Arizona Supreme Court Maximizes the Value of Intel® vPro™ Technology

Sprinxle integrates Hewlett-Packard PCs with Intel® vPro™ technology into Microsoft's SCCM* console to optimize PC management

Sprinxle

> "In Arizona, the Supreme Court system has multiple locations spread across the entire state. Intel® vPro™ technology, offered in Hewlett-Packard systems running on Intel® processors, allows the court system to securely and remotely manage their fleet of PCs from a centralized location. Sprinxle is the 'secret sauce,' a combination of product and professional services expertise that enables customers to easily implement and take advantage of a unique management solution based on Intel vPro technology."
>
> **Brett Collingwood**,
> Enterprise Technical Specialist, Intel

When the Arizona Supreme Court reached its milestone for a statewide PC refresh, it made the decision to invest in systems with Intel® vPro™ technology. The strategy paid off. Over 4,000 PCs in judicial locations across Arizona are now supported by a staff of six. The Intel vPro capabilities will be enabling the Arizona Supreme Court to meet its service goals, including remote out-of-band management, compliance, increased security, and reduced travel time.

Sprinxle was instrumental in getting Arizona Supreme Court past the hurdles that can come when activating any new technology across a large, business-critical system pool. In this case, challenges included insufficient bandwidth at distant locations, provisioning machines in a timely manner, and creating a repeatable process across various Hewlett-Packard Intel vPro system models. Intel Enterprise Technical Specialist Brett Collingwood speaks to the business challenge, "In Arizona, the Supreme Court system has multiple locations spread across the entire state. Intel vPro technology, offered in Hewlett-Packard systems running on Intel® processors, allows the court system to securely and remotely manage their fleet of PCs from a centralized location. Sprinxle is the 'secret sauce,' a combination of product and professional services expertise that enables customers to easily implement and take advantage of a unique management solution based on Intel vPro technology."

Ensuring Legacy Integration

Testing and training were intrinsic to Sprinxle's partnership with the Arizona Supreme Court, as Intel vPro was integrated into its legacy Microsoft System Center Configuration Manager* (SCCM) console. Sprinxle's services team, led by Sumair Muhamad, spent dedicated time with the system administrators, ensuring policies and process for SCCM integration were understood and well documented. "The result is a single point of management for in-band (Microsoft SCCM) and out-of-band management (Intel vPro)," says Muhamad, director of Sprinxle's services group.

> "Sprinxle helped us get past the obstacles to realizing the full value of our technology investment. This in turn, creates an opportunity to realize the considerable potential of our support and services team, with better results for our extensive user group."
>
> **Lou Ponesse**,
> Manager, Technical Support Center,
> Arizona Supreme Court

Setting a Proactive Course for the Future

Lou Ponesse, manager of Arizona Supreme Court's Technical Support Center, is aligning his department workflow and strategic planning to reflect the efficiencies and best practices Intel vPro enables. "Sprinxle helped us get past the obstacles to realizing the full value of our technology investment. This in turn creates an opportunity to realize the considerable potential of our support and services team, with better results for our extensive user group."

Sprinxle partner, Ali Khan, reflects on Ponesse's combination of vision and pragmatism, "Many companies purchase Intel vPro-capable systems, but do not take the steps to activate these devices and integrate them with their existing management console such as Microsoft SCCM. The Arizona Supreme Court had the vision to purchase devices with the Intel vPro chipset and to execute on this vision. They are now going to benefit from positive ROI for their investment, improved security, and increased productivity for their IT staff and end users."

Optimizing Intel® vPro™ Technology

There are three common barriers to full utilization of Intel® vPro™ capabilities: activation, access to a management console, and ongoing service and support. Sprinxle is 100% dedicated to helping organizations overcome these barriers and maximize both efficiencies and cost savings.

With Sprinxle, organizations can augment their existing IT capabilities.

