



INTEL'S REMOTE MANAGEABILITY SOLUTIONS

All information provided here is subject to change without notice. Contact your Intel representative to obtain the latest Intel product specifications and roadmaps.

The following disclaimer applies to some of the products documented herein which may not yet be in production:

- This device has not been authorized as required by the rules of the Federal Communications Commission.
- This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

* Other names & brands may be claimed as the property of others.

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Rev 1.0



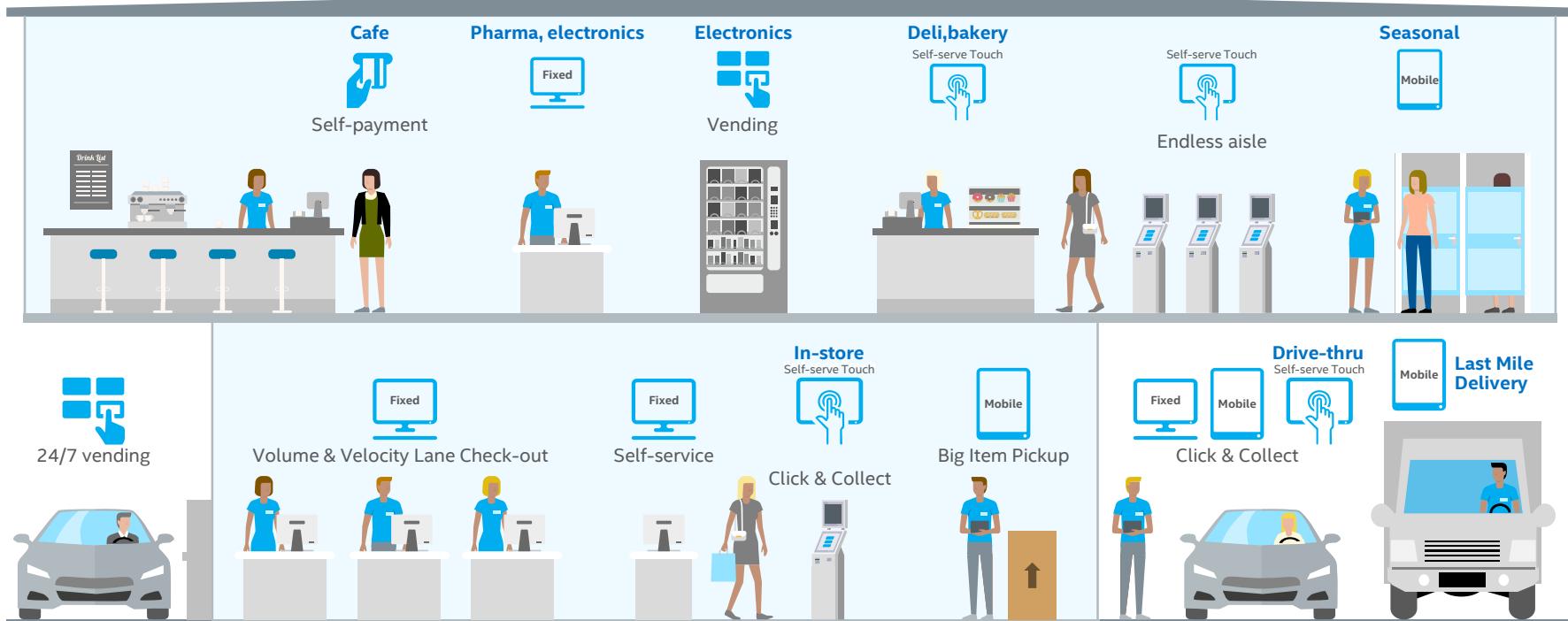
AGENDA

- What is Intel® vPro™ Technology?
- Why and Where is it useful?
- Intel vPro Platform Ingredients
- What is Intel® Active Management Technology (AMT)
- How to enable Intel AMT
- How to manage remote systems?
- Questions?





This is the Future of Retail Store. Starting Now.



ALL REMOTE MANAGED WITH INTEL® VPRO™ TECHNOLOGY AND HIGHLY SECURE WITH INTEL SECURITY PRODUCTS†

†Available only with Intel® Core™ i5 and Intel® Core™ i7 processors with vPro™ Technology <<< NEED TO ADD m5/m7>>>

Retail Store Unified Commerce: A Headache for IT?

The Four Big Challenges for Tomorrow's Retail Store

MORE AND DIFFERENT DEVICES =

1

MORE HW
COST AND
COMPLEXITY

ANSWER:

Common device architecture
and global ecosystem
for choice.

2

OPERATING SYSTEM &
SOFTWARE COST AND
COMPLEXITY

ANSWER:

Common OS and multi-device
application SW.

3

REMOTE DEVICE
MANAGEMENT
ISSUES

ANSWER:

Intel® vPro™ technology
provides multi-device remote
management.

4

GREATER
SECURITY
RISK

ANSWER:

E2E Intel® data security
architecture for POS, including
Intel® Data Protection
Technology for Transactions



INTEL VPRO : SECURE, FLEXIBLE AND MANAGEABLE RETAIL SOLUTION

Processor



Intel® Core™ processors

Chipset



Intel® Express Chipset

Network



Intel® LAN/WLAN controller

An Intel® vPro™ Platform is the combination of hardware, BIOS extensions and applications that deliver solutions for a robust and reliable applications



WHAT MAKES UP A VPRO SYSTEM

Processor



Intel® Core™ Processors

- [6th Gen Core i5 CPU](#)
- [6th Gen Core i7 CPU](#)
- [7th Gen Core i5 CPU](#)
- [7th Gen Core i7 CPU](#)



