



## Case Study

Intel® Core™ 2 Processor  
und Intel® Centrino® vPro™  
Technologie  
IT-Lösungen



# Efficient Support thanks to Remote Maintenance

**IT service provider Fuhrer & Muffler offers its customers complete solutions for their IT infrastructure. This includes optimised maintenance and support based on Intel® Core™ 2 processor and vPro™ technology.**

Fuhrer & Muffler provides complete IT solutions (hardware, software, networks) to small to medium-sized enterprises, schools and government offices. The IT service provider is also happy to assume responsibility for maintenance and support of the deployed systems at a fixed rate. The business model is based on Lynx brand hardware with Intel® Core™ 2 processors and vPro™ technology, and on the SyAM Software System Area Manager for centralised management and maintenance of IT equipment. One key component of efficient support is the hardware-integrated Intel® Active Management Technology (Intel AMT) with functions for optimised remote management of desktop PCs and notebooks.

„Thanks to the Intel Core 2 Processor and vPro Technology's remote management functions our support now works far more efficiently and flexibly than ever before.“

Marcell Onay,  
Engineer, Fuhrer & Muffler

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### Challenge

- **As many small to medium-sized enterprises** do not have a clear IT strategy or a CIO, obsolete hardware or faulty components often lead to system downtime
- **In case of difficulties with servers, PCs or the network**, it is often necessary to call out an engineer as remote management facilities for troubleshooting or remedying the issue are not deployed. This can lead to unnecessarily high support costs due to the additional time it consumes
- **Customers seek a solution that simplifies** IT system management, maintenance and support by means of remote access and that includes automatic (security) software distribution

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### Solution

- **Fuhrer & Muffler relies on Lynx brand hardware** (PCs, servers, etc.) with integrated Intel vPro technology. This includes security functions to block attacks and protect critical data, with a quarantine function that isolates infected PCs
  - **The Intel Active Management Technology (Intel AMT) integrated** with the hardware provides functionality that helps optimise remote PC management. This makes it possible to boot, diagnose and repair computers remotely
  - **Whenever needed, Fuhrer & Muffler uses SyAM Software's System Area Manager.** This management software facilitates centralised management of the IT environment by means of effective inventorying and remote diagnostics, among other features
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# Customer satisfaction thanks to faster service



## The scenario

Fuhrer & Muffler, whose offices are located in Engen (Baden-Württemberg, Germany) employs a staff of eight and has been active on the IT market since 1989. The IT service provider's customers are small to medium-sized enterprises from industry and trade, law companies, state offices and schools. Fuhrer & Muffler offers its customers complete solutions for up to 400 PC work places including hardware, software, networks, web design and web hosting. Service contracts that cover maintenance and support are optionally available.

## Spotlight: Fuhrer & Muffler

- Fuhrer & Muffler, whose offices are located in Engen (Baden-Württemberg, Germany) employs a staff of eight and has been active on the IT market since 1989.
- The IT service provider's customers are small to medium-sized enterprises from industry and trade, law companies, state offices and schools.
- Fuhrer & Muffler offers complete solutions for up to 400 PC work places including hardware, software, networks, web design and web hosting. If so desired by the customer, this also includes a service contract that covers maintenance and support.

Many small to medium-sized enterprises have difficulty managing their networked PCs and servers. "We often see system downtime due to obsolete hardware or defective components. This kind of equipment blocks business workflows thus causing unnecessary costs", says Marcell Onay, an engineer with Fuhrer & Muffler speaking from personal experience. In case of difficulties with servers, PCs or the network, it is often necessary to call out an engineer as remote management facilities for troubleshooting or remedying the issue are not deployed. Fuhrer & Muffler offers this functionality in the form of complete solutions including service contracts. This includes full management of the customer systems, inventorying, monitoring, diagnostics, troubleshooting and repairs.



