



G6 Communications and PCs Built on the Intel® vPro™ Platform Using Intel Endpoint Management Assistant

As a leading Managed Services Provider in Indiana, G6 Communications uses PCs built on the Intel vPro Platform in conjunction with their existing management console software to reduce hardware repair times by 50% and OS repair times by 87%.¹



MILITARY-GRADE I.T.

PCs built on the Intel vPro Platform are your standard recommendation. Why?

“We have standardized on business-class PCs built with Intel® Core vPro processors. In order to deliver business-class IT support, we need the remote management capabilities provided by vPro. With the addition of Intel Endpoint Management Assistant, vPro-based PCs just got even easier to manage. We can now fully configure PCs remotely, without touching the machine.”

David Cox, Vice President of Operations, G6 Communications

Reducing hardware repair times by 50%

“Because Intel vPro technology lets us diagnose a hardware issue remotely, we can take the right part with us on the first visit, and avoid a second truck roll. This saves us time and labor costs, and it also reduces the amount of downtime the customer has to sit through.”

David Cox, Vice President of Operations, G6 Communications

KVM Remote Control reduces OS repair times by 87%

“The ability to remotely get into the PC’s BIOS is a lifesaver – it lets us repair OS issues without a truck roll, which is more cost effective and much faster. With the integration of Intel Endpoint Management Assistant into our management console software, this gets even better, as we can fully configure machines remotely and maintain Admin Control Mode. This helps us fix issues more quickly without having to involve the customer in a clunky over-the-phone diagnosis. This is huge for customer satisfaction.”

David Cox, Vice President of Operations, G6 Communications

Relying on Lenovo for rock solid systems

“We use Lenovo PCs—and we have since I started with G6 ten years ago—because their systems are rock solid and they run with virtually no problems. And, if we ever do need their support, the Lenovo rep is out there the next day—direct to our client site.”

David Cox, Vice President of Operations, G6 Communications



Getting more value from their Connectwise Automate remote monitoring and management platform

“We use ConnectWise Automate because they are the most flexible RMM we’ve seen. We can write scripts for any process and, honestly, we haven’t even scratched the surface of everything the software can do. With ConnectWise’s new integration of Intel Endpoint Management Assistant, Connectwise continues to keep us ahead of the curve.”

David Cox, Vice President of Operations, G6 Communications

<i>G6 Communications deployment of PCs based on the Intel® vPro™ platform yields better IT functionality and lower service delivery cost¹</i>			
Activity	Without Intel® vPro™ technology	With Intel vPro technology	Improvement
Average time to resolve a hardware problem	120 minutes	60 minutes	Reduced 50%
Average time to reduce a software problem	80 minutes	10 minutes	Reduced 88%
Number of deskside visits	12	2	Reduced 83%

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¹ Source: field testing by G6 Communications during June 2020.