CASE STUDY
Intel® Core™2 Duo processors
Intel® vPro™ technology
Remote PC Management–Productivity

A Policy of Productivity

Erie Insurance cuts power costs and helps employees work more productively with Intel® vPro™ technology

Erie Insurance is a multiline insurance company offering auto, home, commercial, and life policies. Erie's corporate office is located in Erie, PA, and with 22 branch offices in 11 states, managing the desktop environment is a challenge. A top priority for the IT team is avoiding user downtime that could interrupt workflow or the real-time support the company provides to its branches. To increase user uptime while reducing IT support costs, the IT team decided to deploy PCs based on the Intel® Core™2 Duo processor with vPro™ technology.

ERIE INSURANCE®

"Our company's business model depends on providing real-time support to our branch offices. Intel® vPro™ technology helps us to ensure that support will be there."

– Todd Hicks, Infrastructure Engineer, Erie Insurance

CHALLENGES

- **Increase IT efficiency.** Enable remote reimaging over the network, reducing the need for IT travel and CD shipping to make software repairs.
- **Boost user productivity.** Patch PCs during off-hours to increase uptime and provide a better user experience.
- **Cut energy costs.** Save power by eliminating the need to leave desktops on at night for IT access.

SOLUTIONS

- **Intel® Core™2 Duo processors with vPro™ technology.** Deploy PCs with Intel vPro technology for centralized, remote PC management.

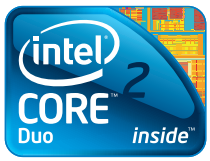
IMPACT

- **Energy savings.** The IT team projects power savings of $45,603 over three years by using the remote capabilities that come with Intel vPro technology.
- **Productivity savings.** The team can increase patch saturation without affecting end users, for projected productivity savings of $161,253 over three years.
- **Positive ROI.** Erie calculates an estimated ROI of 167 percent over three years with breakeven in one year by deploying PCs with Intel vPro technology.

Downtime during normal business hours meant loss of productivity for employees, and potential loss of revenue for Erie. At the same time, protecting PCs with the latest patches and antivirus updates was critical, even if it disrupted users. "We were looking for a solution that could provide 95 percent patch saturation within hours of deployment and be conducted outside of business hours," says Todd Hicks, infrastructure engineer at Erie Insurance. "In the meantime, the company was leaving the most critical PCs on at night so we could access them for patching, but that resulted in high energy costs."

Supporting PCs across 11 states

Repairing desktop computers across Erie's large geographical service area was also a drain on productivity. "If a computer at a branch office didn't boot and the software was corrupted, it usually resulted in a couple of days of downtime," says Hicks. "We had to make a CD of the image and send it out to the user's



SPOTLIGHT: ERIE INSURANCE

Founded in 1925 as a Pennsylvania auto insurer, Erie Insurance has steadily expanded over 80 years to become a Fortune 500 company offering multiple insurance lines. Today, Erie is one of the largest auto insurers in the U.S., and was ranked highest in customer satisfaction among 18 major auto insurance companies by J.D. Power and Associates.

Ensuring business runs smoothly and productively

location to get them back up and running. When Intel offered to demonstrate how Intel vPro technology could solve those problems, we were definitely interested."

Energy savings of $45,603 projected over three years

Using the power management capabilities built into PCs with Intel vPro technology, Erie can improve patch management and reduce energy costs. The IT team is able to power on desktops at night for patching and then power them back off without affecting user productivity. "We can automate all the machines to update at three in the morning on Saturday," says Hicks. "When everyone comes in on Monday morning, the PCs are already patched and there is no interruption. We no longer need to leave desktops on after hours, and we project that will save us $45,603 in energy costs over three years."

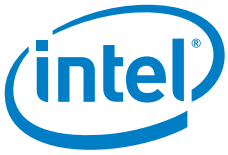
Downtime for reimaging projected to decrease from two days to three hours

Another benefit of Intel vPro technology is the ability to remotely access a PC over the network to make software repairs, even if the operating system is not functioning. "We typically have several PCs each month that need to be reimaged," says Hicks. "With vPro, we can reimage remotely over the network without a deskside visit or without shipping the user a CD. That helps us hold down IT support costs, and we expect it to reduce user downtime from a couple of days to just two or three hours."

Erie standardizes on desktops with Intel vPro technology

To date, Erie Insurance has deployed more than 3,500 Lenovo* M57 desktop computers based on Intel® Core™2 Duo processors with vPro technology. The IT team plans to continue the deployment until all 5,000 of the company's PCs have been refreshed, and is confident it will help boost productivity. "Our company's business model depends on providing real-time support to our branch offices," says Hicks. "Intel vPro technology helps us to ensure that support will be there."

Find a business solution that is right for your company. Contact your Intel representative or visit the Reference Room at **www.intel.com/references**.



This document and the information given are for the convenience of Intel's customer base and are provided "AS IS" WITH NO WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS. Receipt or possession of this document does not grant any license to any of the intellectual property described, displayed, or contained herein. Intel products are not intended for use in medical, life-saving, life-sustaining, critical control, or safety systems, or in nuclear facility applications.

PCs with the Intel® Core™2 processor with vPro™ technology include powerful Intel® Active Management Technology (Intel® AMT). Intel® Active Management Technology requires the computer system to have an Intel(R) 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/.

Performance tests and ratings are measured using specific computer systems and/or components and reflect the approximate performance of Intel products as measured by those tests. Any difference in system hardware or software design or configuration may affect actual performance.

Intel may make changes to specifications, product descriptions and plans at any time, without notice.

Intel, the Intel logo, Intel Core2, the Intel Core2 logo and Intel vPro are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

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

Copyright © 2009 Intel Corporation

0609/YMB/TDA/XX/PDF

Please Recycle

321799-001US