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8 Reasons to Rethink Your PC Fleet Management

Managing employees' devices in today's hybrid work environment means new challenges for IT professionals.

When it comes to supporting remote workers, addressing their fleet's accelerating refresh cycles, and providing the performance and security the new world of work demands, traditional device management methods often fall short.

Here are eight reasons it's time to consider a new approach to PC fleet management:

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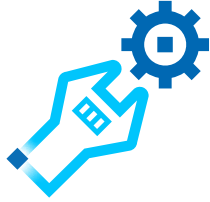
Better support the hybrid workforce

The "blue screen of death" is increasingly rare, but when such incidents do arise, they're often complex to resolve. Spending an hour on the phone talking a remote worker through all the steps involved with troubleshooting and repairing their PC is frustrating for everyone. Many platforms' remote device management capabilities are limited to the software level or require both IT and end-user to be behind the firewall. A platform that enables hardware-level remote access, even outside the firewall or when the OS is unresponsive, helps IT staff resolve issues quickly so both employees and help desks employees can work more efficiently.

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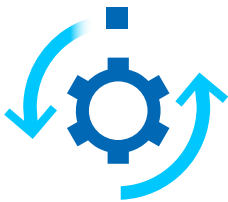
Keep pace with accelerating updates, patches, and refresh cycles

Solving threat incidents isn't an IT professional's only challenge. OS vendors are innovating at a rapid pace to address increasing security challenges and to meet user demands for new features. This calls for more frequent OS updates and proactive security patches. IT staff can stay up to date with a platform that offers remote power-on capabilities and hardware-level remote manageability, inside or outside the firewall. By being able to schedule PCs to power on remotely and proactively install updates and patches after hours, they won't interrupt employees' work.

3

Support new ways of working by improving performance and productivity

Screen-sharing, collaborating, and multitasking while running Teams or Zoom video calls are all in a day's work for employees—but not all PCs are up to the task. Unplugging from a power source or running noise-reduction software during video calls can derail performance. And a faster processor won't always solve the problem. Instead, look for more efficient processors that intelligently manage workloads for seamless collaboration. Another common problem: employees experience Wi-Fi connectivity issues when working from home. A solution that fine-tunes Wi-Fi to prioritize traffic appropriately and enhance user experience keeps employees productive, even without an IT expert on site.
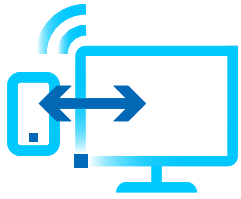
4 Give end-users freedom of choice

With a hybrid workforce that has diverse technology needs, locking employees into one PC OEM or form factor flies in the face of their need for options. Salespeople may want thin-and-light PCs to take on the road, engineers may prefer thicker, heavier laptops, and in-office employees may be satisfied with desktops. A platform that lets you easily connect diverse devices rather than limiting you to one brand gives IT greater flexibility while boosting employee satisfaction.

5 Enhance cybersecurity

Security risks are on the rise, and remote work exposes your PC fleet to new threats. Unfortunately, many platforms offer only limited hardware security. Protect your employees' devices at home, in the office, or on the road with a platform that has both hardware and software security built in. A solution that allows you to manage PCs inside or outside the firewall and above, below, and within the OS gives IT staff the flexibility to rapidly respond to threats, wherever and whenever they occur.
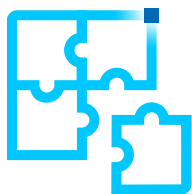
6 Accommodate both legacy and current systems

If your business is like most, you use a mix of legacy and current systems. You may have legacy devices running older OSes and applications or rely on custom software to gain a competitive advantage. Making a major architecture change to a platform that can't support older systems or requires recreating custom solutions can be time-consuming, costly, and disruptive. Enjoy the best of the old and the new with a platform whose open ecosystem lets you run the software you need, even if it's not the latest and greatest.

7

Simplify IT's job

Mixing and matching PC brands can save money and improve employee satisfaction, but managing multiple device types and brands can complicate IT professionals' jobs. Streamline IT administration by selecting a business-class platform that offers the same manageability and security features across laptops, desktops, workstations, and more. Regardless of device size, shape, or OEM, such consistency allows your staff to manage the entire fleet the same way.

8

Enjoy truly remote management

Many technologies designed to provide out-of-band management solutions require time-consuming manual setup and intervention on IT's part. Others don't work in the cloud. A platform that supports remote access at the hardware level with minimal effort gives IT administrators the speed they need to keep the PC fleet humming—and keep employees happy and productive.

A new world calls for new solutions

Available in a range of devices from multiple OEMs, Intel® vPro gives employees the flexibility to choose the form factors and brands that suit their needs and preferences. Efficient processors support hybrid work by enabling seamless collaboration without performance dips. Remote power-on capabilities empower IT administrators to diagnose, update, and repair PCs without disrupting employee productivity. Built-in security at the hardware and software level delivers advanced threat detection and protection to safeguard your hybrid workforce.

Using Intel Active Management Technology (AMT) and Intel Endpoint Management Assistant (EMA), IT administrators can enjoy the full benefits of Intel vPro's hardware-level remote manageability features. Manage your PC fleet inside or outside the firewall, regardless of OS state. Intel vPro supports legacy or current software and cloud-based or on-premises deployment, so you can work the way you want.

Success in the modern workplace demands the right technology, but not all platforms are created equal. Intel vPro delivers the security, manageability, and performance needed for modern PC fleet management.

For more information about how Intel vPro can provide remote manageability and endpoint security for your business, read our recent **ebook**.

Contact your Account Team to learn more.

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