



Case Study
Intel® vPro™ Technology
Nex-Tech



Regional Managed Services Provider Drives Profitability by Evolving its Tool Set

Intel® vPro™ Technology Delivers Greater Efficiency

“Advanced remote capabilities are critical. We can’t make any money while a technician is sitting in a vehicle.”

– Steve Riat,
Sales Manager,
Nex-Tech

Nex-Tech, a regional Managed Services Provider (MSP) based in western Kansas, is deeply entrenched in the small and mid-sized business market. Currently serving over 2,600 customers, the 190-employee company has developed mature processes and strategies to profitably deliver managed services. Nex-Tech is deploying these capabilities in a market that is experiencing healthy growth.

“More and more, we’re seeing small businesses decide that they don’t want to manage their own IT,” says Steve Riat, Sales Manager at Nex-Tech. “They’ve come to the point where they realize that’s not viable.” According to Riat, small and mid-sized businesses are finding that they can’t maintain their technology infrastructure effectively or efficiently with one IT person; even less so with someone who “does the IT” in addition to their regular job. Nex-Tech is helping customers discover that comprehensive managed services result in better IT functionality while reducing overall cost. A substantial portion of Nex-Tech’s revenue comes from customers that have outsourced their IT. For a monthly rate, Nex-Tech provides infrastructure design and analysis; hardware and software installation, monitoring, and maintenance; security infrastructure, antivirus, and patch management; and backup and restore services.

Succeeding in this business, especially in a region like Kansas where many customers are long distances away, depends on having the right tools. “We differentiate ourselves by utilizing systems and tools that reduce our cost and workload while extending our capabilities,” explains Riat. “This allows us to offer superior value to our customers.”



Improving Service Delivery

Having the right tools is especially critical when it comes to the remote delivery of services. Remote delivery minimizes cost while it maximizes the quality of service experienced by Nex-Tech's customers. To increase the number of functions that can be delivered remotely, Nex-Tech is utilizing Lenovo desktop and tablet PCs based on Intel® vPro™ technology in combination with N-able Technologies' N-central* network and systems management software. The power of this solution has four elements:

- Increased abilities to monitor, manage, and repair desktop, notebook, and tablet PCs remotely – regardless of power state or operating system health – that greatly reduce maintenance and management costs and increase the utilization of Nex-Tech's personnel.
- Advanced, flexible notifications that can prevent developing issues from becoming disruptive problems, thus significantly reducing customer downtime.
- Increased security capabilities that better protect the customer's critical data while reducing downtime.
- A standardized, energy-efficient platform that can meet the developing demands of the customer's business while reducing total cost of ownership (TCO).

These advances help Nex-Tech deliver the strategic value that differentiates them.

“What our customers see is that Nex-Tech is delivering something that no one else can provide – better service and advanced capabilities that the other guy doesn't even know about.”

– Steve Riat, Sales Manager, Nex-Tech

Advanced remote capabilities that raise efficiency and lower costs. Intel vPro technology combined with N-central allows Nex-Tech to remotely monitor, diagnose, and repair a PC – even if it is powered off or in standby mode, is connected to a wireless network, or has a disabled OS.¹ “We can't make any money while a technician is sitting in a vehicle,” notes Riat. “We might charge for three hours onsite, but if the customer is far away, that's all the technician can do in a day. But if we can handle the problems remotely, the same technician is billing eight or ten hours in the same day.” For hardware problems, the ability to

Overview of Intel® vPro™ Technology

Desktop, notebook, and tablet PCs based on Intel vPro technology, combined with a leading software management application such as N-able N-central*, provide unprecedented capabilities that allow you to deliver more value to your managed services customers.

- **Remote diagnosis and repair** reduce costly and time-consuming desk-side and service depot visits by resolving problems and repairing PCs quickly from the console – even if the PC is powered off or in standby mode, is connected to a wireless network, or has a disabled OS!¹
- **Automated proactive alerts** identify issues before they become problems or costly repairs. These include alerts about missing or disabled software, memory usage, hard drive health, fans, and power supplies.
- **Secure remote power up and power cycling** allow you to perform scheduled maintenance, backups, and monitoring after hours!¹
- **Encrypted, remote security updates** ensure security patches are up to date and speed the deployment of critical patches, even to systems that are off or down!¹
- **Remote asset tracking** eliminates time-consuming manual inventory of hardware and software with remote inventory management, even if the system is off or down!¹

diagnose remotely cuts the repair from two field visits to one. The impact on the quality of service delivery is considerable. “Our average time to repair a software problem has gone from 24 hours to four hours,” says Mike Doerfler, Network Technology Supervisor at Nex-Tech, “and our average time to repair a hardware problem has gone from up to a week to 24 to 48 hours, depending on part availability. These are significant service improvements for our customers.”²

In addition, Nex-Tech is now able to schedule more maintenance after hours. Because the solution enables system power up/power down, Nex-Tech can reliably and securely reach Intel vPro technology-based PCs during non-working hours for patching and updates without interrupting end users. “We can install patches all at once, without interruption, and the end user doesn't know it's happened,” explains Doerfler. “Patch saturation happens faster and we save cost by not having to remediate missed PCs.”