Chipset



Intel® Express Chipset

Mobile	Desktop
• QM170	• Q87
• QM87	• Q170
• CM236 & CM238	• Q270

Network



Intel® LAN /Wi-Fi Controller

LAN

- [I219LM](#)
- [I218LM](#)
- [I217LM](#)

Required

Wi-Fi

- Optional
- [Intel® Dual Band Wireless-AC 7260](#)
 - [Intel® Dual Band Wireless-AC 7265](#)
 - [Intel® Dual Band Wireless-AC 8265](#)
 - [Intel® Dual Band Wireless-AC 8260](#)

Note : Only selected SKU of each Ingredient will support vPro

INTEL CONFIDENTIAL

Visit www.ark.intel.com for more information

10+ Years of Intel vPro



2006



Enterprise Remote Management w/Intel® Active Management Technology

Processor Virtualization HW Support (VT-x)

2007



- + Wireless Remote Management
- + Hardware-strength security

- + I/O Devices Virtualization HW Support (VT-d)

2008



- + Reach & Manage Beyond Firewall



2010 - 2011



- + HW-KVM Remote Control
- + Host-based Configuration
- + KVM Resolution Enhancements (1920x1200)
- + Intel® Identity Protection Technology with OTP



2012



- + KVM Enhancements (3 displays)
- + Intel® Identity Protection Technology with PKI

2013



- + KVM Resolution Enhancements (2560x1600)
- + Graceful OS Shutdown



2015



- + Remote provisioning for wireless platforms
- + Remote Screen Blank
- + Microsoft InstantGo* support

2016



- + KVM Resolution Enhancements (4096x2160@8bpp)
- + Intel® Remote Secure Erase with Intel® SSD Pro
- + USB-R Storage Redirection

2017



- + Intel® Manageability Commander
- + Intel® AMT Location for Intel® Authenticate
- + Support for KVM headless devices
- + Web app hosting in Intel® AMT firmware
- + Intel® Data Guard
- + FIPS 140/2 L1 Cert for PKI

A history of continuous improvement & investment on vPro platform

INTEL® VPRO™ TECHNOLOGY ECOSYSTEM



Security



Intel® Active Management Technology



Open Source & Other Tools



Over 500+ ISVs support Intel® vPro™ Technology with Intel® AMT

MONITOR, REMEDIATE REMOTELY AND REDUCE DOWNTIME



Non-vPro Retail POS

 REMEDIATE

 TRAVEL & TRAFFIC

 SCHEDULE VISIT



Intel® vPro POS

HW KVM
BIOS RECONFIGURATION
RESTORE OS

Wi-Fi/LAN



 REMEDIATE



Who's Now Using Intel® vPro™ Technology for Retail

Putting Intel® Active Management Technology (Intel® AMT) to work



Bridging the Time Zones

"The best thing about the Intel® vPro™ platform is that it enables unattended operation. Different time zones were a big challenge for us in the past. Now we just need a machine to be connected to the network and we can update it."

- Dieter Hegemann, Senior Consultant,
METRO SYSTEMS



Band Activates Intel® Active Management Technology on its Fleet of NCR SelfServ* ATMs

"Intel's vPro and Active Management technologies are a perfect fit for us. When deployed alongside NCR's Predictive Services and Virtual First Line Maintenance, which we launched earlier this year, the result is a powerful combination of robust, secure, efficient and cost-effective ATM estate management."

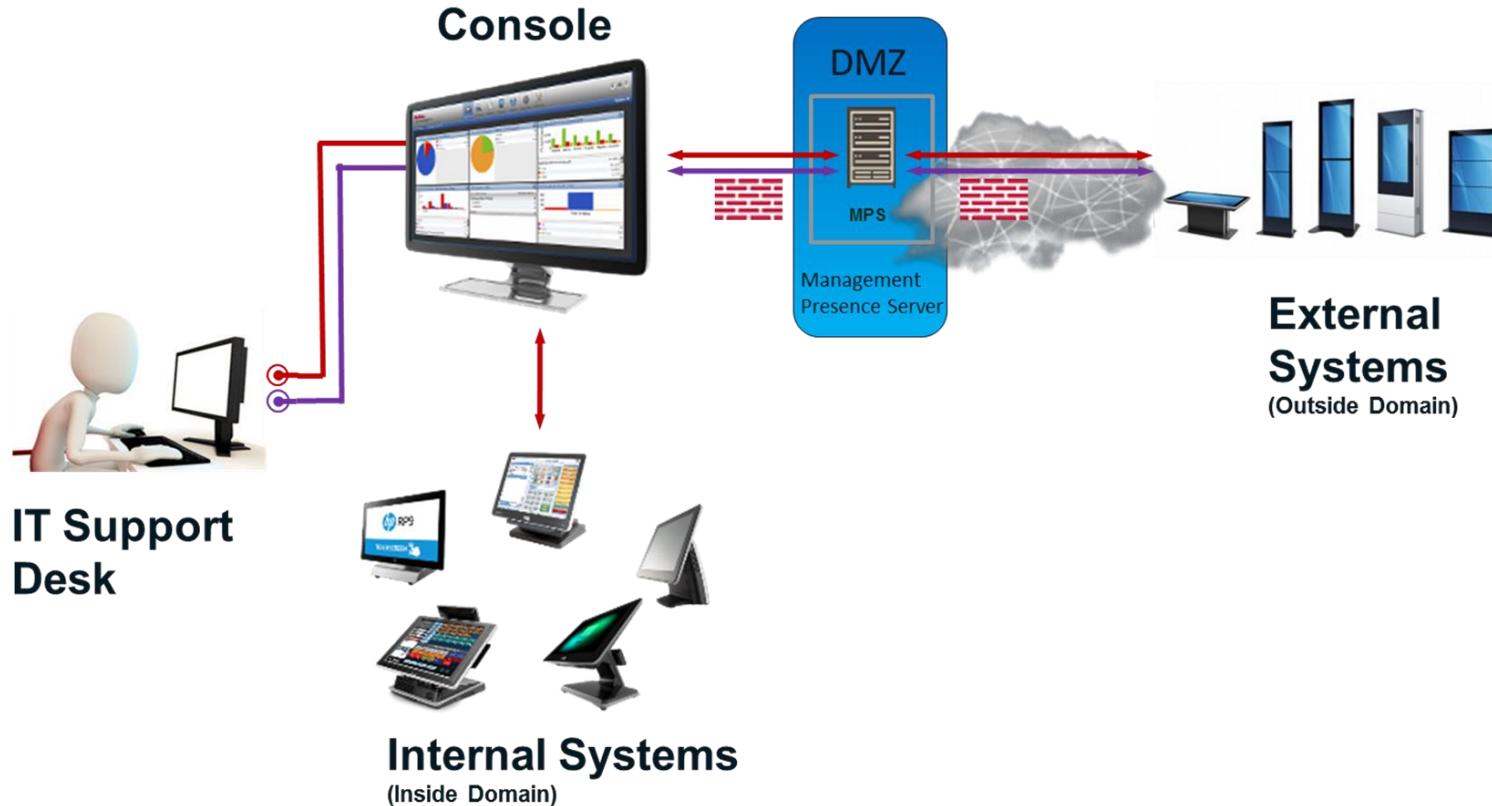
- Paul Johnson, Channel Manager ATM & Self Service,
Bank of New Zealand

