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# Redefining IT Efficiencies for the Hybrid Workplace

Tech Mahindra's Remote Endpoint Management Service maximizes Intel vPro® platform to ensure seamless performance, flexibility, and security for remote/hybrid workforces.

Connected World. Connected Experiences.

## Adapting to the Remote Workplace Landscape

The world of work has undergone dramatic changes over the past few years. Though remote work has been gaining ground for the best part of the last decade, the pandemic tilted the scales considerably in its favor. With employees now prioritizing flexibility and better work-life balance than ever before, more and more business organizations are shifting to either a remote or a hybrid work model of work.

According to IDC, by 2023, digital transformation and business volatility will drive 55% of Asia 2000 organizations to deploy remote or hybrid-first work models, redefining work processes and engaging diverse talent pools<sup>1</sup>. Businesses are aware that it is crucial to offer an environment and infrastructure which empowers employees to achieve their best - irrespective of where they choose to work from. These initiatives include moving to cloud to reduce dependency on physical workspaces and improve the overall employee experience.

However, the sudden transition to remote work has presented a few daunting IT challenges to even leading enterprises. These include increasing productivity, enhancing security, reducing downtime, and controlling costs. To complicate matters further, most organizations will have to offer comprehensive hardware and software support to its workforce. Remotely managing day-to-day PC troubleshooting, which is usually handled desktide and in-office, can often be a challenging task for IT admins.

Hence, remote endpoint management and protection has now moved to the top of every IT decision-maker's list of priorities. Through remote endpoint management, businesses can improve the productivity of their remote workforce, secure all network devices in the organization, protect both enterprise and employee data, minimize unplanned downtime, and more. Further, it will help to accelerate underlying infrastructure of enterprises, resulting in superior performance, efficiencies, and cost benefits.

## Transforming the Remote Workplace Support Landscape

When selecting a remote endpoint management solution, IT admins need to consider several factors. These include capabilities on offer, expertise available to them, range of services, and track record of the service provider. A comprehensive endpoint solution should be able to identify and monitor every device that has access to the network, and not just the ones that are added to the system. That means more supported device types and OS but with minimal consoles, manpower, and management infrastructure.

**Tech Mahindra Remote Endpoint Management Service** is a unified endpoint management solution, which is easy to deploy and use across a variety of remote endpoints, ranging from servers to desktops, laptops, and phones. It enables IT teams to address remote system and network challenges easily and ensure they can carry out security tasks seamlessly and efficiently.

The service, built on cutting-edge Intel® technologies, is designed to deliver the highest level of flexibility and security to enable a hybrid



workspace to enterprises, both big and small. It allows integration of access control, application management, and multi-platform endpoint management which can be leveraged for remote working for businesses across industry verticals.

To offer an industry-leading remote endpoint management service, Tech Mahindra is harnessing the Intel vPro® platform, enabling remote work and driving seamless productivity, anytime on any

device. Through a superset of integrated and complementary products and technologies, the Intel vPro platform offers IT admins the tools they need to help secure devices and business data, simplify fleet manageability, and keep employees productive from anywhere. The platform is also highly flexible and scalable, allowing Tech Mahindra to customize devices to meet specialized end user requirements across various industries.

## Going Beyond OS Support for Maximum Business Continuity

Remote devices can experience problems or become nonresponsive because of a corrupted driver, an application crash, or an OS that won't run or boot. Intel® Active Management Technology (Intel® AMT) remote management capabilities enable IT to easily handle these issues and manage client devices inside and outside the firewall using a wired LAN connection or a wireless LAN Wi-Fi connection. Out-of-band connectivity operates independently of the OS, allowing a persistent connection to remote devices to administer remediation or updates.

