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Moving IT to business excellence

Bankinter turns to Intel® Core™2 Processor with vPro™ technology to strengthen IT services support for desktop PCs

Company:	Founded in 1965, Bankinter is a multichannel bank that provides a broad range of financial services and relationship options to its customers. In Spain, it pioneered the use of alternative banking channels such as the telephone and the internet and today mobile terminals. Since then it has become the market leader in each one of these remote banking systems. Some of its strengths include quality of service, constant innovation in products and channels, and state-of-the-art technology.
Product evaluated:	Intel® Core™ 2 Processor with vPro™ technology
Challenge:	IT services wanted to continue offering optimal service characterised by highly efficient business processes and high levels of quality. Specifically, the first issue was to monitor the benefits of remote power up/power down for its desktop PC fleet. Secondly, it wanted to monitor the benefits of remote inventory taking and remote PC deployment.
Results:	Reduced the time required to restore computers following a hardware or software failure from about eight hours to two hours
Impact:	Reducing deskside visits means that IT managers may be able to dedicate more time to other tasks or strategic IT projects. Remote switch on/off capability may also help save energy and increase end-user productivity.
Next steps:	Acquire new computers that include Intel® Core™ 2 Processor with vPro™ technology and deploy throughout all Bankinter branches and offices

Challenge

Bankinter has a history of growing by capitalizing on changes in regulations, special situations and new market niches. As a result, when first founded it ranked 107th among Spanish banks but today is among the top six. Its main objective is to create long-term value for stockholders, clients, employees, and society in general. According to this aim, Bankinter's average and accrued annual ROI per share is 30.98% (including dividends and nominal value refunds). Furthermore, the bank's capitalisation has multiplied 50 times since its launch.

In order to maintain its technological leadership in the banking field, Bankinter acknowledged the need to further develop its IT environment, although IT was already supporting the growth and wider diversification of services. However, in terms of IT services it identified two key areas:

- Ensure the maximum uptime in desktop systems, improve the quality of the desktop service and its continuity, and reduce the execution periods for services and repairs

- Improve desktop environment global efficiency by reducing deskside visits to allow IT to concentrate on more strategic tasks

Bankinter chose to work together with Intel and Infogroup[1] in order to benefit from Intel® Core™ 2 Processor with vPro™ technology which it believed could meet its desktop platform manageability challenge.[2]

Deployment

A Proof of Concept (PoC) was initiated which involved the implementation of Intel Manageability Commander Tool and installation of secure digital certificates for communications between computers and the management console. Computers used for these tasks were HP* dc7800p and Dell Optiplex* 755.

Intel® Core™ 2 Processor with vPro™ technology deployment allowed the use of sophisticated remote switch on/off capability, which delivered clear benefits for the computers, for example, when allowing remote recovery in different locations and when verifying remote control options.

This test quickly illustrated the value provided by remote manageability for IT services. For example, it was possible to create inventories and solve issues without the need for deskside visits. The ability to restore computers, even when they are powered down or the operating system is unavailable, was also considered very valuable.

Results

The PoC proved that Intel® Core™ 2 Processor with vPro™ technology considerably reduced the time necessary to restore computers after any hardware or software failure. Before this, a computer reinstallation could take more than 8 hours to accomplish including deskside visit and installation.

However, using the new platform, IT managers can carry out maintenance and support service, plus complete reinstallation of computer, in around two hours, in most cases.

Impact

The remote switch on/off technology enabled by Intel® Core™ 2 Processor with vPro™ technology, will allow Bankinter to save time and costs managing a large desktop PC fleet in an extremely complex IT environment.

Furthermore, the remote manageability capability means that software upgrades and security or virus patches may be run overnight avoiding lower employee productivity during working hours. By combining these features with the remote switch on/off capability, IT managers will be able to turn each client on and off only when necessary.

This is due to built-in remote rebooting capability of Intel® Core™ 2 Processor with vPro™ technology which allows access to any PC, regardless the of the state of the operating system. In turn, this negates the need for deskside visits.

Future

Bankinter's desktop fleet consists of around 4,000 client PCs. Intel® Core™ 2 Processor with vPro™ technology will be deployed across the fleet to make use of remote manageability across different service areas. The aim is to improve desktop service and to support all business users. Furthermore, manageability and inventory tools will also be included in the future.

Find a business solution that is right for your company. Contact your Intel representative or visit the Reference Room at http://www.intel.com/references

¹ Infogroup Sistemas, S.A. (www.infogroup.es) offers design and deployment of vPro solutions, plus SCCM 2007, and Microsoft Deployment in order to improve users productivity and provide them with a reliable and secure platform.
Furthermore, Infogroup offers additional areas of activity for a complete service to its clients.
For more information, please contact **info@infogroup.es**.

² Intel® Active Management Technology requires the computer system to have an Intel® AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection.
Setup of Intel AMT requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications or implementation of new business processes. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off.

For more information, see: **www.intel.com/technology/platform-technology/intel-amt/index.htm**
http://www.intel.com/business/vpro/

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