Sources: Intel Corporation, 2016

*Other names and brands may be claimed as the property of others.



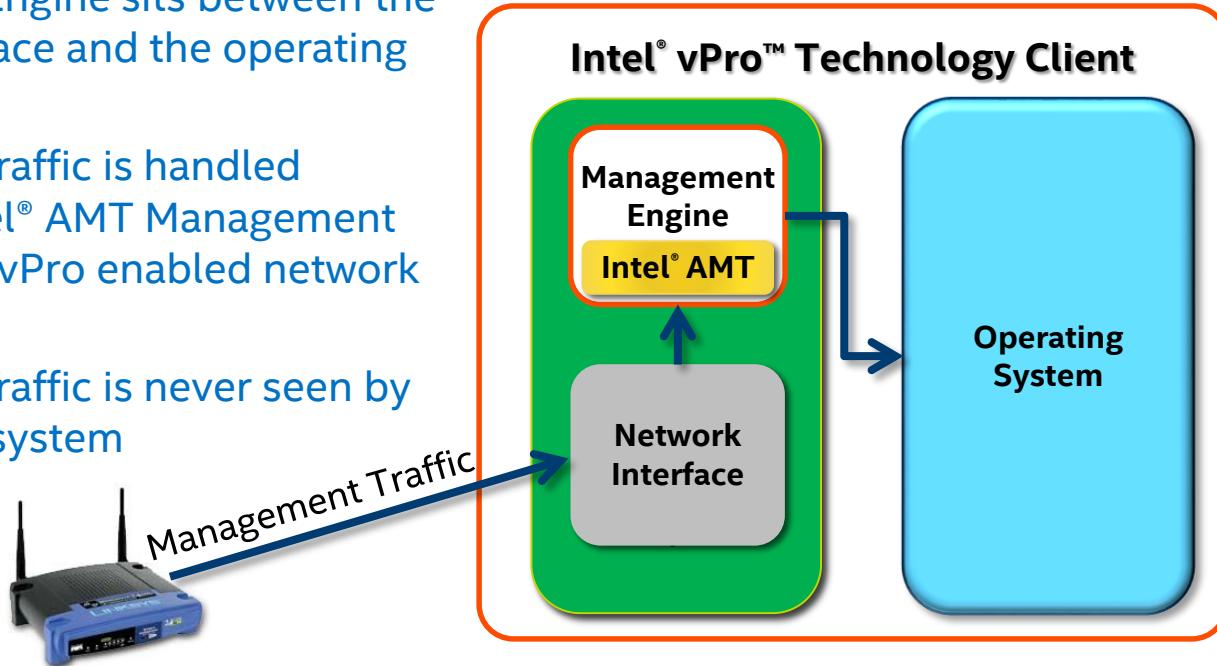
INTEL® VPRO™ “TOPOLOGY” AND ENVIRONMENT OVERVIEW



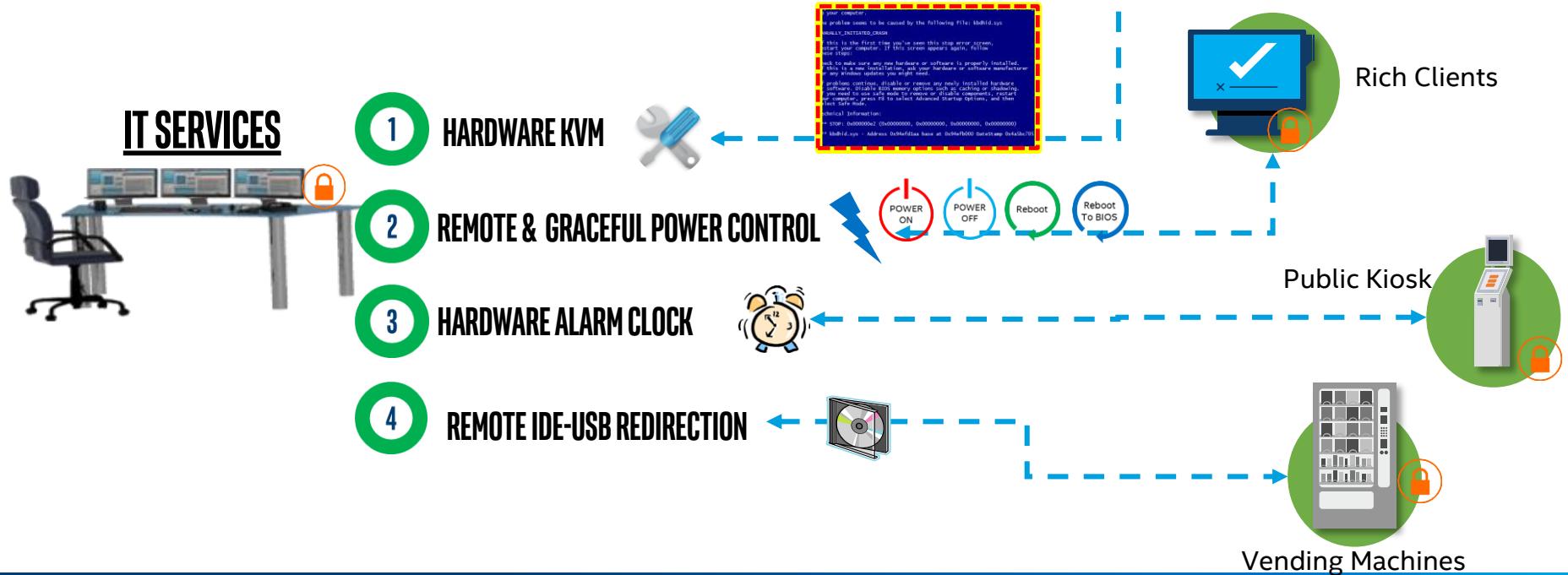
INTEL® ACTIVE MANAGEMENT TECHNOLOGY (INTEL® AMT)

INTEL® AMT MANAGEMENT PACKET ROUTING

- Management Engine sits between the network interface and the operating system
- Management traffic is handled directly by Intel® AMT Management Engine via the vPro enabled network component
- Management traffic is never seen by the operating system



INTEL® AMT FEATURES AT A GLANCE



IDENTIFYING VPRO SYSTEMS

WAYS TO IDENTIFY AN AMT CAPABLE SYSTEM