### When will a workforce need out-of-band support?

- ▶ Lack of onsite support during travel
- ▶ Users located in a remote site
- ▶ Support during lean hours
- ▶ Issues specific to:



Network connection on laptop



VPN connectivity



BitLocker recovery



Blue screen crashes



Remote power on/off



Boot path & reimaging the system

### What can a workforce achieve with out-of-band support?



Critical support even outside business hours



Increase uptime of the endpoints & unattended systems



Fix a wider range of systems issues even when the OS is down



Support devices inside & outside the corporate firewall



Repair corrupted drivers, application software, or the OS for non-responsive system



Use KVM to monitor OS upgrades or boot to the system BIOS



Manage all devices from cloud

What makes Tech Mahindra Remote Endpoint Management Service truly unique is that it offers out-of-band management support. With out-of-band management, any device that has access to a network connection and a power source can be managed. This is made possible by the Intel® Endpoint Management Assistant (Intel® EMA) - a software tool designed to modernize Intel AMT by providing an easy way to manage Intel vPro platform-based devices in the cloud, both inside and outside the firewall.

This enables IT teams to reach devices whether they are powered on or off, located on- or off-site. With a remote keyboard, video, and mouse (KVM) control, IT admins can access and work on remote PCs and devices as if they are hands-on. Remote power control gives administrators the ability to turn on or reboot a device with BIOS setting or hard reset, even if the OS is down. These features revolutionize out-of-band repairs, OS management, and so much more.

