

Twin Cities YMCA Chooses PCs with Intel® vPro™ Technology to Make a Difference

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Keith Schoolcraft, chief executive guru, aCOUPLEofGURUs

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
- Impressive energy efficiency and energy management delivering lower power consumption and cost.

Resources available at <https://msp.intel.com>

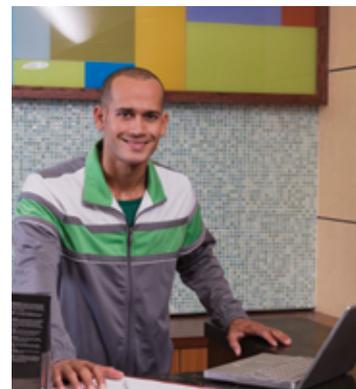


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Managed services from aCOUPLEofGURUs cuts repair times by 50% and improves efficiency 12%

The Twin Cities YMCA (the Y) serves Minneapolis and St. Paul, Minnesota, as well as Western Wisconsin. It is the fifth-largest Y in the U.S., in terms of membership and revenue. “For over 156 years, the Y has played a significant role in the Greater Twin Cities community,” says IT help desk supervisor Robert Haight. With the help of two other full-time employees and two part-time employees, he oversees 25 metropolitan YMCA branches with more than 1,200 PCs. According to Haight, the Twin Cities Y relies heavily on remotely managing their PCs in order to help the organization succeed. “We are distributed over a couple of counties and states, so management is a real challenge for us.”

Employees at the Twin Cities YMCA depend on technology for everything from the organization’s web site and email to inter-branch communication and member outreach. “Our business is complex,” says Haight, “and back-end technology helps enable our success. You can work out and have your kids taken care of with age-appropriate education, or your teens can go on a month-long canoe trip to Canada. We also have a host of services that help the elderly maintain their standard of living. And these activities are going on all over the Minneapolis/St. Paul metro area, plus in Western Wisconsin, and up near the Boundary Waters in Northern Minnesota,” Haight says.



To help manage their infrastructure, fluctuations in workloads, and changing technology, the Twin Cities Y relies on managed IT services from aCOUPLEofGURUs (aCoG), a leading IT services provider in the Minneapolis region. Because clients are spread all over the Minneapolis/St. Paul metropolitan area, aCOUPLEofGURUs uses advanced remote management software combined with PCs based on Intel® vPro™ technology^{1,2} to comprehensively monitor and manage their customers’ IT infrastructure. The remote management capabilities of Intel vPro technology-based PCs help prevent many problems and speed repairs when problems do occur. “aCoG handles our hardware—including purchasing—and our software, basically anything computer-related,” says Haight.

Using Advanced Tools to Revolutionize the Way MSPs Do Business

aCOUPLEofGURUS understands that happy customers lead to great referrals and more business. In fact, they’ve built their business on it—their vision statement says simply, “To have wildly happy clients.” This focus on constantly improving client satisfaction means that aCOUPLEofGURUS deploys Intel vPro technology-based HP desktop and laptop PCs as a standard part of their solutions. “vPro systems are going to revolutionize the way we do business. I think that it’s the best-kept Intel secret out there,” says Keith Schoolcraft, chief executive guru.

Haight says, “We used both AMD and Intel systems at the Y, and we already had some vPro systems, but, quite frankly, I simply didn’t have the time to dig in, understand the technology, and use it. Now that aCoG has shown us the benefits of vPro, we’re going to use only Intel vPro systems. In addition, I’ll make sure any system I buy from them is vPro-enabled, because of additional remote management capabilities.”

Reducing deskside visits by 50%. For the staff at the Y, the remote monitoring capabilities of Intel vPro technology-based PCs help improve IT staff efficiency dramatically. “We couldn’t run such a lean IT department without having PCs with remote access, remote control, and remote management,” says Haight. Keith Schoolcraft concurs. “Using vPro to diagnose problems remotely is a significant advantage because it cuts the repair time dramatically. This means clients get back to work faster when there is a problem.”

50% faster resolution to OS problems means IT isn’t stuck putting out fires all day. For the repair of many hardware and software problems, Intel vPro technology’s remote capabilities accelerate repairs by allowing the YMCA help desk team to fix the problems immediately from their office. “With vPro, the impact is in what our end users don’t see. The more out of sight we are, the better we’re doing,” says Haight. “vPro will let us gather more info, optimize hardware, and have a proactive response time. With a department this small we need to hit problems proactively before they grow out of control. With vPro, my small team is not going to be buried putting out fires.” Schoolcraft agrees and adds, “vPro kick-starts the repair process. If a part has to be replaced, vPro can speed up ordering warranty parts because we see what’s wrong and then order the part.”

Patch times reduced 86%, lowered malware remediation costs. With Intel vPro technology inside PCs, IT can reach machines that are powered down and security updates are accomplished much more quickly, resulting in better customer protection. “Patching is always a challenge,” explains Schoolcraft, “because you have to rely on the customer to leave their machine on.” In fact, says Haight, “We tend to have our users leave their systems on because we’re a small department and we like to do updates at night. vPro’s ability to push patches out is really attractive to us, especially because we don’t currently have a great

patch management solution.” Intel vPro technology allows aCOUPLEofGURUS and the Twin Cities YMCA to keep PCs patched—but the improvement goes even further. “vPro lets us reach all the machines on a network. So you don’t have that one problem machine out there that you can’t reach weakening your entire network,” says Schoolcraft.

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*Robert Haight, IT help desk supervisor,
Twin Cities YMCA*

A Partnership That Is Like Having a Bench of Experts on Staff

For Robert Haight, the managed services program from aCOUPLEofGURUS is one of the keys to the ongoing success and productivity of the small IT staff at the Twin Cities YMCA. “We’re such a small department that we have to do a good job of managing expectations. By taking the load off of more complicated things, aCoG helps my department add value. They bring us the expertise to do our jobs and then some,” he says. Keith Schoolcraft says, “All of the capabilities of vPro play right into our mission of making wildly happy customers. vPro is a benefit to them because of the process efficiency we gain—we simply have faster results and, as a result, happier customers.”

For more information on the benefits of Intel vPro technology for small and midsize businesses, visit <http://msp.intel.com/small-business>.

For more information on aCOUPLEofGURUS, visit www.acoupleofgurus.com.

For more information on the Twin Cities YMCA, visit <http://www.ymcatwincities.org>.



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

2. Requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, and 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 <http://www.intel.com/content/www/us/en/architecture-and-technology/intel-active-managementtechnology.html>.

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