1 CONTACT SYSTEM OR HARDWARE SUPPLIER OR LOOK FOR THE VPRO BADGE



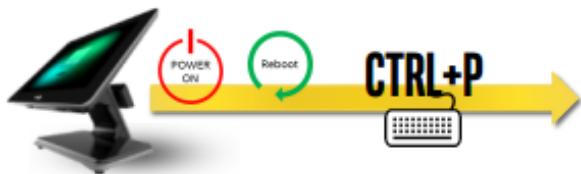
2 REBOOT SYSTEM AND HIT (CTRL+ P) TO SEE IF SYSTEM ENTERS MEBX (ME BIOS), THE INTEL AMT FIRMWARE VERSION WILL BE DISPLAYED IN THE BIOS IN SOME SYSTEMS

3 THE [INTEL SCS SYSTEM DISCOVERY TOOL](#) COLLECTS INFORMATION ABOUT THE INTEL ME (THE INTEL MANAGEMENT ENGINE RUNS THE INTEL AMT FIRMWARE AND OTHER FIRMWARE)

PROVISIONING INTEL® VPRO

INTEL® AMT PROVISIONING OVERVIEW

Manually Configure AMT



When entering MEBx change the following:

1st time login password : "admin" without "" → change to desired password

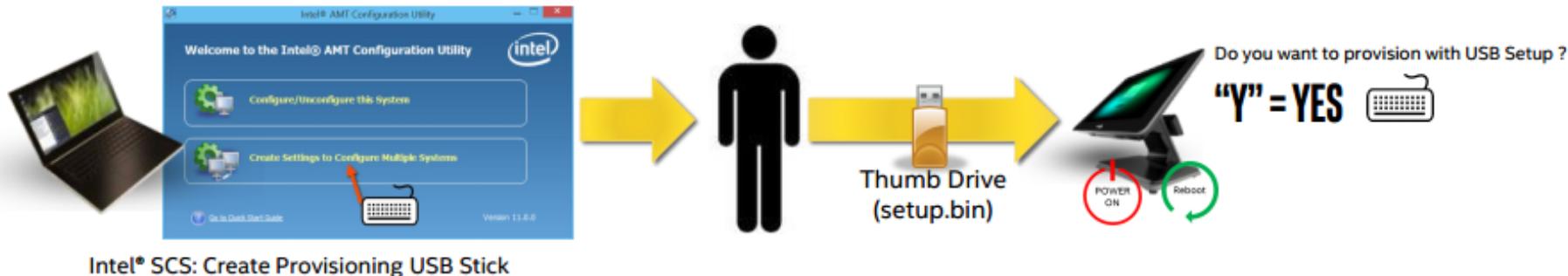
Disable KVM "opt-in"

Disable any "User Consent"

