SOLUTION BRIEF

Intel® Core™ vPro™ Processors

Consumerization
Mobility in the Enterprise

The Power of Mobile Touch

Leading IT services provider proves the potential of touch-enabled Intel® technology-powered tablet PCs with Microsoft Windows* 8

Computacenter
Services & Solutions

"The combination of touch functionality with Microsoft Windows 8 and performance and security from Intel® Core™ vPro™ processors creates a very compelling device that can play an important part in the client mix, particularly for highly mobile workforces."

Jochen Rapp,
Solution Manager, Computacenter

CHALLENGES

- **Embrace consumerization:** Enable customers to respond to employee demand for effective, attractive tablets and other touch-enabled devices
- **Stay secure:** Maintain close alignment with internal and customer security requirements
- **Keep performing:** Ensure a smooth migration between Microsoft Windows operating systems (OS)

SOLUTIONS

- **Careful consideration:** Computacenter assessed a number of touch-enabled devices based on Intel® Core™ vPro™ processors[1]
- **Key criteria:** Device features such as compatibility, security and performance were measured against the requirements of both Computacenter and its customers

TECHNOLOGY RESULTS

- **Strong compatibility:** Over 90 percent of applications tested migrated seamlessly to Microsoft Windows 8 touch environment[2] but more importantly it offers native support for the increasing number of touch-enabled applications
- **Tight security:** The devices integrated easily with anti-virus software, VPNs from Cisco and hard disk encryption programs
- **Enhanced productivity:** Systems based on 3rd Generation Intel Core vPro Processors conduct multi-tasking approximately 90 percent faster than systems from three years ago

BUSINESS VALUE

- **Compelling for customers:** The devices meet employee demand for touch-enabled tablets as well as the IT organization's security and manageability requirements
- **A richer client mix:** Customers can choose among touch-enabled tablets, Ultrabook™ devices and convertible devices for employees with a need to support touch in their daily work, while keeping notebook PCs and desktop PCs for other groups
- **Practicing what you preach:** Computacenter will be integrating touch into its sales teams and consultants. They will be trained on how these devices can transform businesses and this will allow them in turn to demonstrate this to their customer base

The Consumerization Challenge

The average employee has become much more demanding. As mobile computing has become more impactful in the consumer sphere, individuals have come to expect their tools at work to offer the same hassle-free and engaging user experience they get from their personal devices. They want to be able to work any time, anywhere and expect to be able to choose the device they use, often a touch-enabled tablet PC.

This puts pressure on the organization's IT team, which must now manage numerous types of devices that may not align with internal standards around security, OS or applications used, to name a few.

For both Computacenter's customers, and its employees the consumerization of IT is posing an increasing challenge. Jochen Rapp, solution manager at Computacenter, explains: "Most of our customers run Microsoft Windows environments, but they've struggled to find a compelling touch-enabled tablet that can run this OS and fit their security requirements while also appealing to their end users."

For this reason, Computacenter set itself the task of finding just such a device that could help fill the gap for customers with large and demanding mobile workforces who expect a much higher user experience than they would get with a traditional device. At the same time, it wanted to find an offering that would prepare itself, and its customers, for the future by enabling a smooth transition to the Microsoft Windows 8 operating system.

Computacenter confirms smooth integration of touch-enabled devices with internal and customer security requirements

Testing the Next Big Thing

A long-time advocate of Intel technology, Computacenter spent a year trialing various tablets, touch-enabled Ultrabook devices, and convertible devices powered by Intel Core vPro processors, finishing with a pre-release touch-enabled tablet running Microsoft Windows 8. The overall impression of the device among the team doing the testing was positive. "I would love to have these kind of devices in our production environment right now," comments Rapp. "In fact, I would like one for my personal use too."

