DP Solutions
Problem Solved.

Don't Just Solve IT Problems–Prevent Them

DP Solutions leverages Intel® vPro™ technology
to proactively resolve IT issues.[1]

"People don't even realize this kind of
thing is possible ... they don't realize they
can have a different level of service."

Jefferson Eckles,
Business Process Manager,
DP Solutions

CHALLENGES	SOLUTIONS
Workstation downtime equals lost productivity and higher cost of operation.	Intel® vPro™ technology running on the LabTech remote management tool constantly monitors the status of workstations, often detecting potential issues before they become problems.
Organizations might have to wait until their IT service provider is alerted to the problem.	Organizations protected by Intel vPro technology can significantly reduce costly downtime and preserve reliable performance by proactively identifying risk conditions.
Downtime might extend to hours if the workstation is powered down or otherwise inoperative, necessitating an onsite service call.	Management features of the LabTech Software tool integrated with Intel vPro technology enable DP Solutions to remotely troubleshoot and resolve workstation issues even when the device is powered down or nonfunctioning.

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GETTING MORE FROM REMOTE MANAGEMENT

When the continuous availability of your business workstations is a must-have, it's not enough to merely fix problems as they present themselves. Even a few minutes of downtime can mean a costly loss of productivity. And what if a nonresponsive workstation requires travel time for your IT service provider to make onsite repairs?

DP Solutions has introduced a more proactive approach to remote managed IT services that leverages the power of Intel vPro technology to connect with customers in real time and resolve issues immediately–sometimes before they even know a problem exists.

"With LabTech, we can perform proactive monitoring that makes us aware of problems before they become disruptive," said Dave Nowicki, Technology Director at DP Solutions. "This enables us to proactively call a client to say we see log entries on their server that indicate there's a problem and corrective action needs to be taken."

The Maryland-based service provider uses customized remote monitoring and management (RMM) technology from LabTech Software. "The LabTech tool, integrated with Intel vPro technology, lets us manipulate workstations–especially when they're not accessible through other means," said Jefferson Eckles, Business Process Manager at DP Solutions. "LabTech in general adds to our ability to remotely monitor and manage, and Intel vPro technology extends that capability."

A key feature of the LabTech/Intel vPro technology integration is its KVM Remote Control capability[2], enabling DP Solutions to assume remote control of an ailing workstation's keyboard, video monitor, and mouse. "Other RMM systems can offer KVM capabilities as well," said Eckles. "However, Intel vPro technology provides an important advantage: it can do so even when the workstation is powered down or totally inoperative, even providing remote boot capability. This is because Intel vPro technology runs below the OS at the hardware layer."

KVM is especially valuable for typical service issues: customers who worry they have a virus, their program won't launch properly, or they can't get into file sharing. "We're able to connect remotely to them and see what they see," said Eckles. "It's as good as standing next to them and spotting the problem for ourselves."

Automation is another important aspect of managed network services. LabTech allows configuration changes and software installs to be pushed out automatically and easily using powerful scripting technology. A new setting or configuration change can be written into a script and then pushed out to hundreds of workstations with the click of a button. Automation allows tasks to be done quickly and effectively, ultimately saving clients time and money.

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Intel's integration with the LabTech product, as well as having greater control over the tool for its own service suite, persuaded DP Solutions to choose this management tool. "With LabTech, we own the solution and can configure and customize it to exactly what our customers need," said Eckles. "We are able to offer people what best fits their requirements."

RAISING CUSTOMER CONSCIOUSNESS ABOUT RMM

Often prospective customers are unaware of the remote management capabilities that are now available to them through the power of Intel vPro technology-enabled services.

"People don't even realize this kind of thing is possible," said Eckles. "They've still got the mindset of: 'We call a guy when we have a problem.' They don't realize they can have a different level of service without having their own IT staff."

"With its integrated RMM tool, DP Solutions offers a significantly higher standard of remote monitoring and management service that could—and should—raise customer expectations," said Eckles. "Without a real-time comprehensive solution, a company might not have the right managed IT service when they need it most. Instead, it's all reactive: you call your provider to schedule somebody onsite, and you're not getting quick resolution to your issues." But now, by leveraging the power of Intel vPro technology, DP Solutions can quickly remedy the problem.

CONTACT DP SOLUTIONS FOR A FREE NETWORK ASSESSMENT

Act now! DP Solutions will evaluate your current IT environment to show you how its remote management and security capabilities[3] powered by Intel vPro technology can proactively keep you up and running.
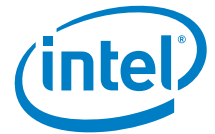
Call *410.720.3300* or visit *www.dpsolutions.com/network-assessment.*

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ABOUT DP SOLUTIONS

With more than 40 years of experience, DP Solutions serves its clients as their trusted technology partner. We provide innovative cloud services, managed IT services, and availability solutions for greater peace of mind, enabling businesses to run efficiently, effectively and securely. Learn more about DP Solutions at *www.dpsolutions.com*.

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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. KVM Remote Control (Keyboard, Video, Mouse) is only available with Intel® Core™ i5 vPro™ and Core™ i7 vPro™ processors with Intel® Active Management Technology activated and configured, and with integrated graphics active. Discrete graphics are not supported.

3. No computer system can provide absolute security under all conditions. Built-in security features available on select Intel® processors may require additional software, hardware, services, and/ or an Internet connection. Results may vary depending upon configuration. Consult your system manufacturer for more details. For more information visit www.intel.com/technology/security.