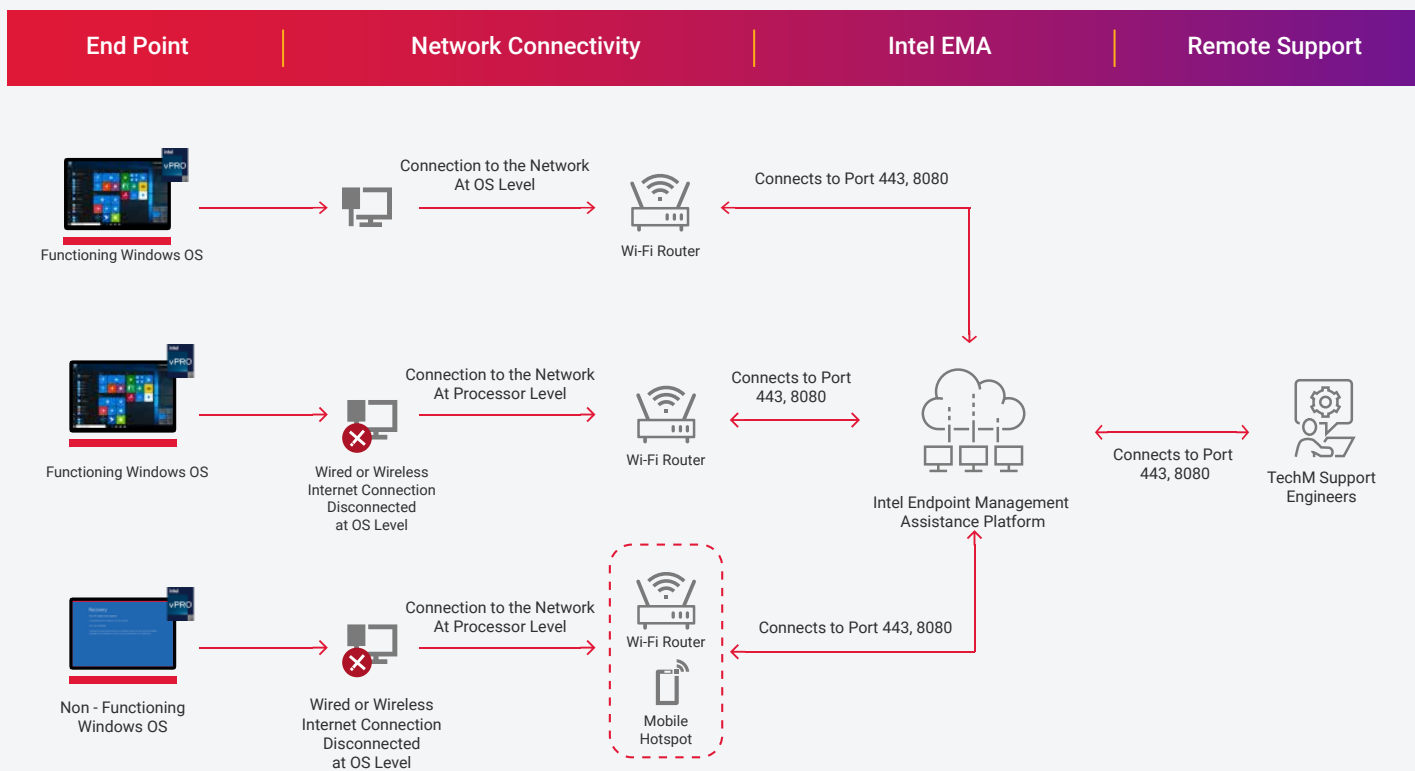


Figure 1: Use Cases of Out-of-band Support

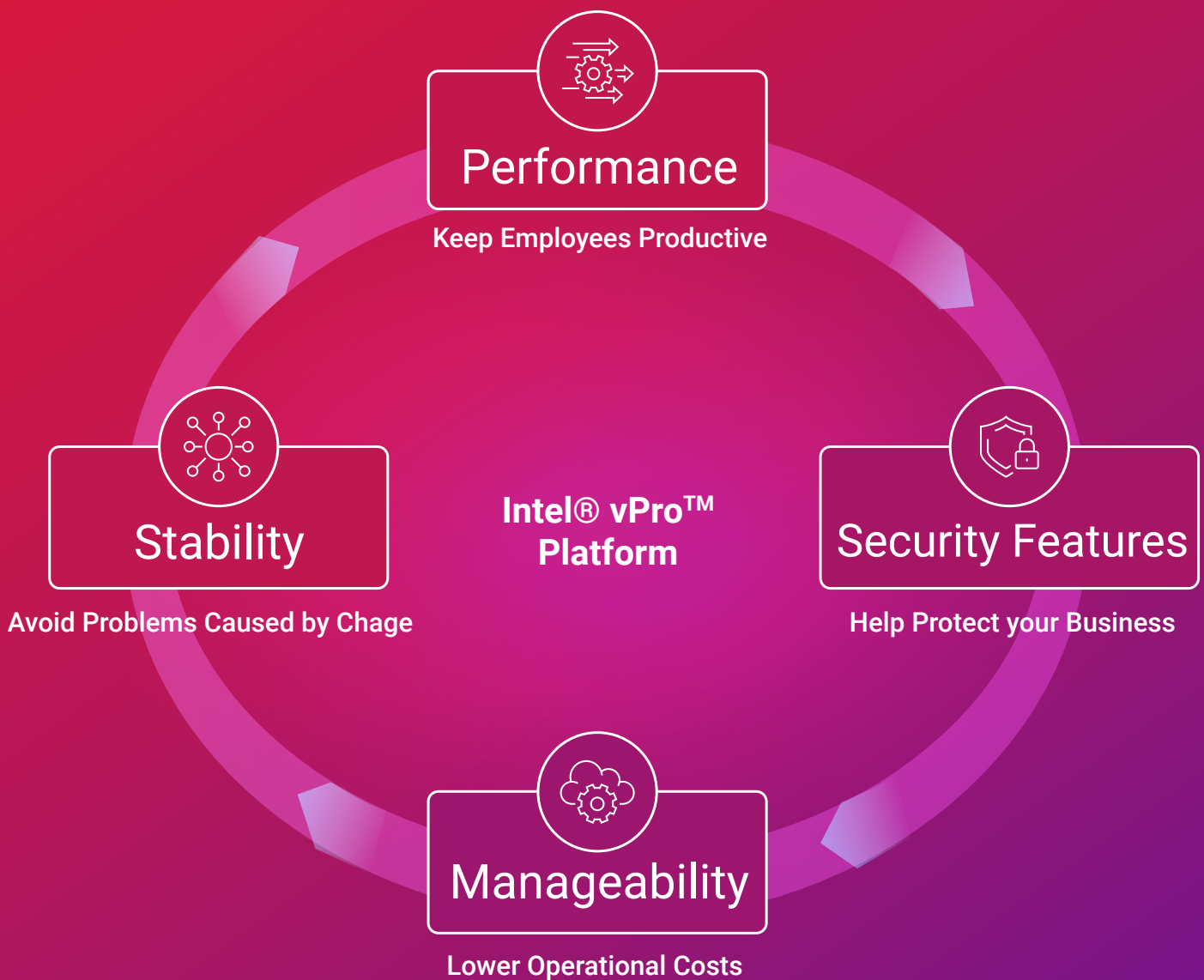
\* Out of Band Support will eliminate onsite support