The team carefully evaluated the device's features to ensure they met both Computacenter's and its customers' requirements. The top priority was to ensure any applications and processes that had been built to run on older versions of the operating system would perform as well on Windows 8. "For us and our customers, it's all about this backwards compatibility," explains Rapp. "If a piece of software that's core to the business suddenly won't work without a lot of time-consuming and costly reprogramming when it's run on one of these devices, it's not going to be a practical solution." Fortunately, the team found that over 90 percent of the internal and customer-side applications it tested ran just as smoothly on the touch-enabled devices. "When we purchase production devices, we'll be looking to supplement this software compatibility with the ability to connect to other devices like printers, projectors, USB keys and Ethernet cables, to ensure users can continue to work with their existing tools, at home, in the office or on the road," Rapp adds.

Security was another key area for evaluation. Computacenter looked at the devices' ability to integrate with the anti-virus programs, VPN connections and encryption software that were most commonly used in its customers' environments. It found integration with these tools, as well as alignment with Computacenter's own internal security protocols and procedures, to be smooth and quick.

Fully satisfied with the compatibility and security features of the Intel technology-powered touch-enabled devices, Computacenter was also impressed with their performance. "When running Windows 8 on the devices designed for it, like the Intel-powered tablet, the performance and responsiveness was outstanding—perfect, in fact," says Rapp. "The other important factor was that it's really appealing to users. We've had a lot of enthusiasm for it from our internal mobile workers and we expect to see the same level of excitement from our customers about using it themselves."

A Powerful New Ingredient

The in-depth evaluation of touch-enabled Intel technology-powered devices has convinced Computacenter of their viability not only as a tool for its own employees, but also as part of the solutions it delivers for its customers. "Of course, every company's environment is different, and the demand for each type of device—from traditional desktop PC to the latest and greatest tablet—will vary from project to project," reflects Rapp. "What we've shown here is that the combination of touch functionality with Microsoft Windows 8 and performance from Intel Core vPro processors creates a very compelling device that can play an important part in the client mix, particularly for highly mobile workforces."

Computacenter intends to asses new touch-enabled devices based on Intel and Microsoft technologies as they come to market, keeping an eye out for the best tablets, Ultrabook devices and convertible devices to ensure a good mix of options for its clients. "There's going to be a lot of interest from PC vendors in this space, so we expect to see some really appealing form factors when Windows 8 becomes available," says Rapp. "Our customers will be able to choose which ones best fit with their IT strategies, budget allowances and user preferences."

Lessons Learned

Computacenter has carefully assessed the potential benefits and challenges that would come with the adoption of Microsoft Windows 8-based touch-enabled devices powered by Intel Core vPro processors. The benefits of hardware and software compatibility, security and performance make it a compelling proposition for many environments, and Computacenter believes they will form part of the client mix in the future.

Big Potential

Already thinking ahead to where the new devices can help streamline its internal processes, Computacenter is updating some of its internal administrative applications to take advantage of touch functionality. It is also planning to train its salespeople in how to use the devices, and how to promote their benefits to customers, so that they can be the first group to adopt them when they are launched.

"We're excited about the potential of these tablets and Ultrabook devices," concludes Rapp, "and we know our customers are as well. For example, one customer plans to use touch-enabled tablets with a webcam to monitor stock levels and placement of its product against its competitors' on shop shelves. The possibilities are endless." Computacenter's CEO for Germany, Oliver Tuszik, concludes: "This solution meets the full needs of Computacenter and our customers; IT is getting the most comprehensive, enterprise-class compatibility, security and manageability they need, and our employees are getting the personalized and modern technology experience they want."

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[1] Intel® vPro™ Technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software, and IT environment. To learn more, visit http://www.intel.com/technology/vpro.

[2] Software and workloads used in performance tests may have been optimized for performance only on Intel microprocessors. Performance tests, such as SYSmark and MobileMark, are measured using specific computer systems, components, software, operations, and functions. Any change to any of those factors may cause the results to vary. You should consult other information and performance tests to assist you in fully evaluating your contemplated purchases, including the performance of that product when combined with other products. For more information go to http://www.intel.com/performance

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