



ROI Analysis

Intel® Core™2 Processor with vPro™ Technology
Insurance

A Midwest-based Insurance Company Improves Patch Management and IT Support Efficiencies with Intel® vPro™ Technology

A large Midwest-based insurance company has been providing service in selected industries for over a century. The company was one of the first insurers to provide property, liability, and health insurance coverage. The insurance company has over 2,000 employees and operates in 48 states.

The protection of company assets and customer data is of critical importance to an insurance company. With a goal to provide 97% patch saturation within their service standard to all PCs, the insurance company looked to Intel® vPro™ technology¹ to help them meet this goal as well as drive additional IT support efficiencies.

TCO/ROI investigation

The ROI study² is based on a complete refresh of nearly 3,500 PCs with Intel vPro technology-enabled desktops and laptops across the insurance company's entire enterprise.

The company chose to deploy new desktops and laptops to leverage improved patch management, IT support and end-user productivity. The combination of Intel vPro technology and Microsoft SCCM enables their IT support staff to patch 97% of their systems within their service standard even if they are powered off – critical to ensuring security of their systems and customer data.

In addition to improving their patch management capabilities, the deployment of Intel vPro technology enables their IT support staff to remotely diagnose hardware problems and provides new options for re-provisioning PCs in the field. Now with PCs with Intel vPro technology, the insurance company should **reduce IT support time and expense for hardware-related diagnostics by 15%³ over 4 years.**

Furthermore, the IT staff can now focus on **reducing end-user downtime due to hardware issues by nearly one half hour per incident.³** By leveraging the remote management capabilities built into PCs with Intel vPro technology, the insurance company's IT staff could reduce the time required to diagnose and repair PCs as well as costly and timely desk-side visits. It is estimated that the insurance company could realize a **savings of \$40,502⁴ over 4 years, and improve end-user productivity by 23% per incident.**

As an added benefit, the use of Intel vPro technology has also proven to reduce desktop energy consumption. Through the use of Microsoft SCCM, coupled with Intel vPro technology, over 95% of their non-mission-critical systems could be powered off during non-working hours, resulting in approximately **21,688 KWH⁵ in energy savings over 4 years. This equates to a total projected cost savings of \$28,818⁶ over a 4-year period.**

Key findings from ROI analysis

- **Positive ROI of 213% over 4 years** by deploying PCs with Intel® vPro™ technology.
- **Patch saturation rate 97% within service standard** by taking advantage of the power management capabilities within Intel vPro technology.
- **IT support and end-user productivity gain of \$40,502, or 23% per incident over 4 years** through the remote management capabilities of Intel vPro technology.
- **Overall savings of \$86,085 over 4 years** by using PCs with Intel vPro technology.

Positive ROI results

Based on the results, it is estimated that the insurance company could gain a **total savings of \$86,085⁷ or 213%⁷ return on investment over 4 years with a break-even achieved in 14 months.** In addition to achieving more efficient patch management, the insurance

company can also look to Intel vPro technology to drive increased end-user productivity. This should allow the company's IT support staff to focus on more strategic issues, and in turn, help the company achieve its desired efficiencies across their workplace environment.

Table 1. Results of ROI investigation

Use case	Without Intel® vPro™ technology	PCs with Intel® vPro™ technology				Estimated savings with 100% Intel® vPro™ technology
	Year 0	Year 1	Year 2	Year 3	Year 4	
Field support costs	\$24,804	3,437 PCs	3,437 PCs	3,437 PCs	3,437 PCs	Total savings over 4 years: \$14,976
Power cost	\$7,584	\$379	\$379	\$379	\$379	Total savings over 4 years: \$28,818, an annual savings of 95%
Power savings	\$0	\$7,205	\$7,205	\$7,205	\$7,205	
End-user lost productivity	\$15,206	\$5,910	\$5,319	\$4,787	\$4,308	
Productivity savings		\$9,297	\$9,888	\$10,419	\$10,898	Total savings over 4 years: \$40,501
Overall savings ⁷		\$20,443	\$21,212	\$21,904	\$22,527	Total savings over 4 years: \$86,085
Total costs ⁸	\$40,484					Break-even point: 14 months
Total savings	\$86,085					
Net savings	\$45,601					
Net Present Value (NPV) ⁹	\$29,904					
Return on Investment (ROI)	213%					

For more information about PCs with the Intel® Core™2 processor with vPro™ technology, visit www.intel.com/vpro.

¹ PCs with Intel® Core™2 processor with vPro™ technology include powerful Intel® Active Management Technology (Intel® AMT). Intel AMT 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 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 of implementation of new business processes. For more information, see www.intel.com/technology/platform-technology/intel-amt/.

² This ROI scope is focused on 3,437 new Intel® vPro™ technology-enabled desktops and laptops that are currently deployed. All data unless otherwise noted was provided by the insurance company.

³ Field support cost savings are calculated by reducing the 53 minutes required to build and deliver a replacement PC down to 45 minutes.

⁴ Assumes a 40% loss in end-user productivity when system is non-functioning.

⁵ The power-savings calculations are based on 95% of the 1,649 desktops which could be powered off when not in use.

⁶ A power cost of .07 per KWH was provided by the insurance company.

⁷ ROI calculations are based on the company's annual refresh rate, and calculated based on the difference between a nonvPro and vPro-enabled PC.

⁸ Total costs include a one-time deployment cost and incremental cost for Intel vPro technology over four years.

⁹ NPV reflects a 15% discount.

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