



Technology Evaluation Case Study

Intel® vPro™ Processor Technology

Small Medium Businesses (SMB)
Managed Service Providers (MSP)

G.D. Somani Memorial School

“With vPro, we are informed, in control and updated constantly.”

Surendra Rao
IT Head
G.D. Somani Memorial School
www.gdsomani.org

Built-in Peace of Mind

G.D. Somani Memorial School leverages on the centralized remote management capabilities of Intel® vPro™ processor technology for fuss-free PC administration

Company:	G.D. Somani Memorial School is one of Bombay's finest schools with a head count of 2500 students in various educational levels ranging from Nursery to Class Tenth.
Product evaluated:	Intel® vPro™ processor technology ¹ .
Challenge:	G.D. Somani needs to manage its fleet of 125 PCs effectively and efficiently.
Results:	G.D. Somani gains centralized management capabilities over its PC fleet and while the school's Managed Service Provider (MSP) is effectively empowered to manage and protect PCs in new efficient, remote, and streamlined ways.
Impact:	Intel vPro processor technology and an MSP package allow G.D. Somani to concentrate on its core competencies in education instead of focusing on the logistics of day-to-day PC management.
Next steps:	G.D. Somani has committed to replacing its older machines with Intel vPro processor technology-enabled PCs and have bought licenses from MSP Xpress Computers to support its upcoming PC fleet based on Intel vPro processor technology.

Challenge: To manage distributed IT assets effectively and efficiently

In keeping up with the changing face of education today with technology-based teaching tools, Mumbai-based G.D. Somani Memorial School had implemented a high-speed IT infrastructure in recent years.

To date, the school manages a fleet of 125 computers that form the backbone of its IT infrastructure for classes, school records management, library management & PC lab administration.

However, the slow performance of its older PCs coupled with the constant threat of virus outbreaks all add to the mounting challenges of managing a relatively large number of PCs simultaneously.

“The task of managing our numerous PC assets is a great challenge,” says G.D. Somani's Surendra Rao, “This challenge is further compounded when you factor in issues such as applying patches, updates as well as general maintenance and regular monitoring on aging PCs.”

“What we needed was a PC management solution that does not bear heavily on our manpower and resources and yet helps in reducing PC downtime and maintenance,” adds Rao.

To do that, G.D. Somani turned to Xpress Computers and Intel for answers.

Technology Evaluation: Intel® vPro™ processor technology

Xpress Computers wasted no time in recommending the new Intel vPro processor technology to G.D. Somani.

In addition, Xpress Computers also introduced the school to the concept of Managed Service Providers (MSP), which allows Small Medium Businesses (SMBs) to leverage the remote management capabilities of Intel vPro processor technology to manage their PC fleets through effective IT administrative outsourcing.

With Intel vPro processor technology and Xpress Computer's MSP package, G.D. Somani can expect to lower support costs and spend less time worrying about manageability issues, leaving more time and resources for the school to focus on its core competency in education.

To allow G.D. Somani to experience the advantages of Intel vPro processor technology on an MSP workflow, Xpress Computers subsequently set up a test evaluation for the school.



"Xpress computers ran the technology evaluation with G.D. Somani for more than three months with both Intel® Active Management Technology (AMT) - capable Intel vPro processor technology PCs as well as regular machines," says Xpress Computers' Chetan Shah, "By doing this, we were able to clearly demonstrate the benefits of Intel vPro processor technology in a managed environment."

"In addition, the Intel Mumbai Channel Platform Manager Devandran Pandian and Regional Platform enablement team Gautam Guin was instrumental in helping us manage the evaluation with the end customers in terms of resource and knowledge and skills transfer," Shah adds.

Results: Intel® vPro™ processor technology is one step ahead in manageability

In evaluating the multiple benefits of Intel vPro processor technology under Xpress Computers' MSP package, G.D. Somani found that management capability significantly reduces the day-to-day hassle of PC maintenance tasks such as remote asset tracking, inventory and problem resolution, especially when the school's PCs are spread over the entire campus.

The logistics of uniform updates across different PCs in numerous locations have also been addressed with the hardware-based remote management capabilities of Intel vPro processor technology with AMT-enabled systems, allowing third-party software to leverage on these capabilities for simultaneous patch updates to all the PCs under G.D. Somani's inventory.

"Time is the most important factor in any IT operation. And in today's terms, extended downtime from breakdown or maintenance is simply unacceptable," says Shah.

"What we do is leverage on the key advantages of Intel vPro processor technology with an MSP package to offer a complete suite of remote, centralized PC management services," adds Shah, "And these services comprise a cost-effective package of antivirus software, subsequent virus definition updates, remote hardware and software asset tracking, inventory as well as preventive and reactive problem resolution for a rapid and responsive PC management experience."

Impact: G.D. Somani projects efficiency and cost savings

G.D. Somani could not be more impressed with the projected cost advantages afforded by the use of PCs enable with Intel vPro processor technology and Xpress Computers' MSP package.

"Within a week, significant results came in the form of automatic patches and antivirus updates for all our PCs," says Rao. "We also gained the ability to accurately and speedily inventory both our hardware and software assets on our PCs regardless of OS state or even system power status."

"Additionally, Xpress has a good team for IT support, both qualified and knowledgeable and this has given us even greater confidence in Intel vPro processor technology and the MSP concept," Rao adds.

Indeed the speed and ease of third-party software updates such as the latest antivirus definitions, centralized proactive PC management such as remote asset tracking and the projected cost efficiencies of the MSP concept has G.D. Somani convinced of the superior advantages of hardware-based Intel vPro processor technology.

Future: G.D. Somani commits to MSP and Intel vPro technology

Since the conclusion of the technology evaluation, G.D. Somani has pledged its commitment to phase out 25-30 percent of its existing 125 machines in favor of PCs enabled by Intel vPro processor technology.

Already, G.D. Somani is buying licenses from Xpress Computers to get its PCs supported on MSP packages.

"One of the key push factors for us is that under the MSP package, it will definitely be more cost-effective for us as we no longer need to purchase antivirus software separately. The license already includes antivirus software and auto updates," says Rao.

"Over three years we also estimate great cost-savings when the MSP contract, including the purchase of Intel vPro processor technology-based machines, is viewed in its entirety," Rao concludes.

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For more information on Intel vPro technology, visit: www.intel.com/vpro.

