

Vpro support resources

Guest

Hello,

I am trying to do some labor research on the benefits of using VPRO enabled technology to perform remote services instead of traditional dispatch of desktop resources. More specifically, assuming there is a 100% vpro environment, anybody got any data on the average time that remote "person" completes a remote software ticket? I am trying to calculate the amount of vpro "remote" engineers I would need to support my environment and establish a baseline on the amount of tickets a remote person can complete per day.

Thanks..

[Brian Cockrell](#) *74 posts since*

Jan 15, 2008 [Reply 1](#). **Re: Vpro support resources** Oct 8, 2008 2:02 PM

In response to

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"I am trying to do some labor research on the benefits of using VPRO enabled technology to perform remote services instead of traditional dispatch of desktop resources. More specifically, assuming there is a 100% vpro environment, anybody got any data on the average time that remote "person" completes a remote software ticket? I am trying to calculate the amount of vpro "remote" engineers I would need to support my environment and establish a baseline on the amount of tickets a remote person can complete per day."

Take a look at Michelle's ROI blog here: <http://communities.intel.com/openport/blogs/activation/2008/02/25/got-roi-we-do>

Another source of information is the ROI estimator <http://support.intel.com/business/business-pc/roi/demo.htm>

Your estimated labor will depend on what types of Use Cases you plan to implement.

[Michele Gartner](#) 35 posts since

Oct 2, 2007 Reply 2. Re: **Vpro support resources** Oct 8, 2008 10:02 PM

in response to: [Brian Cockrell](#)

Here is another resource to check out: [ROI Analysis - Realizing The Cost Saving Benefits of Activating Intel vPro Technology](#)

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It contains all of the ROI docs that I've published. You may also be interested in use case documents, which tell you how to implement things such as network inventory, etc, so you can start saving \$\$\$\$. You'll find those docs here: [Intel vPro Use Cases: Ways to use vPro in your environment](#)