

# ROI Analysis: Positive ROI of 400% Achieved by Deploying Intel® vPro™ Technology

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A telecom service provider in South America offers a variety of services to residential, small and medium businesses, and large enterprise customers. These services include local and long-distance domestic and international calling, data transmission, and television and Internet services. The telecom company has over 7,500 employees and 8,000 desktop PCs across over 100 sites throughout a single country in South America. The company contracts with a third-party information technology (IT) service provider for level 2 remote support and level 3 field support services. This paper shows how they achieved break-even point within a year and a positive ROI across 4 years of 401%.