

Managing Remote Workers Easily with the Newest Device-as-a-Service Technology

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Manson DeGraw, Chief Information Officer, Harlin IT, and his sales team have wholeheartedly embraced Device-as-a-Service (DaaS). With DaaS Harlin IT better is able to better service their customers. “Businesses don’t buy new PCs as quickly as we’d like them to and, with DaaS, they get the latest and greatest models. Then, if there’s something wrong with a system, we simply swap it out, bring it back to the bench, fix it, and put it back in the pool of available devices.”

A proven technology helps make DaaS run smoothly

DaaS is changing how small and medium businesses (SMBs) acquire and use PCs, and using the newest technology is allowing employees to be their most productive. According to IDC, 66% of companies surveyed believe that DaaS will be profoundly transformative to their business, and 55% of all U.S. businesses already use some form of DaaS.¹ In addition, 23% of SMBs are sourcing their DaaS from managed services providers.¹

“Almost 80% of the hardware we provide to our clients is under DaaS contracts and we handle our own financing, so we own the hardware. We have been successful enough that we can purchase all the hardware without having to borrow money. But, our customers have embraced this concept so completely—and leased so many systems from us—that we thought we might have to turn into a financing company at one point,” says Manson.

Harlin IT prices hardware based on hard costs, as well as labor, and makes sure that the customer’s monthly payment pays the MSP back for their initial cash outlay in the first 12 to 14 months.

Manson continues, “We’re making good money on DaaS—and not just from the financing—but having the latest Intel vPro® platform-built PCs out in the field helps keep our repair costs down and our labor costs low. By providing our clients with devices built on the Intel vPro platform, we’ve standardized on a proven technology that we know works.”

Harlin IT’s deployment of PCs based on the Intel vPro® platform yields better IT functionality and lower service delivery cost²



Activity	Without Intel vPro® technology	With Intel vPro technology	Improvement
Average time to resolve a hardware problem	180 minutes	45 minutes	Reduced 75%
Average time to reduce a software problem	150 minutes	30 minutes	Reduced 80%
Number of deskside visits	3	1	Reduced 66%

Resilient technology to help remote workers thrive no matter where they work

When the pandemic shutdown happened, most of Harlin IT's customers began working remotely. "Many of our clients' employees were working at home on their own PCs when the shutdowns first occurred. It was very challenging to manage systems that were not typically built with Intel® Core™ vPro® processors or built for business," says Manson.

Keeping clients' staff productive while working from home could have required large, upfront expenses for new PCs. "We worked with our customers and said, 'How about if we cut you a deal and don't put you in a three-year contract but still provide DaaS hardware?' Then we sent their remote employees a system built on the Intel vPro platform, which means we don't have to struggle to manage and troubleshoot PCs that are not enabled for remote remediation right down to the BIOS level," says Manson.

Intel vPro platform let's MSP run lean while delivering responsive service

By providing the most current PCs built on the Intel vPro platform to their clients, Harlin IT ensures their own technical engineers are able to focus on more strategic projects, rather than simply handling help desk calls, and also let's the company run faster and more lean. "Today, for instance, we've only had three help desk calls. That's because we can ensure that our clients have good hardware and we have good management tools that help us watch for issues before they happen," says Manson

Manson continues, "We cover a large area of the I-5 corridor from the Portland, Oregon metro area to Vancouver, Washington. If we had to visit customers to manage issues, we'd be lucky if a tech could get to three customers a day just because of traffic. But because we only use PCs built on the Intel vPro platform, the only time we have to touch a device is if it's absolutely fried. Then we go onsite and swap it out."

Because technicians can multitask while remotely remediating systems, Harlin IT can handle more endpoints with fewer technicians. "We attend industry events and listen to speakers say an MSP should have 200 endpoints per technician. We have 500 endpoints per tech and we're only running at 20% capacity. That's really the power of the vPro platform," Manson says.

Manson closes with a final thought, "Just because our customers aren't Fortune 500 companies doesn't mean that they don't require the same services as large enterprises. DaaS let's a customer factor the PC cost into their hiring budget. It's a CapEx and they don't have to worry about depreciation or budgeting for replacement—it truly just becomes a business expense."

For more information on the benefits of the Intel vPro platform and DaaS for small and mid-sized businesses, visit msp.intel.com/casestudies.

For more information on Harlin IT, visit harlinits.com.

Manson DeGraw says Intel® NUC Mini PCs and HP laptops are their hardware of choice:

"We have always had good a experience with HP equipment. Because we provide hardware-as-a-service, we have to narrow our product line, and we have decided to go with HP for laptops. The support response and warranties have been great, as well as the quality of the product. Customers are happy, and we've had very few issues."



"We've been very pleased with the management capabilities of ConnectWise. We love the control connect software integrated with the system. ConnectWise is fast and support is good. We use it daily to help troubleshoot issues with customers."

Manson DeGraw



1 IDC Multi-Client Study, Device as a Service 2018 (worldwide results), February 2018.

2 Based on testing done by Harlin IT, June 2020.

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