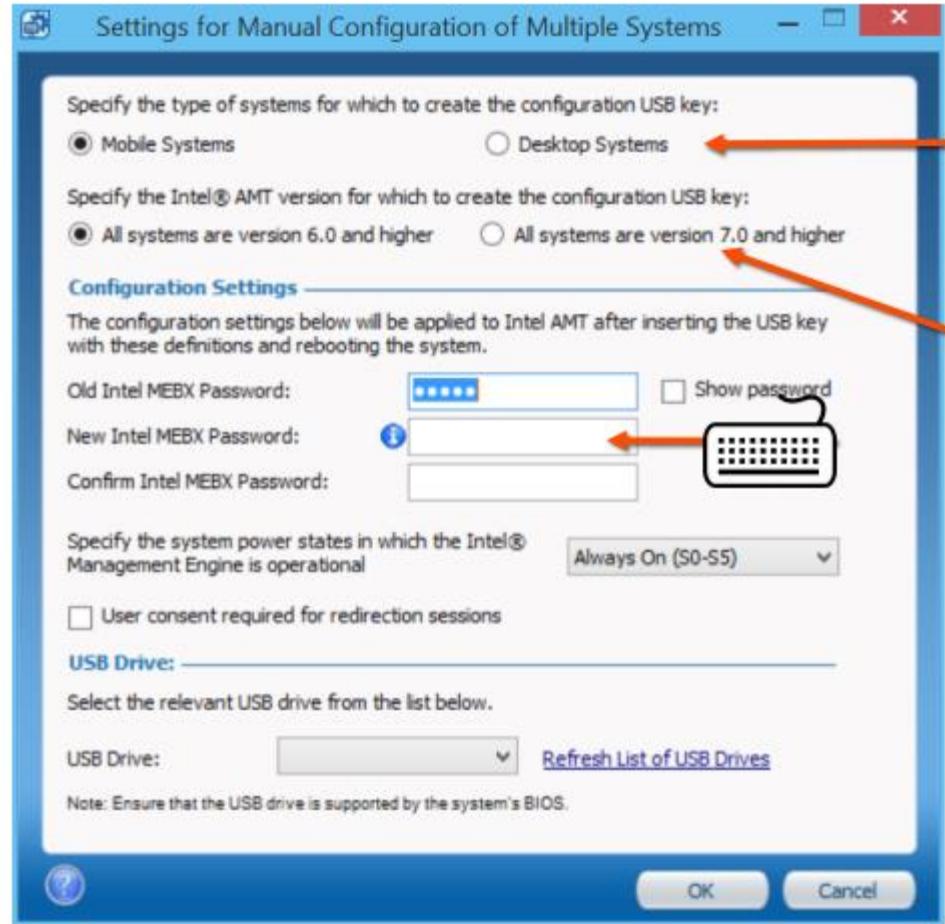
Activate "Network Access" – this enables vPro!

NOTE: Keep MEBx password in Safe place – If lost, must remove CMOS battery to clear or reflash BIOS

Enterprise mode : Setup with USB key



Intel® SCS: Create Provisioning USB Stick



**IDENTIFY PLATFORM CHIPSET BEFORE CHOOSING
QM = MOBILE, Q = DESKTOP**

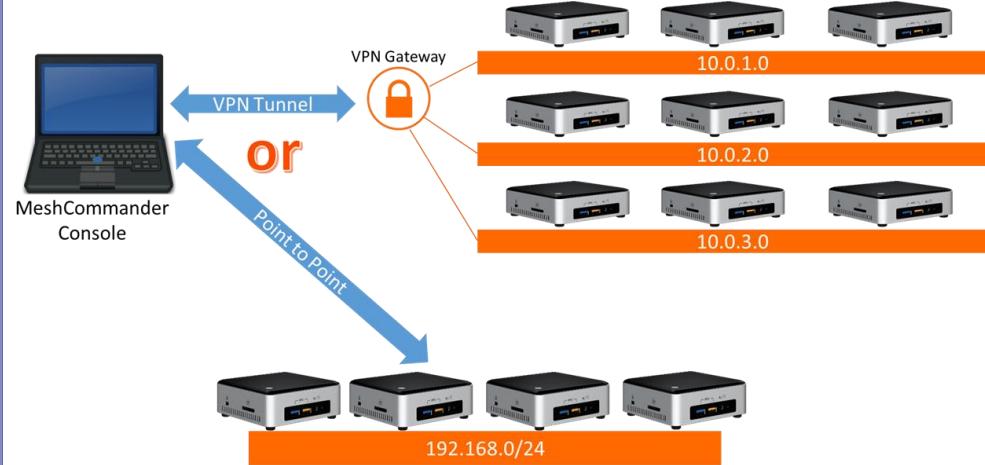
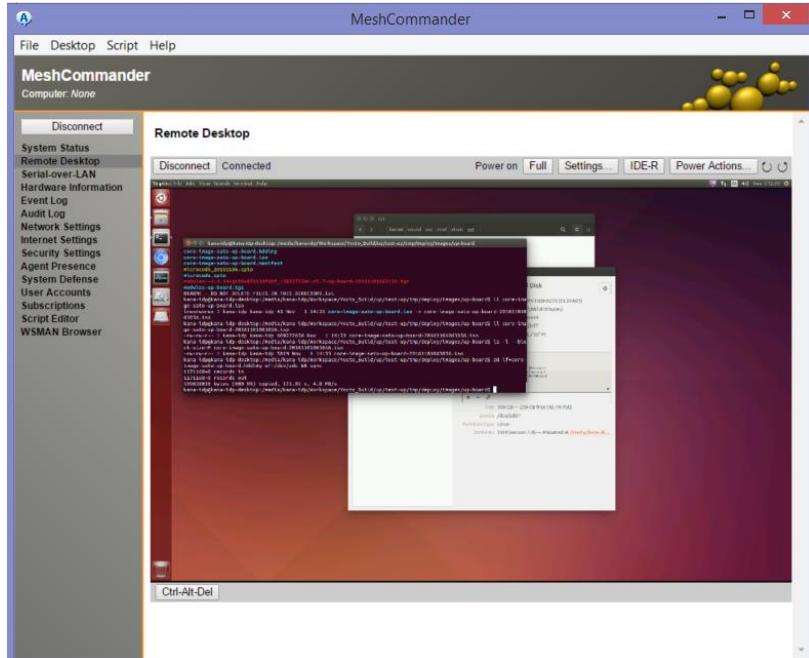
IDENTIFY AMT VERSION BEFORE CHOOSING

MANAGED SERVICE PROVIDERS (MSP)