Improving Service Delivery with Intel® vPro™ Technology²

| | Without Intel vPro Technology | With Intel vPro Technology |
|--|-------------------------------|----------------------------|
| Average time to resolve a hardware problem | 7 days | 1-2 days |
| Average time to resolve a software problem | 24 hours | 4 hours or less |
| Average amount downtime per PC per month (estimated) | 30 minutes | 2 minutes |
| Time to achieve 95% patch saturation | 2 weeks | 2 hours |

An improved customer experience. Nex-Tech's solution based on Intel vPro technology and N-central allows them to proactively monitor their customers' network and PC conditions such as hard disk health, system temperatures, and memory usage. This enables Nex-Tech to identify and remediate many issues before they cause downtime. When a PC does go down, the advanced hardware-based capabilities of Intel vPro processor technology allow Nex-Tech to fix the problem faster. In addition, the advanced security capabilities of these PCs – including hardware-based filters and accelerated, remote patch management – can mean less downtime caused by viruses and malware. Overall, Doerfler estimates that with PCs based on Intel vPro technology, downtime has gone from 30 minutes per PC per month to 2 minutes.² To the customer, the end result is a managed IT infrastructure that better supports their business.

A standardized infrastructure that lowers cost and supports growing needs. Nex-Tech knows that a standardized PC fleet lowers costs. At the same time, a capable PC fleet allows the customer's infrastructure to support changing needs. Nex-Tech accomplishes both by deploying Lenovo PCs based on Intel vPro technology – including ThinkCentre* M57p desktops and ThinkPad* X61 tablets. These advanced PCs have the performance to handle today's demanding business applications and multitasking while providing headroom for the future. In addition, their energy efficiency can yield substantial savings on energy costs.

Increased revenue and competitive advantage. By improving the quality of service delivered, Nex-Tech's Intel vPro technology-based solution solidifies customer relationships and leads to new business. By lowering cost, it increases Nex-Tech's margins and makes them more competitive. "What our customers see is that Nex-Tech is delivering something that no one else can provide," says Riat. "Better service and advanced capabilities that the other guy doesn't even know about."

N-central* Fuels Managed Services

N-central from N-able Technologies is the leading remote monitoring and management platform deployed globally by managed service providers (MSPs) servicing the small and mid-sized business market. Deployed by more than 1,700 IT service providers worldwide and available as a hosted or on-premise solution, N-central is a complete, integrated toolset that allows you to automate your services and offer high-value managed services.

Unparalleled business, marketing, and sales support.

N-able's state-of-the-art knowledge management portal provides the training, tools, and materials you need to build a profitable, high-value managed services business.

Ultra-fast remote control. N-central remote control allows busy IT service organizations to securely connect to customers' Windows* and non-Windows devices in mere seconds, and start troubleshooting and fixing issues almost instantaneously – all done securely through a single Web-based management console.

Lowest cost of service delivery. N-central's complete, integrated toolset delivers unprecedented automation to dramatically reduce your cost of service delivery.

Agent and agent-less monitoring. Only N-able offers the flexibility of both agent- and probe-based network monitoring, allowing you to select the most efficient way to manage your customer's environment.

For more information on N-central, visit www.n-able.com.

Keeping the Customer Promise

As Nex-Tech grows its business, Intel vPro technology will be a key tool in delivering on its customer promise and differentiating Nex-Tech from competitors. "Our commitment to our customers is to keep them up to date with advances in technology in order to enable their success," says Riat. "The capabilities of Intel vPro technology support that by enhancing our offering and helping us accomplish total control and total network uptime for our clients."

For More Information

For more information on the benefits of Intel vPro technology for small business, visit msp.intel.com.

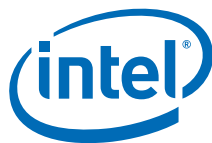
For more information on Nex-Tech, visit www.Nex-Tech.com.

For more information on N-able software, visit www.n-able.com.

Why Lenovo PCs based on Intel® vPro™ Technology?

A year ago, after receiving poor service and response from other vendors, Nex-Tech became a Lenovo-only shop for PCs. "We've used Lenovo internally for 10 years," says Mike Doerfler, Network Technology Supervisor at Nex-Tech. "As we thought about transitioning to Lenovo for all of our client sales, they took us to their Solution Center to demonstrate their value." Nex-Tech has been very impressed with both the product and the support. "The product line is excellent. We like the form factors as well as the tools such as Rescue and Recovery, Update Manager, and model-to-model transition tools," explains Doerfler. But the service response from Lenovo has really cemented the relationship. "We get immediate and correct responses to service issues, so our customers don't have to wait," he says. "The service level that we receive from Lenovo helps us maintain the service level that we must deliver to our customers."

Solution provided by:



¹PCs with Intel® vPro™ processor technology include Intel® Active Management Technology (Intel® AMT). Intel Active Management Technology requires the computer system to have an Intel AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. For more information, see <http://www.intel.com/technology/manage/amt/>.

²Estimate based on field testing performed by Nex-Tech in October 2008.

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