# Maximizing Latest Platform Innovations from Intel

Systems with Intel vPro technology integrate robust hardware-based security and enhanced maintenance and management capabilities that work seamlessly with third-party management consoles. Because these capabilities are built into the hardware, Intel vPro technology provides IT with the industry's first solution for operating system-absent manageability and down-the-wire security even when the PC is off, the operating system is unresponsive, or software agents are disabled.

The Intel vPro platform provides businesses with a diverse portfolio of mobile processors designed to help them meet the unique business computing needs for both end users and IT teams. Intel vPro

has been built to help organizations of all sizes set a new standard in business performance, security, remote manageability, and stability. The latest enhancements to Intel vPro offer the workforce everything they need to stay productive, protected, and connected while providing IT teams with the right tools to help manage, maintain, and secure end user devices from anywhere. The platform also helps businesses achieve modern manageability by evolving continuously in ways that bring value to customers.



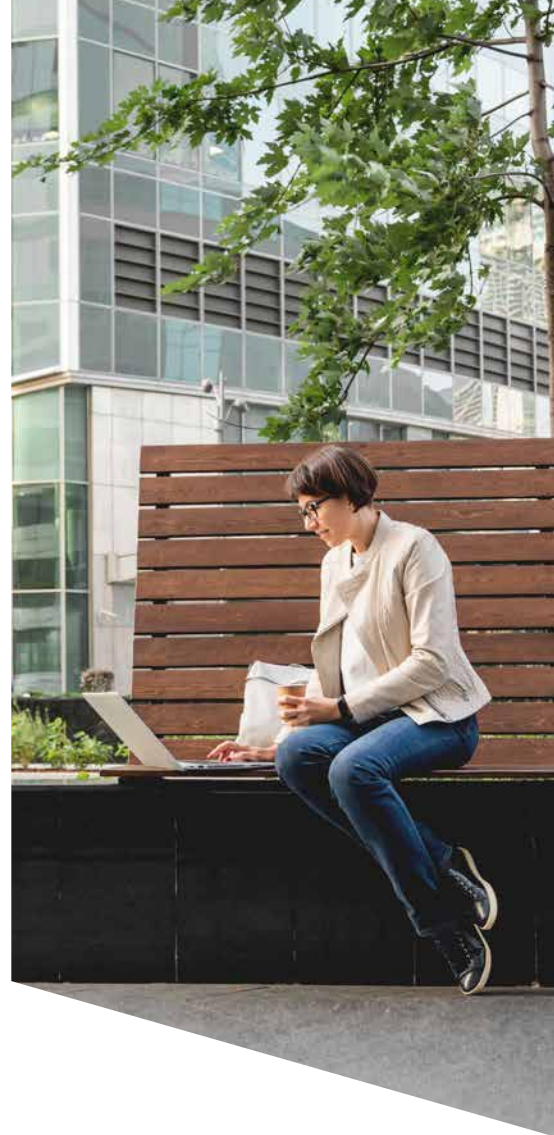
Below are the key Intel vPro platform technologies that Tech Mahindra Remote Endpoint Management Service leverages to deliver seamless, out-of-band remote support:

