

Remotely controlled, hugely beneficial

VAMED sees dramatic improvement in remote client management and enhanced productivity thanks to Intel® vPro™ technology



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*Roman Schindlegger,
Client Project Manager and Deputy
Head of IT Services, VAMED*

Company

VAMED is the European leader in planning, constructing, and managing complex public healthcare facilities and health tourism. Founded in 1982, it has since implemented more than 650 projects in 72 countries. Its employees rely on mission critical applications to carry out their day-to-day duties.

Challenge

The IT department is tasked with managing and maintaining the high availability of VAMED's client infrastructure. With more than 1,000 desktops and laptops for internal use—500 at its headquarters in Vienna and the remainder spread across 20 different global locations—this is no small feat. Remote management software was proving useful to a certain extent, but was far from comprehensive.

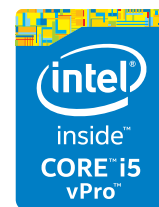
Solution

VAMED's existing client infrastructure consisted of Dell* and Lenovo* desktops and laptops powered by either Intel® Core™ i5 vPro™ or i7 vPro™ processors. To boost its remote management capabilities, VAMED's IT department decided to activate Intel® vPro™ technology across its global client infrastructure. A feature of Intel Core processors with Intel vPro technology, Intel® Active Management Technology (Intel® AMT) allows IT to discover assets even while platforms are powered off. With out-of-band management capabilities, including KVM Remote Control (Keyboard, Video, Mouse), Intel AMT enables VAMED's IT department to remotely remediate and recover systems after OS failures. Intel, Lenovo, and local systems integrator ACP were instrumental in the activation process.

Benefits

“Prior to the Intel vPro technology activation, users had to take screenshots of error messages so that the IT department could try and diagnose problems remotely. They then had to send their dysfunctional desktops or laptops to VAMED's headquarters for further diagnosis and repair,” says Roman Schindlegger, client project manager and deputy head of IT services at VAMED. “In the meantime, they would receive a replacement machine but would then have to spend time re-configuring their account settings and user preferences. This was a huge and costly inconvenience. Thanks to Intel vPro technology, the IT department is now able to quickly diagnose and resolve many more issues remotely. Consequently, user productivity has increased and the IT department is able to spend less time firefighting and more time working on strategic technology projects.”

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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 environments. To learn more visit: www.intel.com/content/www/us/en/architecture-and-technology/vpro/vpro-technology-general.html

Intel® AMT requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, network hardware, and software. For notebooks, Intel AMT may be unavailable or limited over a host OS-based VPN, when connecting wirelessly, on battery power, sleeping, hibernating, or powered off. Results dependent upon hardware, setup, and configuration. For more information, visit www.intel.com/technology/vpro/index.htm

KVM Remote Control (Keyboard, Video, Mouse) is only available with the Intel® Xeon® processor family, Intel® Core™ i5 vPro™ processor, and Intel® Core™ i7 vPro™ processor running activated and configured Intel® Active Management Technology with integrated graphics. Discrete graphics are not supported.

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