

## PRODUCT BRIEF

Commercial Markets  
Business Computing



# REMOTE MANAGEABILITY FOR THE MODERN WORKFORCE

Part of the Intel vPro® platform, Intel® Active Management Technology (Intel® AMT) and Intel® Endpoint Management Assistant (Intel® EMA) empower IT with business-enabled tools to monitor, restore, upgrade, and help protect devices both inside and outside the corporate firewall.

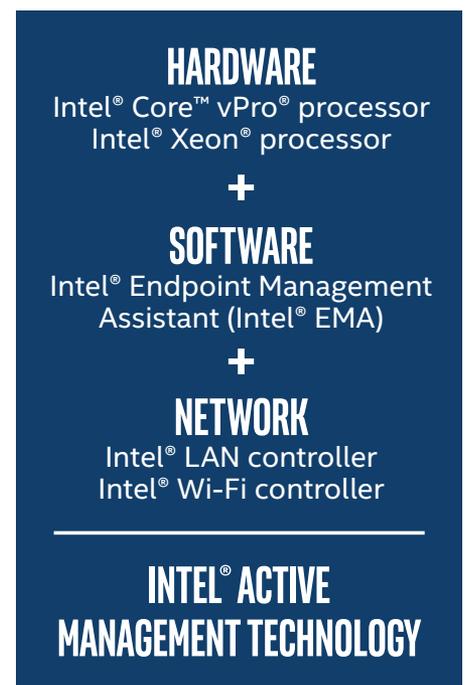
Across industries, IT professionals are responsible for managing and securing an increasingly large and diverse array of devices, ranging from traditional business computers to Internet of Things (IoT) systems, such as headless devices and retail point-of-sale terminals.

All the while, more employees are working from places other than the office. They expect to remain productive on their remote devices when away from their desks. And devices operating outside the corporate firewall are becoming more vulnerable to security risks. This is the challenging new reality, and IT must adapt to meet the demands of today's evolving workforce.

IT organizations need a management solution that strikes the right balance of controlling costs, supporting remote devices, and delivering an intuitive user experience. The latest evolution of the Intel vPro® platform does just that, delivering value at both the IT- and end-user level. Intel® Active Management Technology provides manageability of Intel vPro platform-based devices and is modernized for the cloud via Intel® Endpoint Management Assistant. Intel Endpoint Management Assistant supports mobile employees working inside and outside the firewall, helping make it easier than ever. It's a modern solution that helps organizations protect devices, simplify management, and take control of their technology.

### Enhance Remote Manageability

Intel Active Management Technology allows organizations to remotely access and control unattended devices, regardless of their state or location, helping drastically improve incident management. Any Intel vPro platform-based client system with a power source on a known network can be connected, and the integrated KVM (keyboard, video, mouse) remote control makes viewing and solving issues simple. Intel Active Management Technology can also operate outside the corporate firewall with the help of Intel Endpoint Management Assistant. By using Intel Endpoint Management



Globally, **33%** of office-based workers regularly worked from home before the pandemic. That number has soared to **88%**<sup>1</sup>

Security is a key issue for **81%** of IT managers surveyed<sup>2</sup>

Productivity is a key issue for **75%** of IT managers surveyed<sup>3</sup>

“**832 hours** saved with automatic remote patch deployment through Intel® Active Management Technology, resulting in risk-adjusted cost savings of **\$81,000** over 3 years as estimated using a composite organization modeled by Forrester Consulting in a TEI study commissioned by Intel. Read the [full study](#).”<sup>14</sup>



Assistant, IT can maximize the manageability benefits of the Intel vPro platform. They're able to initiate and monitor the progress of a system rebuild, collect hardware asset data, or initiate a power-on for the patching of a system.

### Secure Your Fleet From Anywhere

Intel Active Management Technology offers more ways to protect networked computing assets and improve corporate compliance. Service organizations can use Intel Active Management Technology to wake devices at predefined times to help ensure client systems receive critical software updates and upgrades. Alternatively, they can configure existing toolsets to power on systems securely and remotely. In doing so, companies reduce the risk of noncompliant systems living on the corporate network and increase the security posture of client systems, significantly lowering the likelihood of breaches. Intel Endpoint Management Assistant delivers additional benefits: a secure cloud connection from back-end server to end clients enables seamless, efficient updates and monitoring with minimal disruption to end-user workflow.

