

Distributed business remotely manages PCs virtually anytime

Prominent eye-care business uses Intel® Core™2 processor with vPro™ technology¹ to keep PCs available virtually anytime at widely distributed sites

Midwest Eye Consultants, P.C.² is a widely distributed business with 26 sites across the state of Indiana. The company uses PCs as local servers, not just as user systems. Thus, it is critical that the PCs are always available when needed. In this industry, downtime can have a significant impact when, for example, a digital advertising sign doesn't list the right patient offer, patient records at a satellite office do not get updated from the central database, or insurance information cannot be verified so procedures must be canceled.

Explains Stephen Brown, IT Manager for Midwest Eye Consultants, "We have standby computers, and we can go back to a paper system for some work, but that creates a backlog that someone then has to enter manually, and it still doesn't allow us access to the most current patient information that we might need for procedures. The control software must be accessible and the PC running for us to conduct our business."

With so many sites that are up to 3 hours apart in travel time, Midwest Eye Consultants needed a better solution to PC management than constantly driving from site to site to power up systems for maintenance.

"These Intel vPro PCs are easier to maintain, so they're more available when we need them."

Stephen Brown
IT Manager, Midwest Eye Consultants

Improved remote maintenance for more available PCs

That's when the company's sophisticated service provider, IntraSect Technologies (formerly Wabash Electric-IT Division)³ recommended PCs with Intel® Core™2 processor with vPro™ technology. These PCs have built-in capabilities – including a remote power-up capability – that make them easier to remotely manage and secure. Midwest Eye Consultants can now be more assured that their PCs are patched, powered up, and available when needed.

With "anytime" access to PCs, Midwest Eye Consultants is already saving 10 to 12 worker-hours a month and seeing 25% fewer site visits for patching, network analyses, and other scheduled maintenance.⁴

"We are very happy to have the Intel vPro PCs," says Stephen. "They deliver convenience and peace of mind, and I know the functionality is there when I need it. The bottom line is that these PCs help us conduct business more effectively, so our patients are more satisfied and we can continue to grow."



Return on Investment

- Deploying PCs with Intel® vPro™ technology is letting Midwest Eye Consultants eliminate up to 25% of site visits traditionally required to power up PCs for patching.⁴ Says Stephen Brown, IT Manager, Midwest Eye Consultants. "Our service provider can now patch our systems overnight, when it doesn't interrupt our business. That's a major improvement for us, since our users don't have to keep answering pop-ups while patients are watching or deal with a problem system because a patch was missed. Now we get 99% patch saturation overnight."⁴
- Rapid company growth means that Midwest Eye Consultants technicians often have to share a vehicle. Now more PC work is being performed off-hours, which makes vehicles more available to the company's workers during the day. Not only is this helping the company save on vehicle wear and reduced gas consumption; it is allowing them to service their satellite offices more quickly.
- The excellent performance of PCs with Intel vPro technology is allowing maintenance tasks to go on in the background even while users perform eye scans and use other compute-intensive applications in the foreground. Says Stephen, "Our patients have a more positive impression of us when our systems aren't bogged down during an appointment; in a competitive industry like ours, every advantage like that is important."

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

For more information about IntraSect Technologies products and services, visit www.intrasecttechnologies.com

For more information about products and services from Midwest Eye Consultants, visit www.mwec-pc.com

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 Duo processor so users can work effectively on multiple complex, compute-intensive tasks, such as performing eye scans, using e-mail and word-processing applications, and using sophisticated medical applications at the same time.
- Ready for Microsoft Windows Vista,* including support for 64-bit applications⁵ and the performance required for the multithreaded OS.

IT services provided by IntraSect Technologies

IntraSect Technologies (formerly Wabash Electric-IT Division) has been designing, developing, and implementing cutting-edge network solutions since 1992. With expertise in high-speed networking systems and solutions, IntraSect Technologies serves clients with infrastructures from basic LAN integration with a few PCs to a full LAN/WAN integration for multiple locations. From single workstations to large networks, IntraSect Technologies delivers quality information solutions that demonstrate our commitment to customer satisfaction.

Solution provided by:



¹ PCs with Intel® Core™2 processor with vPro™ technology include 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. For more information, see <http://www.intel.com/technology/manage/iamt/>

² All content about Midwest Eye Consultants was provided by Midwest Eye Consultants, P.C.

³ All content about IntraSect Technologies was provided by IntraSect Technologies.

⁴ Source: The IntraSect Technologies Pilot of Intel® vPro™ technology, conducted in June and July, 2007, at the Midwest Eye Consultants sites in NW Indiana. Statements made by IntraSect Technologies and Midwest Eye Consultants representatives reflect results of independent testing performed by IntraSect Technologies and Midwest Eye Consultants in their own environment. Actual improvements in a production environment might vary. Other companies may see different results, depending on their IT service environment.

⁵ 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.

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