



Intel IT: Best Practices for PC Fleet Management

How Intel IT simplifies fleet management, while increasing productivity and reducing cost

How can you empower 80,000 diverse employees in a global environment to be consistently productive? Intel IT has selected a powerful combination of software, hardware and best practices that keep costs down and productivity high, while also preparing for the technologies of the future. These technologies and tools provide efficiencies that enable our employees to connect and collaborate with team members and business partners around the world. We are also implementing a strategy based on preventing problems *before* users experience an impact. These resources provide insight into the work that Intel IT is doing in this area. We've broken it into four areas for consideration.

<h3>Regular Refresh</h3> <p>We've developed a comprehensive methodology that lets us calculate the real cost of operating more than 80,000 PCs. With this information, we can determine the optimal time to refresh our PCs, to achieve costs savings and maintain productivity.</p>	<h3>Embracing Consumerization</h3> <p>Handheld devices, whether personal or corporate, are widespread in our environment, and we expect those numbers to increase. We actively support consumerization by putting appropriate measures in place to ensure the security of the enterprise.</p>
<h3>Smart Technology</h3> <p>We see great value in using a combination of new hardware and software technologies to make IT and our employees the most productive and cost efficient.</p>	<h3>Proactive Support</h3> <p>By focusing support resources on eliminating issues before they occur, we are able to boost employee productivity as well as reduce IT support costs.</p>

Turn the page for more.

IT Annual Performance Report

Discover the key Intel IT initiatives and strategies that delivered business value to Intel in 2010, as well as important IT focus areas for 2011. Key topics include IT consumerization, cloud computing, enterprise security, and delivering business value.

http://www.intel.com/en_US/Assets/PDF/general/Intel_IT_2011APR_English_standard.pdf



Regular Refresh

PCs as Strategic Assets

By actively managing Intel's PC fleet as a strategic asset, Intel IT has consistently decreased total cost of ownership (TCO) for PCs, achieving a 67 percent reduction since 1995. In addition to TCO, we evaluate and put an emphasis on the top-line productivity benefits that new PC technologies bring to our employees. <http://download.intel.com/it/pdf/PCsasaStrategicAsset.pdf>

Using TCO to Determine PC Upgrade Cycles

At Intel, we've developed a comprehensive methodology, based on total cost of ownership (TCO), that lets us calculate the real cost of operating more than 80,000 client PCs. Using it, we can understand the real cost of deploying and maintaining PCs across varying time horizons. Read the paper: http://download.intel.com/it/pdf/Using_TCO_to_Determine_PC_Upgrade_Cycles.pdf

Laptop Refresh Estimator Tool

Use this free online tool to enter data about your existing environment and determine the optimal time for your PC refresh. <http://www.intel.com/go/LaptopRefreshEstimator/>

Smart Technology

Accelerating Solid-State Drive Deployment throughout the Enterprise

Intel IT is aggressively deploying Intel® Solid State Drives in order to enhance employee productivity and mobility while reducing IT total cost of ownership. Read the paper: http://download.intel.com/it/pdf/Accelerating_Deployment_Intel_Solid-State_Drives_throughout_Enterprise.pdf

Increasing Productivity with Mobile Business PCs

Intel's computing environment supports a diverse user base spread across time zones and continents. To enable employee collaboration, Intel IT has selected mobile business PCs because they support high levels of productivity and mobility. http://www.intel.com/en_US/Assets/PDF/whitepaper/wp_IT_Productivity_MobilePCs.pdf

Embracing Consumerization

Maintaining Information Security while Allowing Personal Handheld Devices

Intel IT is actively integrating employee-owned hand-held devices into our enterprise environment. Intel IT worked with Intel's Legal, Information Security and Human Resource groups to enable a solution that aligns with our information security policy. Read the paper: http://www.intel.com/en_US/Assets/PDF/whitepaper/Maintaining_Info_Security_Allowing_Personal_Hand_Held_Devices_Enterprise.pdf

Proactive Support

Transforming PC Management with a Preventative Client Health Strategy

To enable greater employee productivity while reducing support costs, Intel IT is implementing a strategy based on preventing problems or proactively fixing them *before* users experience an impact. Read the paper here: http://www.intel.com/en_US/Assets/PDF/whitepaper/Transforming_PC_Management_with_Preventative_Client_Health_Strategy.pdf

Resetting passwords with vPro video

In this video, Intel IT demonstrates in a proof-of-concept how Intel® vPro™ Technology can be used to reset passwords on encrypted hard drives, saving service desk technicians significant time. <http://communities.intel.com/docs/DOC-5668>

For more straight talk on current topics from Intel's IT leaders, visit www.intel.com/it.

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