

A Comprehensive IT Solution Allows Tabbert Hahn to Deliver Better Service and More Value to Clients

MidAmerica Computer Helps an Indianapolis Law Firm Focus on Business Rather Than IT with Managed IT Services Using PCs with Intel® vPro™ Technology

As a midsize law firm in the Indianapolis market, Tabbert Hahn Earnest & Weddle LLP differentiates itself in two ways: stronger client relationships and higher value to the client driven by greater efficiency. The firm's partners and employees strive to maintain close relationships with clients marked by a high level of service. "We want to be available to clients whenever, wherever," explains Gary Weitzel, legal administrator at Tabbert Hahn. At the same time, the firm works hard to be efficient. "We focus on our tools and processes in order to be more efficient and therefore deliver more value to our clients."

According to Weitzel, the right technology—employed in the right manner—is key to both excellent client service and high efficiency. For all of their IT capabilities, Tabbert Hahn relies on Mid America Computer Corporation (MidAmerica), a leading IT services firm. MidAmerica provides complete IT services that give small and midsize companies more effective IT functions while lowering their overall IT cost. For Tabbert Hahn, MidAmerica serves as their entire IT department. "We rely on MidAmerica to plan, implement, and support all of our technology needs," says Weitzel.

One of the key elements of MidAmerica's managed services is their ability to comprehensively monitor and manage their customers' IT network and services remotely, thus reducing costly service visits. They do this by using advanced management software combined with desktop PCs based on Intel® motherboards with Intel® vPro™ technology.^{1,2} "As an IT service provider, our job is to anticipate what our clients need in advance and offer bulletproof services," says David Goodwin, president of MidAmerica. "PCs based on Intel vPro technology help us to do both."

Using Advanced Tools To Help Make IT "Disappear"

For Weitzel, great IT is invisible to his PC users. "When our partners and employees are unaware of the IT support they receive from MidAmerica, that's a big advantage," he explains. Because PCs based on Intel vPro technology allow MidAmerica to do more PC maintenance after hours and repair many PC problems more quickly, Tabbert Hahn's employees experience fewer interruptions, are more productive, and can deliver better service to their clients.

Greater reliability that supports customer service and protects revenue. For Tabbert Hahn, any PC downtime reduces the level of service they can provide to clients. "Having immediate access to our work is paramount," says Weitzel.

"The ability of MidAmerica to keep my attorneys, paralegals, and administrative staff up and running is a big advantage. As for any other business, it's true for us: time is money."

Gary Weitzel, Legal Administrator, Tabbert Hahn



What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and mobile PCs virtually anytime for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation – even if the PC power is off, the operating system is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.¹
- Industry-leading performance through the Intel® Core™ i5 vPro™ processor and the Intel® Core™ i7 vPro™ processor, which are optimized for multitasking and next-generation software so that virus scans and other tasks can run in the background without bogging down user applications in the foreground.
- Impressive energy efficiency and energy management, delivering lower power consumption and cost.

"Being able to turn on a dime and produce what our clients need is incredibly important." MidAmerica minimizes downtime by using the advances of Intel vPro technology to access and manage Tabbert Hahn's PCs around the clock, seven days a week, even if the PCs are off or their operating system is disabled. This allows MidAmerica to proactively watch for many developing issues and intervene before they negatively impact the PC user's workflow. When problems do arise, they can often be corrected remotely, without the cost and delay of a field service visit and without interrupting the PC user.

Faster problem resolution increases employee productivity.

For the repair of many hardware and software problems, Intel vPro technology's remote capabilities eliminate many field service calls by allowing MidAmerica to diagnose or fix problems remotely. On average, Intel vPro technology reduces the time it takes MidAmerica to repair a hardware problem by 25 percent. "We can access vPro-based systems after hours or on weekends for maintenance that is invisible to the PC user," says Goodwin. Weitzel believes that these capabilities have a direct impact on the firm's profitability. "The ability of MidAmerica to keep my attorneys, paralegals, and administrative staff up and running is a big advantage," he says. "As for any other business, it's true for us: time is money."

Proactive security that protects Tabbert Hahn's critical business data.

Data security is a paramount concern for Tabbert Hahn, and Intel vPro technology enables MidAmerica to *proactively* protect the company. They can constantly monitor PCs based on Intel vPro technology to ensure that critical security software is in place and up to date, without bothering the PC user. Regular security patches and updates can be done automatically after hours, even to PCs that are turned off—which means that Tabbert Hahn's critical business data is better protected. "Security is a peace-of-mind issue," explains Weitzel. "When I leave at night, I know that if a security patch needs to be pushed to our PCs, it will happen and the systems will be secure and ready to go in the morning. Intel vPro increases our peace of mind."

Active and passive power management capabilities that significantly reduce energy costs.

With the ability to turn off groups of Intel vPro technology-based PCs after hours and then power them back up before the start of the next business day, MidAmerica can save their customers money through lower energy usage, increasing the return on their PC investment. "On average, we're able to save our customers \$60 per PC per year in energy costs," says Goodwin. That's very attractive to Tabbert Hahn. "If we can save money and be better stewards of our resources without affecting the PC users, that's a great advantage," says Weitzel.

"As an IT service provider, our job is to anticipate what our clients need in advance and offer bulletproof services. PCs based on Intel vPro technology help us do both."

David Goodwin, President, MidAmerica Computer

Systems that protect Tabbert Hahn's IT investments and help them spend smarter.

The performance and energy efficiency of MidAmerica desktop PCs, based on the Intel® Core™ vPro™ processor family, give MidAmerica's clients the horsepower they need for demanding business applications—both today and as their applications change and grow over time. This performance means that Tabbert Hahn will be ready for tomorrow's improved applications, including multi-tasking and collaborative tools.

A True Partnership that Delivers Better Business Capabilities

For Tabbert Hahn, PCs based on Intel vPro technology are just the latest element in the total IT solution from MidAmerica Computers that their business depends on. With 25 vPro-based PCs in place, they plan to install the systems across the firm as individual PCs come up for replacement. "Once you understand vPro, you rely on its dependability," says Weitzel. "It works seamlessly in the background to keep you productive." That's also a pretty good description of the comprehensive IT services that Tabbert Hahn receives from MidAmerica Computers. "MidAmerica sets us apart in our market," says Weitzel. "Our technology solution is extremely robust compared to other small and midsize law firms. The reliability and flexibility of their Intel®-based solution allows us to let the professionals at MidAmerica Computers deal with the issues while we continue to work with clients. Their skill and high level of technical knowledge sets them apart, while their excellent communications skills and strong relationship with our firm makes this a great partnership."

For More Information

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

For more information on MidAmerica Computer Corporation, visit www.midamericacomputer.com.

For more information on Tabbert Hahn Earnest & Weddle LLP, visit www.tabberthahn.com.



¹Intel® 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 environment. To learn more visit: <http://www.intel.com/technology/vpro>.

²PCs 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/>.

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