(intel®)

Intel vPro® Platform:
Built for business as usual (in unusual times)

Tips for supporting your students and colleagues working remotely

Overwhelmed by the surge in your employees working from home? Trying to develop and deploy online learning? One thing you don't need to worry about is managing your PC fleet built on the Intel vPro® platform. Intel has you covered, with the technology you need today built right into the platform you already own.

The changing nature of work and the increasing remote workforce has been on our radar for years, which means we've already built into the Intel vPro® platform many of the technologies you need to support remote work, education, tech support and protect against increasingly sophisticated threats. If your PC fleet is built on Intel vPro platform-enabled devices, you likely already have what you need to keep your remote PCs up and running.

With the Intel vPro platform, you have a great tool that can solve real problems right now, across all your Windows-based devices. We've put together some resources to help you make the most of your Intel vPro platform.

Remote Manageability
Intel® Active Management Technology (Intel AMT)
The No. 1 action you can take is activate Intel® AMT on your Intel vPro platform-enabled device, if you haven't already. Your remote employees will not be able to bring their machines onsite for support. And you likely aren't going to send out technicians on house calls. Thus, remote capabilities are more important than ever, and Intel® Active Management Technology provides them.

Hardware-based Intel® Active Management Technology provides persistent out-of-band connectivity that operates independently of the OS, allowing fixes to a wider range of systems issues, even when the OS is down. Repair corrupted drivers, application software, or the OS on non-responsive systems that won't run or boot or use KVM to monitor OS upgrades or boot to the system BIOS.

Intel AMT is a direct tunnel from IT to the end client. With Intel AMT, you can connect remotely to the PC to discover, repair and help protect networked computing assets even when the PC is off, or the operating system is down.

This unique hardware-based technology operates below the OS, allowing technicians to repair and upgrade the OS and drivers. That's right, you can get in there under the OS. This works even if your teams can't log onto the VPN. Helpdesk can still remotely support team productivity.

In normal circumstances, this capability saves IT time and simplifies management. In today's climate, Intel AMT might be your best option for keeping employees running and feeling productive.

(intel) vPro® PLATFORM

What Intel® AMT helps your IT teams do:

Hardware KVM securely connect to and manage a remote PC, with keyboard, video, and mouse redirection. Because this KVM is hardware-based, not software-based, it works even when the OS is not running, even maintaining the KVM session during reboots and inside the BIOS.

Boot Redirection allows managed IT services providers to reboot a remote PC into a temporary environment. This could be any of the ISO images support technicians keep on a USB key, from diagnostic tools, to virus scanning, to OS installation images. Suppose the hard drive on a desktop PC has failed and it will take a few hours for a technician to arrive with a new hard disk. Boot Redirection to remote reboot puts an otherwise inoperable PC into a temporary work environment so the employee can continue to access web-based email and Internet services while waiting for the new hard drive to arrive, keeping productivity high even when there is a hardware failure. And when the new drive arrives, it enables a technician to remotely start to recovery/reinstallation process.

Other benefits:

- **Manage your entire PC fleet with remote power on.** Power on a single system—or multiple systems across every work site—for remediation or patching.
- **Set wake-up times and schedule updates.** Help ensure maintenance happens even when users aren't in front of devices.
- **Remotely manage unattended systems,** including digital signage, Intel Unite® systems, and retail point of sale systems
- **Assist with OS Upgrades.** Monitor the boot steps of OS upgrades, such as Windows* 10.

Haven't set up
Intel® Active Management Technology?

We created a youtube playlist with several helpful how-to videos to help you keep your people working remote supported: **https://bit.ly/2UKCObl**

Intel® AMT allows managed IT services providers to remotely control a PC as if they were there in person, reducing support costs and downtime.

And did you know Intel® AMT is available outside your firewall? That's right, with Intel® Endpoint Management Assistant (Intel® EMA), IT teams have the same set of controls for remote PCs as they do for onsite devices; once they verify an employee or student home network, they can come to the rescue 24/7. Intel EMA is designed to modernize Intel AMT via the cloud and enables both in-band (OS/agent based) and out-of-band (below OS) connectivity to PCs in range of a known networks. Your IT technician can remotely help people identify and resolve technical issues, even when the PC's OS has crashed or hung.

- **Connect to devices inside and outside the corporate firewall.** Software tools built for the Intel vPro® platform allow IT to remotely and more securely connect to devices over the cloud, on devices both inside and outside the corporate firewall.

- **Manage devices from the cloud.** With Intel Endpoint Management Assistant, IT users can integrate the Intel AMT access into custom or third-party consoles. These managed devices can reside in the cloud, whether public or private network. The console can reside in private network, at the edge or in the public cloud.

(Keep reading for more information on how your Intel vPro® platform supports remote work)

More things we worried about yesterday, so you don't have to today:

PC Security Features

Security threats don't necessarily have to go up because of remote work, overcrowded VPNs or increased cloud app usage. With Intel® Hardware Shield, available on some of the latest PCs, security features are built into the hardware.

Traditional security approach is generally software-only approach and typically operate "above the OS." However, sophisticated threats are moving "down the stack" and traversing between Hardware and software, challenging IT's traditional security approach. Intel® Hardware Shield is a collection of hardware-assisted security capabilities offering better full-stack device protection against threats.

INTEL® HARDWARE SHIELD

Here's how to activate Intel Hardware Shield: sit back and relax. There's NO activation required. If your manufacturer has enabled this technology on your PCs, you're already better protected from threats.

Performance

With increased use of streaming classes, video-conferencing, cloud-based collaboration, your PCs will be working hard. Good thing your people already have ultimate processors. Squeezing in a class, jumping on a conference call – these PCs are ready, responsive and performant. Plus, you can still maintain your security scanning without degrading performance, with GPU offloading, which keeps the CPU focused on productivity tasks.

Performance equals better user experience

Adding peripherals such as docking stations and multiple monitors can be easier too – everyone can set up their home office (or classrooms) with the same configs they use at work. Score another for remote productivity.

Connectivity

The latest PCs built on the Intel vPro® platform may already have WiFi 6 built in. WiFi6 is the latest standard and utilities, public spaces, offices (of course) and home service providers will be rolling it out. So when home routers with WiFi6 become more prevalent, your PC fleets will be ready, with this standard built into the latest vPro platform.

Summary

Keeping your people productive is good for your business. It's also good for people who want to continue with business as usual. Whether learning, collaborating, or working solo, most people prefer to be unencumbered by technology challenges. With the Intel vPro® platform, you have the built-in technologies to maintain PC efficiency and uptime, protect your corporate assets and keep your people connected and productive.

Resources:

Visit intel.com/amt for more information on Intel's technologies for Modern Manageability.

For tools for getting started with Intel® Active Management Technology, including step-by-step videos, guides, and expert assistance, visit https://intel.ly/2JmUu7J

To learn more about the Intel vPro® platform, visit intel.com/vPro

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