

enhancing IT efficiency and improving responsiveness with remote PC management



Atos meets stringent SLAs and controls PC management costs by activating Intel® vPro™ technology for Towers Watson

A global consulting firm serving many of the top Fortune 1000, Towers Watson has more than 14,000 employees in 150 worldwide offices. The company engaged Atos to help refresh workstations, update the operating systems used by employees and assume responsibility for ongoing PC management. Together, Atos and Towers Watson decided to activate Intel® vPro™ technology in PCs to capitalize on robust remote management capabilities. Using Intel vPro technology, Atos has improved response times for incidents and service requests and reduced the costs of providing outstanding global support.

In 2011, Towers Watson initiated a plan to refresh more than 18,000 client systems and migrate to the Windows® 7 operating system. Atos won the bid to provide Workplace Services—service desk, on-site and cross-functional services—and Application Management for Towers Watson and, in late 2011, began performing the workstation refresh and Windows 7 deployment in 38 countries around the world.

When the refresh and OS update project concluded in 2012, Atos implemented its global on-site services model to support the client systems. In several countries, Atos contracted with global partners to provide local support for Towers Watson offices.

Enhancing IT efficiency

“The Towers Watson team recognized that Intel® vPro™ technology could help meet our shared expectations for service and costs.”

Nathan Christensen,
Global Delivery Director,
Atos

As the engagement progressed, the Atos team recognized that it needed to address several challenges to meet the aggressive service-level agreements (SLAs) set with Towers Watson and control the costs of client system management. “We had to reduce the time that the local IT staff spent on a range of tasks, such as provisioning new systems, installing applications, setting up Microsoft BitLocker* encryption and resolving system problems,” says Nathan Christensen, Global Delivery Director at Atos. “Towers Watson wanted us to provide very responsive service, and we needed to keep costs down so we could maintain our profitability.”



Atos decided to implement a remote management solution that could help improve the efficiency of on-site services, particularly labor-intensive tasks such as workstation imaging. “We support more than 6,000 software applications for Towers Watson, and less than half of them are scripted with Microsoft System Center Configuration Manager*,” says Christensen. “We needed a way to conduct imaging and a variety of other tasks remotely so we could set up new computers for new employees and resolve issues rapidly, without requiring expensive, time-consuming deskside visits.”

Activating Intel vPro technology across a global fleet of PCs

Towers Watson refreshed its laptops and desktops with Lenovo* systems equipped with Intel® Core™ i5 and i7 vPro™ processors, so the Atos team suggested capitalizing on the built-in remote management capabilities of Intel vPro technology. Atos recommended a multitiered approach, initially activating a set of baseline remote management capabilities with a minimal infrastructure and providing the flexibility for later change.

“The Towers Watson team recognized that Intel vPro technology could help meet our shared expectations for service and costs,” says Christensen. “With a tiered approach, we can deliver a fast time-to-value without undertaking a costly or complex project.”

A multitiered approach to implementing Intel vPro technology

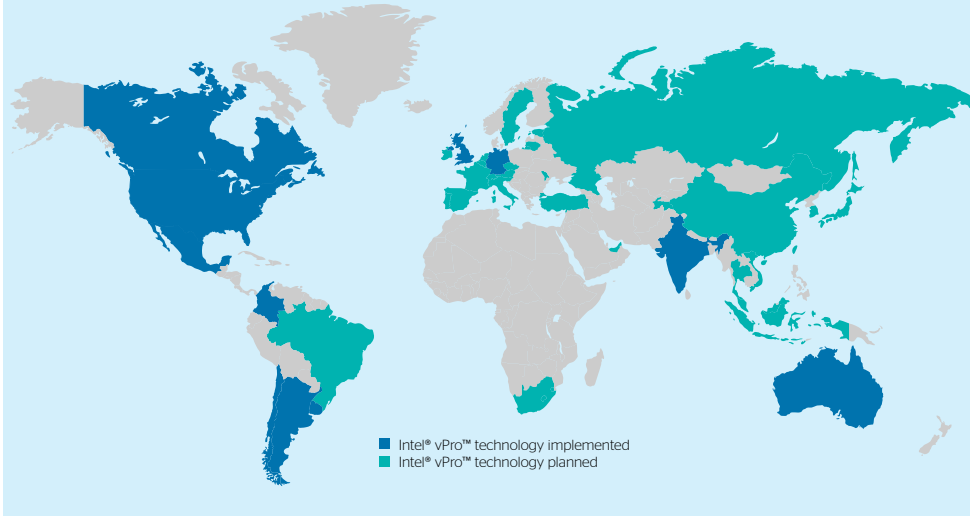
Atos offers a tiered approach to help deliver immediate results, cost-effectively, while providing flexibility and scalability for the future.

