it means the IT team can manage machines and fix issues remotely, without interrupting people at their desks, and even when devices are turned off at night.

Speed and IT efficiency are key concerns, since it is crucial to not disturb ThyssenKrupp Presta Steering staff. So, the IT team used Intel SCS to configure Intel® Active Management Technology (Intel® AMT) and unlock the features of Intel Core vPro processors. They were able to discover, set up and configure, and maintain a secure connection to every managed device on the network, and make full use of the Intel vPro platform.

"The Intel vPro platform is being used across all staff levels, from top management to office staff, and we are already seeing great benefits," said Primisser. "ThyssenKrupp Presta Steering engineers implemented the devices, and then Intel finalized the activation, providing expertise and consultancy around the last stage of implementation, which was extremely useful. Whenever someone is on-site, IT support is easy, but our employees are very frequently traveling. Since the Intel vPro platform allows remote IT support even when devices are off-site, we can now solve IT issues while employees are working from another office or a different location, which saves time lost to IT disruption and improves the overall working experience. Intel's IT consultancy has been a huge help to ThyssenKrupp Presta Steering, enabling us to make the most of the IT upgrade that is underway and stay at the edge of innovation."

The Intel vPro platform gives the company greater flexibility in how it manages its devices. It not only avoids the delay and expense associated with on-site repairs, it also enables the IT team to update its notebooks and desktops at a time that is most convenient for each user. Thanks to Intel® technology, ThyssenKrupp Presta's IT team can now recover machines remotely and very quickly, which cuts wasted employee time, improving overall workforce productivity and morale.

Theft protection

With hundreds of employees routinely traveling between offices, appointments and site visits, protecting company data and ensuring that devices could be locked if lost or stolen was a priority for ThyssenKrupp Presta Steering. It uses Microsoft BitLocker Drive Encryption*, so is confident that company data is protected and can now take advantage of fast encryption thanks to Intel AES-NI.

The Intel vPro platform protects against security threats as well, since the IT team can remotely lock down a device that is lost or stolen. Enabling more frequent and successful software updates also makes it easier to instal virus updates, so devices are better protected against malware and virus outbreaks.

"This is an important feature, since it is operated by the IT team in-house, which gives us full control to activate or lock computers as we need to," said Primisser. "We can now shut down or locate equipment, assured that our devices are as secure as possible. Our hard drives are already encrypted, but if a notebook is on standby it can now be made secure against hackers by remotely turning the machine off so it cannot be accessed. We see this as added value for a low cost."

Lessons learned

ThyssenKrupp Presta Steering was able to do 90 percent of the Intel® vPro™ platform activation in-house, which saved time and resources. The key benefit was getting Intel's consultancy in the last stage to ensure that the technology was being fully optimized. The business impact of using the Intel vPro platform includes improved theft security thanks to the remote management capabilities and increased workforce productivity, with the higher quality service this enables.

The future of computing

ThyssenKrupp is planning to upgrade to the latest generation of Intel Core vPro processors to continue the positive momentum gained from increasing IT capabilities. "The technology we have deployed will be a good example to the whole ThyssenKrupp Group and should help all of ThyssenKrupp, especially in terms of client management environment and improved service quality," said Primisser. "We look forward to continuing a long and productive relationship with Intel, to always get the best out of our technology."

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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