- **Services**: Sprinxle helps organizations activate and provision the out-of-band management, security, and energy-saving capabilities in all their Intel vPro systems. We also help integrate Intel vPro devices with all compatible management consoles (e.g., Microsoft SCCM, LANDesk*, or Sprinxle's Management Console).

- **Management Console**: Utilize Sprinxle's on-premise or Cloud management console designed specifically to allow IT managers to take advantage of powerful Intel vPro remote and out-of-band management features, including KVM, asset inventory, monitoring, and power management

- **Support**: Sprinxle provides ongoing support to ensure customer success when it comes to getting the most from an Intel vPro investment.

Additionally, Sprinxle provides the education and training to help your organization get the most from Intel vPro, including ongoing chat support and quarterly assessments.

Maximize IT/IS Insight

- Asset information/ hardware inventory
- Power and sensor information
- Discovery information
- Power management
- Power event scheduling
- Power management (multiple devices)
- Power event scheduling (multiple devices)
- Remote control (KVM access)
- IDE-redirection and serial console
- Access monitor
- Event log
- Power package settings
- Time synchronization

Increase Visualization

- Devices on network/ off network
- Device power status
- Device connected/ disconnected
- Timeline
- Power consumption historical graph
- Power consumption comparative graphs (between 2-3 selected devices)
- Temperature historical graph

Use Cases

Arizona Supreme Court experiences the full spectrum of use cases of any large deployment. Examples include:

- **System offline**: When a PC is not able to boot up, Intel vPro allows visibility into the system even in a power-off state. Now, many of these issues can be mitigated remotely. When a deskside visit is required, IT has the information at hand to be more prepared and resolution is more efficient.

- **Patches and upgrades**: Intel vPro's fast, accurate insight into system status is streamlining time-consuming patches and upgrades. The IT team can turn PCs on and make necessary updates remotely, as well as scan for any signs of security breaches. This helps the Arizona Supreme Court to fulfill compliance requirements and keep system security up-to-date.

- **Remote assistance**: When issues arise, Intel vPro generates a code that not only helps to quickly identify the nature of the problem, but adds a layer of security.

Conclusion

For the Arizona Supreme Court, the benefits of Sprinxle's Intel vPro integration have been immediate. IT staff can now solve problems faster and have better insight into what is happening on user systems. Significantly reducing traveling across the state to fix systems and bugs contributes to increased productivity and lower costs. Lou Ponesse has given his team the tools to solve problems faster and his organization a better return on its technology investment.

Maximize your investment in Intel®-based devices with Sprinxle. Learn more at: **http://www.sprinxle.com**

Find out more about Intel® vPro™ technology at: **www.intel.com/vpro**

Sprinxle Headquarters:
18100 Von Karman Avenue, Suite 850
Irvine, CA 92612

Sales Email: Sales@Sprinxle.com
Support Email: Support@Sprinxle.com

Why Intel® vPro™ Technology

Intel® vPro™ technology brings a comprehensive set of security, manageability, and productivity-enhancing capabilities. This technology is built into the new Intel® Core™ vPro™ processor family, the Intel® Xeon® processor E5-2600, E5-1600, and E5-1200 product families, Intel® chipsets, and network adapters. Sprinxle can help you identify the capabilities in your Intel®-based technologies and systems, and get the most value for your investment.

In addition to its collaboration and productivity benefits, Intel vPro technology protects against difficult-to-detect, penetrating rootkits and malware that threaten users working in cloud or virtual environments. It combines several hardware-based features for centralized image management and administration, secure network storage, and out-of-band protection—all beyond the firewall.

"Many companies purchase Intel® vPro™ technology-capable systems, but do not take the steps to activate these devices and integrate them with their existing management console such as Microsoft SCCM. The Arizona Supreme Court had the vision to purchase devices with the Intel vPro chipset and to execute on this vision. They are now going to benefit from positive ROI for their investment, improved security, and increased productivity for their IT staff and end users."

Ali Khan,
Partner, Sprinxle