

Improved IT Goes to Town...

Small government municipality deploys PCs with Intel® Core™2 processor with vPro™ technology¹ to improve uptime and reduce costs

The Town of Winchester² is a municipality in Connecticut with 100 employees. The township manages police, fire, dispatch, and water, along with roads, zoning, tax assessments, and other aspects of a municipality. These critical priorities need to be met while meeting tight budget requirements.

Mark Douglass, Purchasing Director, Township of Winchester, is also responsible for the IT infrastructure. In the past, it has been difficult for Mark to handle a full-time job in purchasing while providing help-desk services to users as well as managing the IT network by himself. In the past, Mark typically spent as much as 12 to 15 hours a week on in-house IT services for his users.³

Recently, the township deployed PCs with Intel® Core™2 processor with vPro™ technology, and shifted much of the IT work to a sophisticated service provider, RKL & Associates⁴, which provides comprehensive services at a lower cost than the township could as in-house work by an employee.

Explains Mark, “In municipalities, you’re always dealing with budget. The Intel vPro PCs are letting our service provider remotely identify issues before problems arise, and fix those issues before they become critical and take a PC down. That’s saving us hundreds of dollars at a time.”

Reducing Costs for Taxpayers

With “anytime” access to the PCs, Mark and RKL have been able to eliminate many manual processes while reducing the need for user participation in those service processes. The township has also seen patching and other maintenance tasks improve, so that IT work is finished faster, and systems are more stable and available. At the same time, the improved energy efficiency of the PCs with Intel® vPro™ technology is enabling the service provider’s power management solution to reduce energy bills while still allowing off-hours work – which reduces user interruptions and improves services further.⁵

“Intel vPro is saving us substantial time and money.”

Mark Douglass
IT Manager, Township of Winchester

“I think all municipalities feel as we do,” adds Mark. “We’re here to manage the town, the town’s people, and the town’s assets. Public safety is always a big issue, but so are general services and budgets. With all the cuts in government aid, local finances get tight. Any time or money we can save here and there can really add up and help ease our taxpayers’ burden.”



Keeping Services Available

When dealing with a municipality, residents often have to take time off work to come in to pay a bill or ask questions during business hours. They can’t necessarily take a second day off to come back when PCs are up and running.

Return on Investment

- Deploying PCs with Intel® vPro™ technology is helping the Town of Winchester save significant time and money on inventory and other monitoring and maintenance work. For example, “always-available” access to the PCs is allowing the township’s service provider to eliminate virtually all manual, on-site asset documentation (inventories), and save the township approximately \$2,000 a year in inventories alone.^{3,5}
- In the past, it typically took 2 to 3 days to patch the township’s PCs.³ Now that the service provider can remotely power on the PC, patching can be completed in about an hour – an improvement of approximately 98%.⁵ Even better, most of these processes can now be performed, off-hours without interrupting users, regardless of PC power state or the state of the OS.
- The township has already seen a dramatic reduction in site visits and related costs for IT services. “We used to call in an RKL technician 10 to 15 times a month.”³ says Mark Douglass, IT Manager, Township of Winchester. “With the Intel vPro PCs, I haven’t seen their techs in a while. RKL has been doing all the work remotely when we rarely even notice it.”

When managing PCs with Intel vPro technology using SyAM Software, the township's service provider can keep more PCs available during the day for critical services and for helping residents. It's also reducing Mark's IT burden and allowing him to spend more time on his primary job as Purchasing Director.

"Intel vPro and SyAM Software are helping us keep our critical services up and running. That's not just improving our work, but it's saving us time and money and improving our image at the same time."

Mark Douglass
IT Manager, Township of Winchester

"We are very happy with Intel vPro and SyAM software," says Mark. "Our frustration level is down, we've got the performance we need for even our most complex applications, and we don't have to worry as much about our PCs going down when we need them."

For the Town of Winchester, RKL services and Intel vPro technology are a combination that is helping the township achieve goals in both budget and user satisfaction.

For information about the benefits of Intel vPro technology for small businesses, visit <http://msp.intel.com>

For more information about RKL products and services, visit www.rklcom.com

For information about the Town of Winchester, visit www.townofwinchester.org or contact Mark Douglass at mdouglass@townofwinchester.org

What is Intel® vPro™ Technology?

- Hardware-based capabilities that let authorized technicians perform remote management and security tasks anytime – even if the PC is powered off, the OS is unresponsive, or hardware (such as a hard drive) has failed.
- Multithreaded performance and great multitasking through Intel® Core™2 processor so users can work effectively on multiple complex, compute-intensive tasks, such as accounting programs, public safety applications, and using e-mail and word-processing applications at the same time.
- Ready for Microsoft Windows Vista*, including support for 64-bit applications⁶ and the performance required for the multi-threaded OS.

IT Services Provided by RKL & Associates

RKL & Associates (RKL), LLC, founded in 1991 is a full-service technology company that now serves Connecticut, western Massachusetts, and parts of New York. A rapidly growing company, RKL has expanded and diversified its product offerings to range from customized computer equipment to software and support services, support for servers and PC management, and from break-fix models to full-featured managed services. The company's goal is to provide competent, professional computer expertise with honesty, integrity, and straight-forward communication.

Solution provided by:



RKL & Associates, LLC

"A full service computer company"
www.rklcom.com

¹ PCs with Intel® vPro™ technology include powerful Intel® Active Management Technology (Intel® AMT). Intel AMT 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. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, see www.intel.com/technology/platform-technology/intel-amt/.

² All content about the Town of Winchester was provided by the Town of Winchester.

³ Source: Town of Winchester knowledge base.

⁴ All content about RKL was provided by RKL.

⁵ Source: The RKL 2007 Pilot of Intel® vPro™ Technology, conducted October 2007 at the Town of Winchester site in Winchester, MA. Statements made by RKL representatives reflect results of independent testing performed by RKL in its own environment. Actual improvements in a production environment might vary. Other companies may see different results, depending on their IT service environment.

⁶ 64-bit computing on Intel architecture requires a computer system with a processor, chipset, BIOS, operating system, device drivers and applications enabled for Intel® 64 architecture. Processors will not operate (including 32-bit operation) without an Intel® 64 architecture-enabled BIOS. Performance will vary depending on your hardware and software configurations. Consult with your system vendor for more information.

Copyright © 2008 Intel Corporation. All rights reserved. Intel, the Intel logo, Intel. Leap ahead., Intel. Leap ahead. logo, Intel vPro, and Intel Core are trademarks of Intel Corporation in the U.S. and other countries.

This document is for informational purposes only. INTEL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

*Other names and brands may be claimed as the property of others.