

# Advanced Services Leveraging PCs with Intel® vPro™ Technology Make IT Simpler for TLC Tech's Customers

Managed services from TLC Tech give Airco Commercial Services 75% faster repairs and 83% less PC downtime

Airco Commercial Services' business model is to offer proactive, comprehensive heating, ventilation, and air conditioning (HVAC) services to businesses. They sell maintenance contracts that cover preventive maintenance as well as repairs and replacements. Why is this a better idea than simply fixing something when it breaks? "For the same reason you change the oil in your car," explains Roberta Voss, vice president of accounting operations at Airco. "Proactive maintenance and management saves you money over the long run. Instead of a client having to search for a solution every time they have a heating or air conditioning issue, we're their full-time HVAC team managing all of their systems 24/7, if that's the service they request. A comprehensive HVAC management service like ours also prevents many breakdowns which can cause interruptions to the client's business or, at the very least, reduced productivity." As a result, Airco's customers operate their physical plant at peak efficiency.

Voss takes the same approach to her own business's needs, especially when it comes to her IT needs. "Like any mid-size business, we're 100 percent dependent on our IT," she says. "Every employee—from sales to administration to field engineering to dispatch—relies on our PCs, servers, and networks." Voss knows from experience that trying to manage her own IT functions is a distraction and not cost effective. "I'm not afraid of IT, and in previous companies I've been the one managing IT day to day," she says. "That means managing five or six IT issues every week, and that's just the tactical stuff. There was no time for strategic thinking about where our IT should be going or how to get there." Because she understands the advantages of outsourcing critical functions that aren't a part of the primary value offering to customers, Voss relies on managed IT services from TLC Tech, a leading IT services provider. TLC Tech provides complete managed IT services that give small and mid-size companies more effective IT functions and lower their overall IT cost. One of the key elements of TLC Tech's managed services is their ability to comprehensively monitor and manage Airco's IT infrastructure remotely, thus reducing costly service visits. They do this by using advanced management software combined with Dell desktop and laptop PCs based on Intel® vPro™ technology.<sup>1,2</sup>

## Using Advanced Tools To Make IT Simpler and Reduce PC Downtime by 83 Percent

"Our mission is to make your critical information technology a simple, reliable toolset that you use in your business without having to think about it," says Michael Nelson, president of TLC Tech, "instead of something that is a constant drain on your time, attention, and dollars." TLC Tech's Intel vPro technology-based solution is bringing a number of significant advantages to Airco that make their IT transparent—so they can focus on their business.



## What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and mobile PCs virtually any time 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.<sup>1</sup>
- 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.

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Roberta Voss, Vice President of Accounting Operations,  
Airco Commercial Services

**Greater reliability that supports customer service and protects revenue.** For Airco, any PC downtime results in diminished customer service. "If one of our field technicians can't access the Internet, he can't see what's happening in his customers' buildings," explains Voss. "If our operations manager's PC is down, he can't see a real-time view of what work is being done and where our resources are. If an accounting PC is down, we can't run payroll. If a salesperson's PC is down, they aren't selling. We can't respond to our customers quickly and we can't deliver quality service."

TLC Tech minimizes downtime by using the advances of Intel vPro technology to monitor and manage Airco's PCs around-the-clock, 7 days a week, even if the PCs are off or their operating system is disabled. This allows TLC Tech to proactively watch for many developing issues and intervene before they negatively impact the PC user's workflow (or the entire business). When problems do arise in any of Airco's three locations, they can often be corrected remotely, without the cost and delay of a field service visit and without interrupting the PC user. According to Nelson, Intel vPro technology-based PCs are experiencing 83% less downtime compared to non-vPro PCs.<sup>3</sup> "In the past, if we had a blue-screened PC, we understood that our IT service provider couldn't get here immediately," says Voss. "Our vPro PCs allow TLC Tech to get the PC back up and running remotely and much faster." By reducing TLC Tech's time-to-repair by up to 75%,<sup>3</sup> Intel vPro technology-based PCs mean greater peace of mind for Airco. "It really reduces the frustration of not knowing when my PC is going to be back up. It's critical to have vPro's remote manageability everywhere in our organization."

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Michael Nelson, President, TLC Tech

**Active and passive power management capabilities that reduce energy costs by \$142 per PC per year.** With the ability to turn off groups of PCs after hours and then power them back up before the start of the next business day, TLC Tech can save their customers money through lower energy usage, making a substantial positive impact on their ROI. "We estimate that a vPro-based PC replacing an older PC saves \$142 per year<sup>3</sup>—and that's for every PC," says Nelson. This aspect of Intel vPro technology-based PCs is a straight-to-the-bottom-line benefit that Voss likes. "Anytime we can save money, we're interested," she notes.

**Proactive security that protect Airco's critical business data.** Data security is a paramount concern for Airco, and Intel vPro technology enables TLC Tech to *proactively* protect the company. TLC Tech 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 Airco's critical business data is better protected.

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**Systems that protect Airco's IT investments and help them spend smarter.** The performance and energy efficiency of Dell desktop and laptop PCs featuring Intel vPro technology give TLC Tech's clients the horsepower they need for demanding business applications—both today and as their applications change and grow over time. These PCs run business productivity and multi-tasking applications faster while also delivering excellent energy efficiency. This performance means that Airco will be ready for tomorrow's improved applications, including multitasking and collaborative tools.

### **A True Partnership that Delivers Business Focus**

For Roberta Voss, managed services from TLC Tech are a key to Airco's business success. "Our relationship with TLC Tech has been a great partnership," she explains. "Instead of hiring a one-person IT department, TLC Tech brings us a full team at lower cost." Bringing Airco advanced tools like Intel vPro technology-based PCs is an example of how TLC Tech simplifies their customers' critical IT tools. "If a computer has a problem, time is wasted," says Voss. "TLC Tech enables our people to save time and be productive in the jobs they do for Airco's customers."

### **For More Information**

For more information on the benefits of Intel vPro technology for small and mid-sized businesses, visit [msp.intel.com](http://msp.intel.com).

For more information on TLC Tech, visit [www.TLCTech.com](http://www.TLCTech.com).

For more information on Airco Commercial Services, visit [www.airco-commercial.com](http://www.airco-commercial.com).



<sup>1</sup>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>.

<sup>2</sup>PCs 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/>.

<sup>3</sup>Source: TLC Tech based on field testing during July 2011.

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