

# Enhancing IT for a stronger business

## Large insurance company upgrades IT maintenance with 2nd generation Intel® Core™ i5 vPro™ processor

Delta Lloyd Group is a large financial services organization headquartered in the Netherlands. With over 5,000 employees working for the Group, maintaining staff computers is no small task. The organization has taken advantage of a recent refresh of its IT hardware to enhance maintenance processes using the remote management features in Intel® Core™ i5 vPro™ processors. Support staff can now deliver software patches and upgrades remotely at night, minimizing interference to business processes and boosting productivity.



## delta lloyd

“With the remote management features in Intel® processors, it now takes less time to maintain the computers used by employees, resulting in more responsive and cost-effective support for the business’s IT.”

Ramon Visser,  
Wintel, Infrastructure Specialist  
Delta Lloyd Group

### CHALLENGES

- **Renewing IT:** Delta Lloyd Group decided to undertake a periodic refresh of the computers used by staff to ensure continued high performance
- **Strategic approach:** It identified an opportunity to improve IT maintenance processes using the remote management features in new processors
- **Reducing interference:** IT technicians aimed to minimize disruption to staff when undertaking maintenance and upgrades

### SOLUTIONS

- **Solid platform:** Delta Lloyd Group has deployed 4,600 new computers powered by 1st and 2nd generation Intel Core i5 vPro processors
- **Remote control:** IT staff established a remote connection with the computers using Microsoft System Center Configuration Manager\* (Microsoft SCCM\*)
- **Intel support:** With help from Intel, they configured the system to deliver maintenance over the company’s network

### IMPACT

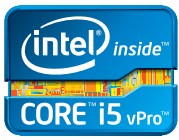
- **Streamlined support:** Technicians can now undertake maintenance faster and with less interference to business activity
- **Energy savings:** By remotely activating computers, staff no longer need to leave machines running overnight to perform maintenance
- **Cost-effective:** Delta Lloyd Group has reduced its need for time-consuming manual IT support, saving on the cost of maintaining its IT resources

### Using IT to deliver strategic value

Delta Lloyd Group is one of the largest financial service providers in the Netherlands and Belgium, operating three distinct brands: Delta Lloyd, OHRA and ABN AMRO Insurance. With revenues of EUR 5.5 billion (more than USD 6.8 billion) in 2011, it employs over 5,000 people.

As an organization that uses data for its core business activities, Delta Lloyd Group relies on the support of its IT, including the desktop computers used by staff to carry out their work. Recently, it decided to replace staff workstations with newer models to ensure its IT resources could support the business as effectively as possible.

Besides benefitting from improvements in processing power, Delta Lloyd Group was also interested in finding out how remote management functionality in new CPUs could help improve IT maintenance. It recognized the advantages of enabling IT staff to remotely connect to employee computers to deliver software upgrades or provide technical support.



## Delta Lloyd Group supports business processes with a powerful, flexible IT platform based on Intel® Core™ i5 vPro™ processors

### Establishing a connection

Delta Lloyd Group saw Intel Core i5 vPro processors as offering the mixture of performance and functionality it needed to enhance its IT resources. Its technicians began replacing staff computers with new HP Compaq 8200 Elite\* desktop models powered by the processors. The team has now deployed a total of 4,600 machines, upgrading to computers with 2nd generation Intel Core i5 vPro processors when these became available.

The team chose to activate and manage the remote connectivity features in the Intel processors using Microsoft SCCM. It wanted to be able to establish a remote connection with computers over the organization's network. This required out-of-band synchronization between the computers and the management console, something that isn't supported by Microsoft SCCM out of the box.

To overcome this challenge, Delta Lloyd Group sought support from an Intel solution architect. Together, they developed a solution that ensured the different elements of the system worked together.



### Streamlined maintenance

Since deploying the new computers and processors, Delta Lloyd Group's IT team has been able to work more efficiently, helping the organization save on the cost of supporting its IT resources.

Technicians can now deliver software upgrades and carry out other maintenance functions without having to manually treat individual computers. Instead, they can schedule maintenance processes to run simultaneously across multiple computers at a time that is most convenient for users. By automating the delivery of updates, the IT team can continue to fulfill the same functions as before with fewer staff.

A recent migration of workstations to the Microsoft Windows\* 7 operating system highlights how the new processors have helped streamline IT maintenance. Previously, an operating system upgrade was a time-consuming undertaking that required an engineer to manually install the new software on each user's PC. With the Intel processors, the IT team was able to perform this remotely across several computers at once, with the whole process taking around 30 minutes in total. Moreover, to minimize disruption to business users this was scheduled to run automatically overnight.

Managers within the business were impressed with how smooth the process went, and how the technology has enabled technicians to improve the resources that are available to staff without the inconvenience and disruption often associated with IT maintenance.

### Spotlight on Delta Lloyd Group

Operating since 1807, Delta Lloyd Group provides insurance, pensions, banking and investment services under three distinct brands, Delta Lloyd, OHRA and ABN AMRO Insurance, which operate mainly in the Netherlands and Belgium. The Group is listed on NYSE Euronext Amsterdam, and in 2011 achieved revenues of EUR 5.5 billion (more than USD 6.8 billion). It employs 5,400 people.

### Raising productivity

Since deploying the new technology, Delta Lloyd Group has benefitted from higher staff productivity as a result of having a more reliable IT platform, with fewer interruptions for IT maintenance during business hours. With the Intel processors, IT technicians have the power to remotely power computers on when needed, meaning that employees are not required to leave their workstations on for maintenance to be performed. This ensures that updates can be delivered consistently across all staff computers, and also helps curb operating costs by reducing power consumption.

### A stronger business

By replacing its old systems with new computers that offer greater processing power and enable a more streamlined approach to IT maintenance, Delta Lloyd Group has established a stronger, more flexible platform that more capably serves the business.

Delta Lloyd Group is continuing to build upon this platform. It recently began testing the performance of 3rd generation Intel® Core™ i5 vPro™ processors in HP EliteBook\* notebook computers, and plans to replace end-of-life laptops with the new technology to further extend the benefits of remote IT maintenance within the business.

Find the solution that's right for your organization. Contact your Intel representative, visit Intel's Business Success Stories for IT Managers ([www.intel.co.uk/ItcaseStudies](http://www.intel.co.uk/ItcaseStudies)) or explore the Intel.co.uk IT Center ([www.intel.co.uk/Itcenter](http://www.intel.co.uk/Itcenter)).

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