TOOLS FOR MANAGING CUSTOMERS



MESHCOMMANDER

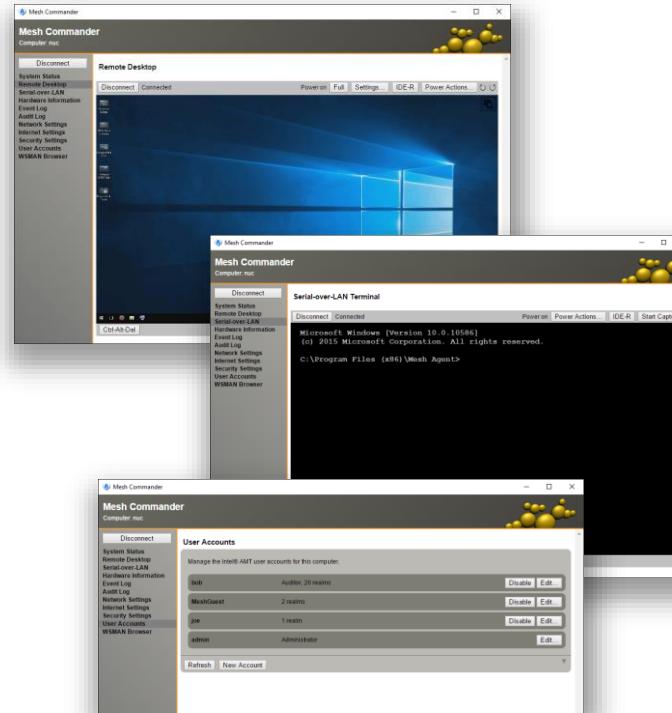


<http://info.meshcentral.com/downloads/mdtk/meshcommander.msi>

MESHCOMMANDER

Supported AMT Features

- Hardware KVM viewer
- Serial-over-LAN terminal
- IDE-R support
- Power control
- Event viewer
- Audit log viewer
- Hardware asset
- Account management
- Network settings
- WIFI management
- User consent control
- Enabled feature control
- Certificate & TLS management
- CIRA & Environment Detection
- WSMAN browser
- Alarm Clock



<http://info.meshcentral.com/downloads/mdtk/meshcommander.msi>

OPEN SOURCE



MESHCENTRAL

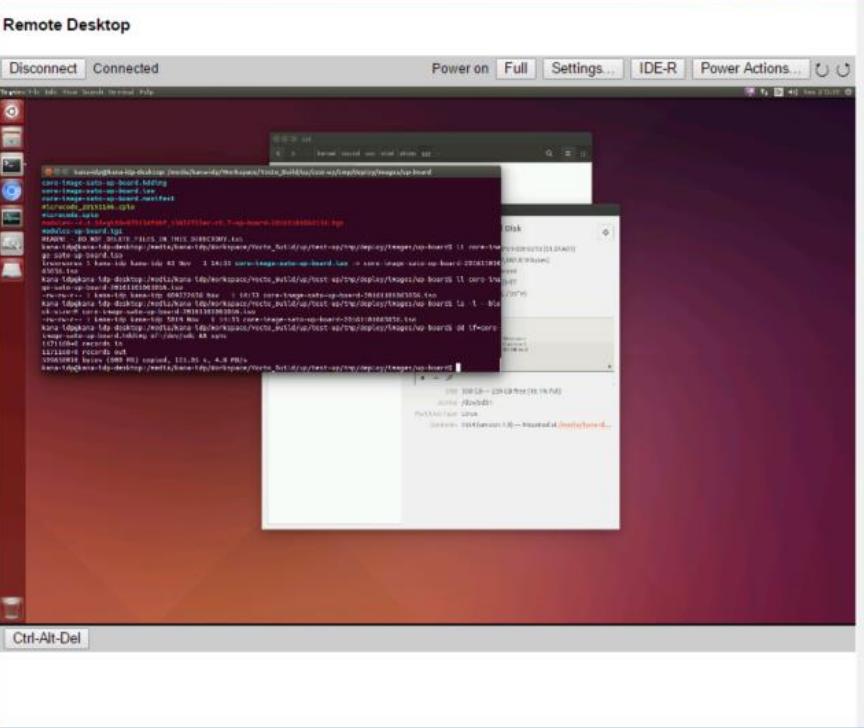
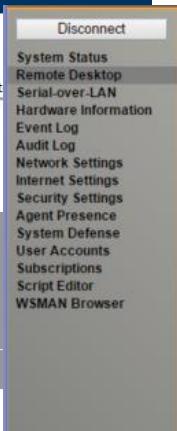
MeshCentral (WIN-FS5CD120U6G)

Welcome

Connect to your home or office devices from anywhere in the world using MeshCentral, the remote monitoring and management web site. Download and install a special management agent on your computers. Once installed, each mesh enabled computer will show up in the this web site and will be able to monitor them, power them on and off and take control of them.