## The solution

Depending on the customer's situation, Fuhrer & Muffler will either completely replace the hardware, or extend the existing system. One important condition: The PCs must have Intel Core 2 processors and vPro technology to integrate centralised hardware-based monitoring and control functionality via Intel AMT. This enables remote inventorying of hardware and software components on the PCs, even if the PCs are switched off or the operating system is not working. It is also possible to boot, diagnose and repair computers remotely as access to the BIOS and screen output is supported. From a hardware point of view, Fuhrer & Muffler relies on the Lynx brand; Lynx offers a full range of PCs from mobile systems and thin clients to servers and storage solutions. Customers can thus individually configure their preferred system via an online platform.

**„Intel Core 2 processor and vPro technology provide higher security in managing client systems.“**

Marcell Onay,  
Engineer, Fuhrer & Muffler



## „The Intel Core 2 processor and vPro technology guarantees best-of-breed security in client system management.“

Marcell Onay,  
Engineer, Fuhrer & Muffler

“As Lynx has very short lead times and replaces defective components within 24 hours, we can guarantee our customers high availability – and this pays dividends in terms of customer satisfaction”, Marcell Onay emphasises. Another component that keeps customers happy, and removes any feeling of uncertainty in their daily use of IT. Jochen Friesch, CEO Triple Store GmbH, which manufactures and distributes Lynx brand machines, has noticed an increased demand for devices with Intel vPro technology in recent months: “Turnover with vPro systems just keeps on climbing. The reason for this is that people are increasingly realising the benefits that Intel Core 2 processors and vPro technology can offer them thanks to remote management, such as bigger customer satisfaction due to faster service.” Another factor that contributes to this is SyAM Software’s System Area Manager, which Fuhrer & Muffler use for centralised management of customer devices via a Web-based console. SyAM Software has modified its software to exploit the benefits that Intel vPro technology offers, thus providing ideal remote functionality. “Thanks to optimised remote management, our support works far more efficiently; we can serve more customers in the same time, and are more flexible than ever before. Of course, this pays dividends in terms of customer satisfaction”, adds Marcell Onay .

Additional advantages: Remote management not only gives us the ability to reduce on-site activities and support costs, but also to control deployment of service engineers more efficiently. “Whenever necessary, our staff can take the spares they will need along with them; after all, they know exactly what to expect on site”, says Onay. Remote management also helps first level support to diagnose problems more effectively, as support has more to go by than phone-in reports from customers. At the same time, repairs are facilitated as support staff can remotely control the mouse and keyboard, and thus modify BIOS settings etc. “Due to the many remote options we have, we can guarantee fast, low-cost support while at the same time offering our customers in small to medium-sized enterprises an attractive business model”, says Marcell Onay summing up.

### Key technologies

- Intel Active Management Technology considerably reduces management overheads by providing efficient inventorying, improved remote management capabilities and proactive security functionality which can be controlled centrally and independently of the PC’s status.
- SyAM Software’s System Area Manager offers a web-based console for centralised IT infrastructure management that is optimised to support the Intel Core 2 processor and vPro technology.

# Remote management simplifies device maintenance and troubleshooting

## Focus on security

Besides inventorying, remote diagnostics and troubleshooting, Fuhrer & Muffler's customers attach great importance to data security. This is why Fuhrer & Muffler offers customers the opportunity to investigate the design of its test environment and guarantees best-of-breed security in its Service Level Agreements (SLAs) to cater to customer requirements for mission-critical data. The IT service provider always uses a secure VPN tunnel to log in to customer networks.

The security functions provided by the Intel Core 2 processor and vPro technology also protect user and system data against unauthorised access in case of loss or theft. Additionally, the security agents on any active PCs attached to the network can be verified by an automated process. On top of this, virus infected PCs can be isolated to protect the network, and then be repaired remotely, to avoid endangering other machines (quarantine function).

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## Customer benefits at a glance

- System management is facilitated thanks to remote inventorying, diagnostics and repair.
- Remote approach reduces the number of on-site visits thus reducing support and operating costs.
- Support is more efficient as Fuhrer & Muffler can serve more customers in the same period of time.
- More targeted deployment of field staff.
- Remote management gives Fuhrer & Muffler the ability to offer its customers faster and cheaper support, and thus a more attractive business model.
- Increased customer satisfaction where issues can be resolved immediately by remote management saving time and costs for a personal visit by an engineer.



**SyAM Software™**



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