- ▶ **Tier 1:** Implement a single setup and configuration software server in a database-less model, as well as remote-control software, to access key Intel® vPro™ technology capabilities, ranging from remote drive mounting to KVM Remote Control.
- ▶ **Tier 2:** Integrate with Microsoft Active Directory* and Microsoft System Center Configuration Manager* using a dedicated back-end database and internal public key infrastructure (PKI) for transport layer security (TLS) communication.
- ▶ **Tier 3:** Deploy a management presence server to allow beyond-the-firewall usage, such as cloud-accessible support.
- ▶ **Tier 4:** Integrate with third-party security and management solutions.

“By taking advantage of Intel® Core™ vPro™ technology, Atos is able to improve service efficiency, lower costs and increase user uptime, all of which benefits Atos and the customers they serve. Using Intel Core vPro technology as part of its Workplace Services offering, Atos is able to deliver value-added services that enterprise customers need and want.”

Yasser Rasheed,
CTO and Director of Architecture Business, Client Platform Division,
Intel Corporation

A multi-phased approach to implementation



Atos conducted the Intel vPro technology activation in phases, beginning with a pilot program in the United States and Canada, where the largest number of IT dispatching sites is located. “We gained a lot of good feedback, developed some strong documentation and built workflows into our service catalog tools,” says Christensen.

The Atos team then began to activate Intel vPro technology in parts of Europe, Asia-Pacific and Latin America, managing systems from central locations in each region. Atos plans to complete the activation globally from there. “The phased approach enables us to ensure that all of the privacy and security issues are addressed and that on-site engineers are well trained on how to use Intel vPro technology,” says Christensen. “We can then expand activation worldwide.”

In undertaking such an important project, collaborating with Intel was key. “We had some great support from Intel throughout the design and implementation processes,” says Christensen. “The Intel team made sure everything worked as advertised.”

Identifying multiple use cases

The Atos team saw the potential to employ multiple potential use cases for Intel vPro technology, including:

- ▶ **Discovery, asset inventory and provisioning:** With Intel vPro technology, Atos can avoid the need for manual on-site discovery, asset inventory and PC provisioning. Remote discovery and asset inventory with Intel vPro technology can help improve accuracy. Remote provisioning can help accelerate deployment of new systems and computer setup for new users.
- ▶ **Diagnostics and problem resolution:** Instead of sending technicians to the desk, Atos can complete PC builds, run diagnostics, securely wipe data, reboot systems and conduct other tasks remotely. Technicians can solve software and operating system problems without being on-site and reduce the number of visits needed to resolve hardware-related issues. Remote diagnostics minimize downtime, decrease costs and improve the quality of work by assigning tasks to experienced central teams.

▶ **Patching and updating:** Atos can avoid manual BIOS/firmware updates and desk-side patching, protecting more systems in less time than before.

At Towers Watson, the Atos team put these use cases into action and was successful in completing a wide range of tasks. “We’ve found that more than 99 percent of service tickets attempted with Intel vPro technology were resolved by using Intel vPro technology,” says Christensen.

Responding rapidly to service tickets and meeting SLAs

Using Intel vPro technology, Atos has been able to resolve 75 percent of all service tickets submitted to dispatch sites. “In any given month, we could have a wide variety of tickets, from new hire provisioning and office moves to problem resolution,” says Christensen. “With Intel vPro technology, we are handling approximately 75 percent of those requests remotely. Previously we resolved incidents within two days and service requests within five days. With Intel vPro technology, we can address many tickets on the same or next day. End users are experiencing a dramatic improvement in service levels, and we are able to meet the stringent SLAs we have with Towers Watson.”

Atos has also been able to meet its commitment to securing data. “We have an obligation to ensure that all workstations are running BitLocker and have the latest version of Microsoft Forefront Endpoint Protection*,” says Christensen. “We can identify systems that are out of compliance and then resolve 99 percent of those issues remotely, without having to dispatch IT staff to the desk. We’re helping to protect enterprise data while saving time and money.”

Reducing management costs

By minimizing the need for desk-side IT services, Atos is reducing its operating costs for providing management services. “We have seen a substantial reduction in how much we spend on dispatch site services each month,” says Christensen. “As a result, we can afford to provide outstanding service to Towers Watson while maintaining our margins.”

“Through the use of Intel® Core™ vPro™ technology and a centralized expert team, Atos has been able to achieve a 99% rate of technician dispatch avoidance at remote offices that did not have dedicated, on-site IT staff, thereby eliminating most of the costly and time-consuming technician dispatch costs.”

John J. Minnick,
Director, Global Head of Strategic Technology Partners (STeP) Team,
Innovation, Portfolio, and Architecture, Atos