### Simplify Device Lifecycle Management

IT professionals can better streamline device lifecycle management of all devices, regardless of location, with Intel Active Management Technology and Intel Endpoint Management Assistant. Using Intel Active Management Technology to define policies that force an automatic “check-in” — even when device operating systems are unresponsive, devices are powered off, or devices are outside of the enterprise — IT can increase their reach to remote systems. Real-time data on service assets can be used to identify changes in configuration and improve resolution time against service-level agreements (SLAs), while also addressing key performance indicators (KPIs). Service organizations can see a significant reduction in the average work effort, the frequency of verifying physical assets, and the number of incidents caused by inaccurate configuration management information. Intel Active Management Technology monitors hardware inventory, including device assets and components, that can be compared to a client management database (CMDB).

### Save Time and Money

For an extensive, geographically dispersed fleet of devices, diagnosing and resolving software-related issues can be costly and time consuming. The ability to remotely diagnose and resolve many of these issues from a centralized location can help drastically reduce the number of deskside IT visits required, saving time and money.

### Connect Easily with Intel® Endpoint Management Assistant

Intel Endpoint Management Assistant is a software feature of the Intel vPro platform that makes it easier than ever to use Intel Active Management Technology for devices inside and outside the corporate firewall. Intel Endpoint Management Assistant software provides secure remote connection to Intel vPro platform-enabled devices via known networks (LAN or known WLAN, wired or 802.11 wireless). This enhancement also allows IT to manage

Intel vPro platform-based IoT headless devices (smart vending machines, digital billboards, etc.) and integrate Intel vPro platform manageability into custom or third-party consoles using application programming interfaces (APIs). The management server can reside within the corporate environment, at the edge, or externally in the cloud, ensuring maximum flexibility.

## Make the Move to Modern Manageability

The Intel vPro platform modernizes IT operations with enhancements across security, stability, performance, and manageability. With Intel Active Management Technology, IT Ops can remotely use, deploy, manage, and help protect corporate devices, inside and outside the firewall. Save time and support today's mobile workforce with persistent out-of-band maintenance, included as part of the Intel vPro platform, which spans Intel® Core™ vPro® processors and Intel® Xeon® processors.

## For More Information

You may find the following resources useful:

- Intel AMT: [intel.com/AMT](https://www.intel.com/AMT)
- Intel vPro platform: [intel.com/vPro](https://www.intel.com/vPro)



1. 2020 Global-Work-from-Home-Experience-Survey-Report. Read the [full report](#).
2. The Total Economic Impact™ of the Intel vPro® Platform, Forrester, December 2018. A study commissioned by Intel and conducted by Forrester Consulting, which surveyed 256 IT managers at mid-sized organizations (100-1,000 employees) using Intel vPro platforms in US, UK, Germany, Japan, and China. 81% identified improving security as a key issue. Read the [full study](#).
3. The Total Economic Impact™ of the Intel vPro® Platform, Forrester, December 2018. A study commissioned by Intel and conducted by Forrester Consulting, which surveyed 256 IT managers at mid-sized organizations (100-1,000 employees) using Intel vPro platforms in US, UK, Germany, Japan, and China. 75% identified improving productivity as a key issue. Read the [full study](#).
4. "The Total Economic Impact (TM) of the Intel vPro Platform," a study commissioned by Intel and conducted by Forrester Consulting (Dec. 2018). Savings that other organizations will receive will vary based on a variety of factors including size and baseline level of security, manageability, and productivity before the business switched to the Intel vPro platform. Consult other sources and use information specific to your organization to determine benefits for your organization. Read the [full study](#).

Intel technologies' features and benefits depend on system configuration and may require enabled hardware, software or service activation. Performance varies depending on system configuration. No product or component can be absolutely secure. Check with your system manufacturer or retailer, or learn more at [intel.com](https://www.intel.com).

Cost reduction scenarios described are intended as examples of how a given Intel- based product, in the specified circumstances and configurations, may affect future costs and provide cost savings. Circumstances will vary. Intel does not guarantee any costs or cost reduction.

All information provided here is subject to change without notice. Contact your Intel representative to obtain the latest Intel product specifications and roadmaps.

KVM (Keyboard, Video, and Mouse) Remote Control is only available with Intel® Core™ vPro® processors with active integrated graphics. Discrete graphics are not supported. For more information, visit [intel.com/AMT](https://www.intel.com/AMT).

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