### Intel AMT

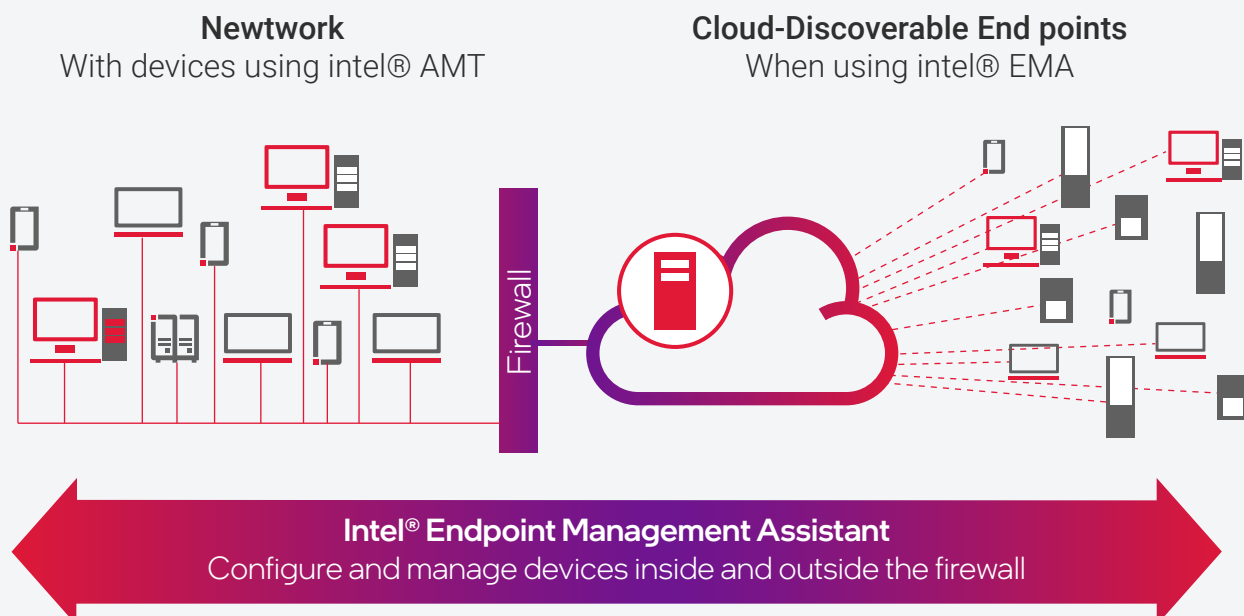
Intel AMT on the Intel vPro platform brings remote manageability where it's needed - even those working outside the corporate firewall. Hardware-based Intel AMT provides persistent out-of-band connectivity that operates independently of the OS and provide persistent connectivity, allowing fixes to a wider range of systems issues, even when the OS is down. This enables IT teams to repair corrupted drivers, application software, or BIOS setting changes needed for the OS on non-responsive systems that will not run or boot or use KVM to monitor OS upgrades or boot to the system BIOS.

### Intel EMA

Intel EMA is a tool that lets IT remotely and securely manage Intel AMT devices beyond the firewall from the cloud. By using EMA, IT teams can maximize the manageability benefits of the Intel vPro platform. They will be able to initiate and monitor the progress of a system rebuild, collect hardware asset data, transfer files from a remote PC or initiate a power-on for the patching of a system. Intel EMA delivers additional benefits: a secure cloud connection from the back-end server to end-clients, enabling seamless, efficient updates and monitoring with minimal disruption to end-user workflow.






## Extend Capabilities Beyond the Firewall







# Enabling Seamless Out-of-Band Support with Intel EMA

By leveraging Intel EMA and its management console, Tech Mahindra Remote Endpoint Management Service can offer IT teams a sophisticated and flexible management solution that also provides the ability to remotely and securely connect Intel AMT devices over the cloud. Here are the key service offerings:

 <b>Expert Assessment</b>	 <b>Faster Deployment</b>	 <b>Trusted Support</b>
<ul style="list-style-type: none"> <li>▶ Understanding business objectives &amp; requirements</li> <li>▶ Assessing existing environments</li> <li>▶ Offering persona assessment</li> <li>▶ Assessing VDI or physical devices for end users</li> <li>▶ Procuring Intel vPro based end points (laptops, desktops, vending machines, meeting room equipment, digital signage &amp; POS machines)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Deploying &amp; configuring Intel EMA platform: on premise, hybrid or cloud</li> <li>▶ Configuring Azure AD &amp; Intel EMA</li> <li>▶ Integrating Intel EMA with ServiceNow</li> <li>▶ Integration with vending machine / DigiLocker solution</li> </ul>	<ul style="list-style-type: none"> <li>▶ Skilled engineering staff to offer remote support for hardware issues</li> <li>▶ Remote break-fix support using Intel vPro</li> <li>▶ OEM coordination &amp; asset management</li> <li>▶ Hands &amp; feet support (if issue is not resolved remotely)</li> </ul>

## Delivering High-Impact Benefits for The Modern Business

Tech Mahindra Remote Endpoint Management Service, enabled by Intel vPro platform, can help meet the demands of today's dynamic business environments. The service features built-in, enhanced security solutions, runs on architecture that delivers the performance to promote workforce productivity, and helps lower total cost of ownership (TCO).

 <b>Business-class Performance</b>	<p>Increase productivity and improve the employee experience wherever work happens. Take advantage of cross-industry validation of rigorous use cases and hardware interoperability to help keep systems stable, even in variable system environments.</p>
 <b>Built-in, Secure Foundation</b>	<p>Experience heavyweight protection of data and valuable corporate assets with strong hardware-enhanced security features. Even in case of an attack, it helps to detect the attack soon, limit the spread, and recover quickly.</p>
 <b>Modern Manageability for IT</b>	<p>Helps to reduce support costs with remote manageability that works on wired and wireless networks, inside the firewall and outside, on notebooks, laptops, workstations, and embedded IoT devices. It also supports in-tools including Microsoft Endpoint Manager.</p>
 <b>PC Fleet Stability</b>	<p>Minimize computing disruptions with stable and validated platforms, keep systems running smoothly and avoid problems through reliable updates. Also, experience broader support of additional Windows 10 OS releases.</p>

# Why Hardware-based Tools for Manageability?

Hardware-based tools for enterprise remote management allow IT teams to administer processes at both software and hardware level. This means devices can be monitored, maintained, and managed wherever they are.

Remote PC management gives IT teams a way to ensure devices have up-to-date OS and antivirus and malware-scanning software. Off-hours patching helps minimize the impact of updates on productivity.

Remote device management empowers IT teams to transition from reactive to predictive management by employing telemetry to troubleshoot, diagnose, and remediate problems.

## Conclusion

With remote employees collaborating from more places than ever before, today's workforce needs professional-grade technologies designed for the modern business. When it is easier to support IT needs from anywhere, businesses will be able to minimize downtime and make the most of their IT investments. This makes it crucial for organizations to invest intelligently in efficient remote endpoint management solutions that enable IT teams to work smarter, innovate better, boost overall effectiveness, ensure business continuity, and grow together.

The Tech Mahindra and Intel collaboration works with enterprises across industries to enable robust remote management capabilities, helping bolster workforce productivity and security. Tech Mahindra Remote Endpoint Management Service, harnesses best-in-class solutions like Intel vPro, Intel AMT and Intel EMA to provide flexibility, device stability, and enhanced capabilities that deliver optimal user experiences to any workforce - whether they are mobile go-getters working from various locations or power users with resource-intensive data analysis, engineering, finance, visual effects production, or content creation workloads.

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