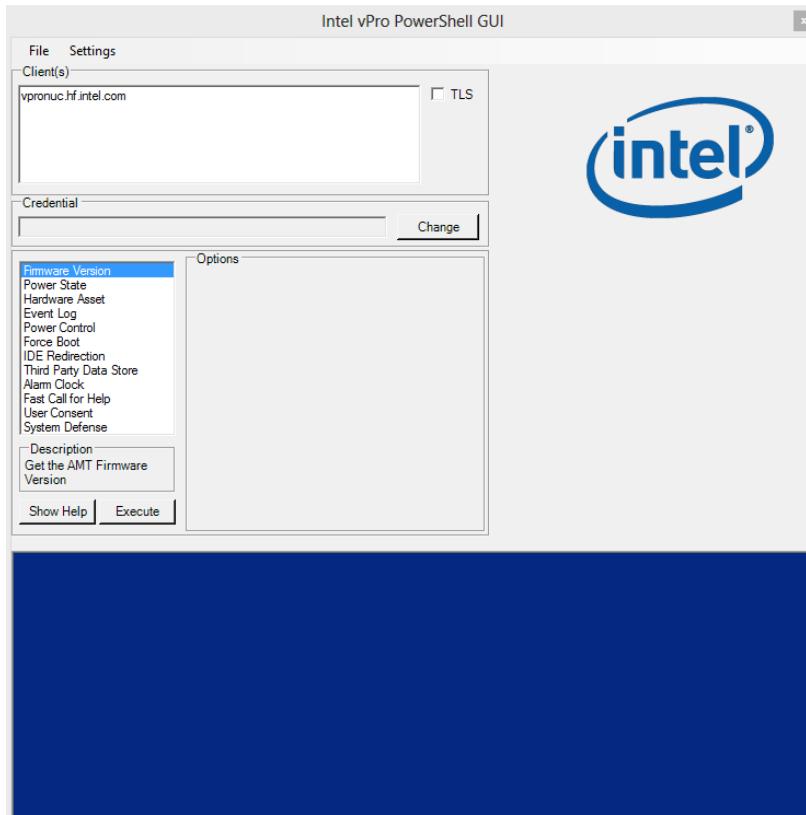
Log In	
User Name:	<input type="text"/>
Password:	<input type="password"/>
<input type="checkbox"/> Remember me next time.	
Log In	



Please contact the vPro team for Meshcentral Enabling Guide



MICROSOFT POWERSHELL* & GUI EDITOR

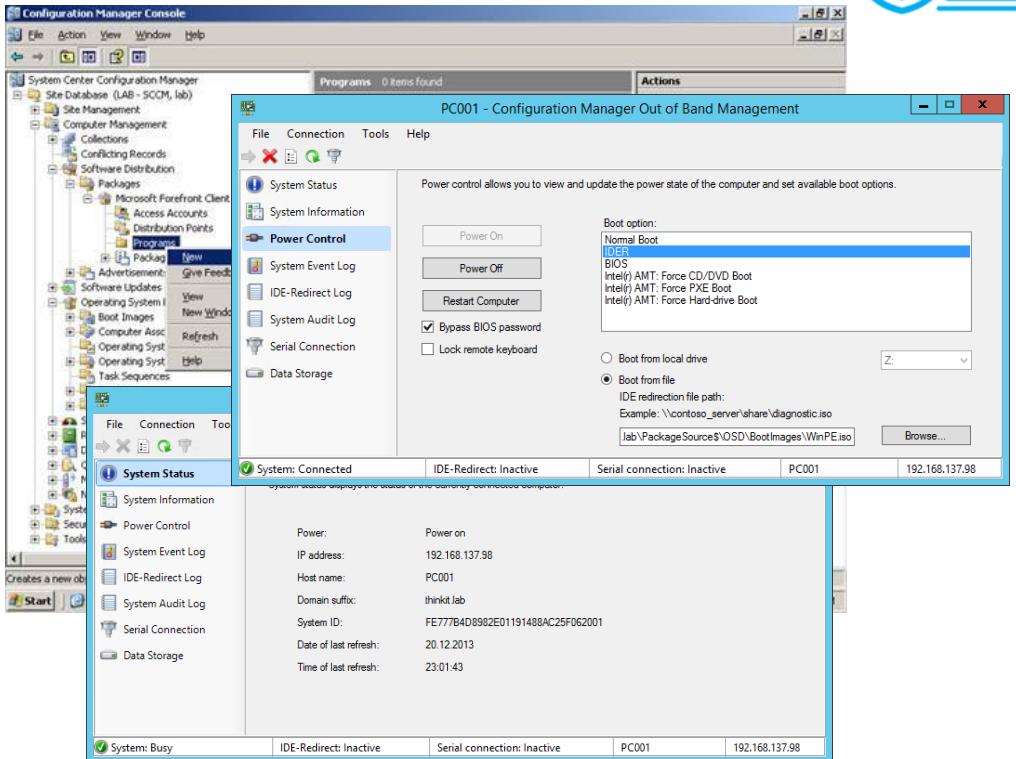




ENTERPRISE CONSOLE ACCESS BY CUSTOMER

A large majority of customer use Microsoft SCCM* which utilizes Active Directory (AD).

A customer can setup an AD account for a 3rd party to remotely manage/support their employees but will most likely be “limited” to the security/scope they deem fit.



Note: Make sure you have the correct ability to control OOB such as KVM, Power, etc.

Questions?

Thank You



MeshCentral

MeshCentral (WIN-FS5CD120U6G)

Welcome

Connect to your home or office devices from anywhere in the world using MeshCentral, the remote monitoring and management web site. download and install a special management agent on your computers. Once installed, each mesh enabled computer will show up in the this web site and will be able to monitor them, power them on and off and take control of them.



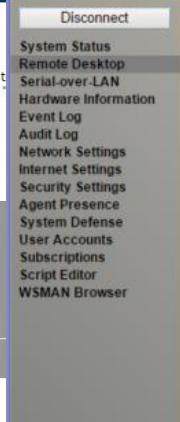
Log In

User Name:

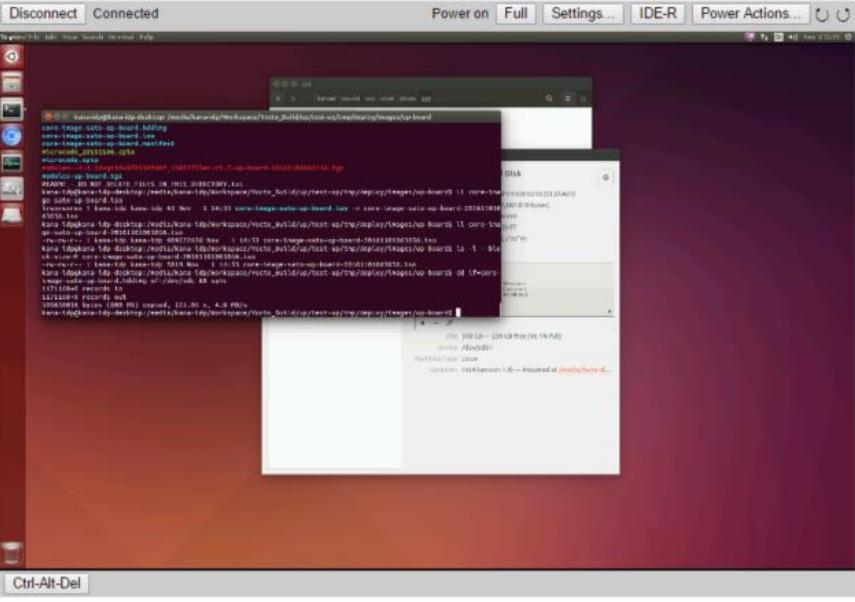
Password:

Remember me next time.

Don't have an account? [Create one.](#)



Remote Desktop

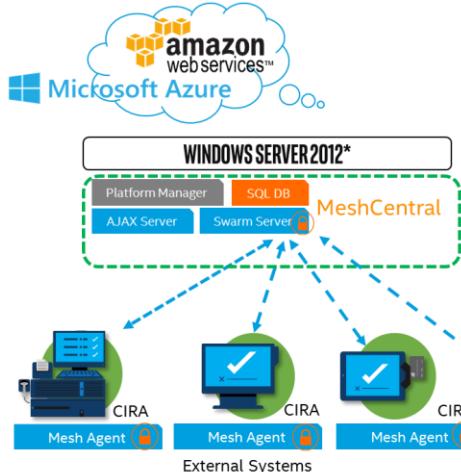


Multi-Desktop Viewer



Please contact the vPro team for Meshcentral Enabling Guide

MESHCENTRAL



IOTGMeshCentral (IOTG-R-W10)

Welcome

Connect to your home or office devices from anywhere in the world using MeshCentral, the remote monitoring and management web site. You will need to download and install a special management agent on your computers. Once installed, each mesh enabled computer will show up in the "My Devices" section of this web site and will be able to monitor them, power them on and off and take control of them.

The screenshot shows the IOTGMeshCentral web interface. At the top right is a "Log In" form with fields for "User Name" and "Password", a "Remember me next time" checkbox, and a "Log In" button. Below the form is a "Mobile Site Terms & Privacy" link. The main area displays various device icons (server, desktop, smartphone, tablet, Arduino board) connected to a central cloud icon labeled "domain.com". Below this are three windows titled "Mesh Commander". The first window shows a "Remote Desktop" session with a "Connected" status. The second window shows "System Status" with options like "Disconnect", "System Status", "Remote Desktop", "Advanced LAN", "Hardware Information", "Event Log", "Audit Log", "Network Settings", "Internet Settings", "Security Settings", and "User Accounts". The third window shows "User Accounts" with a table:

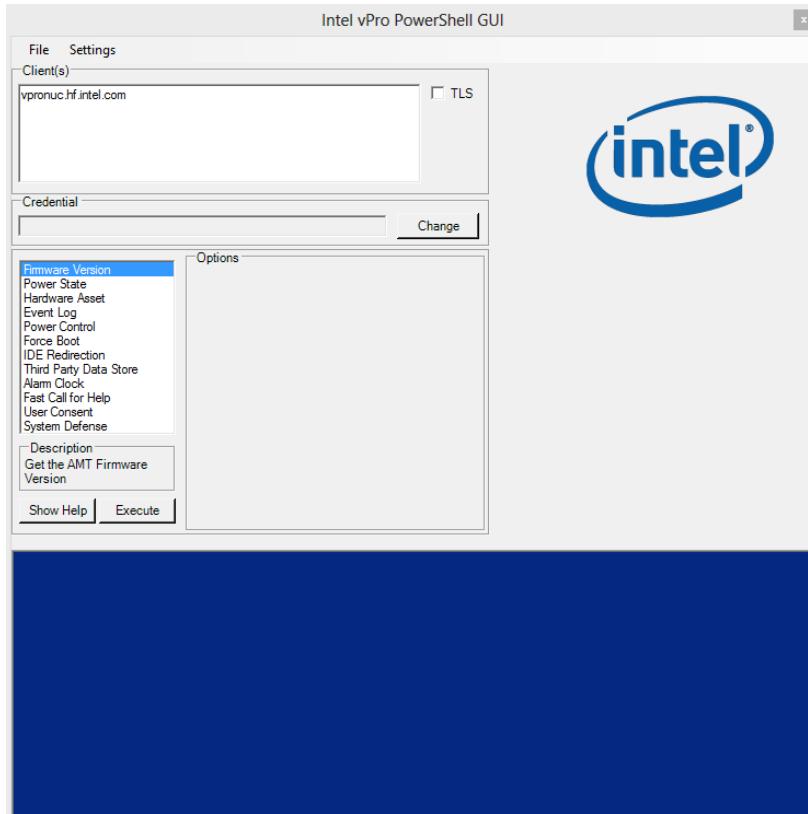
User	Realm	Action
bob	Another, 20 realms	Disable Edit
MeshGuest	2 realms	Disable Edit
joe	1 realm	Disable Edit
admin	Administrator	Edit

MICROSOFT POWERSHELL



**Windows
PowerShell***

100% Support of AMT Features



[Intel® vPro™ Technology module for Windows* PowerShell Version 3.2.5](#) & [The Intel® vPro™ Technology Module for Powershell GUI Editor Tool](#)

UNDERSTANDING VPRO ENVIRONMENTS & MODES

VPRO ENVIRONMENTS COME IN TWO FORMS

Enterprise VS Cloud



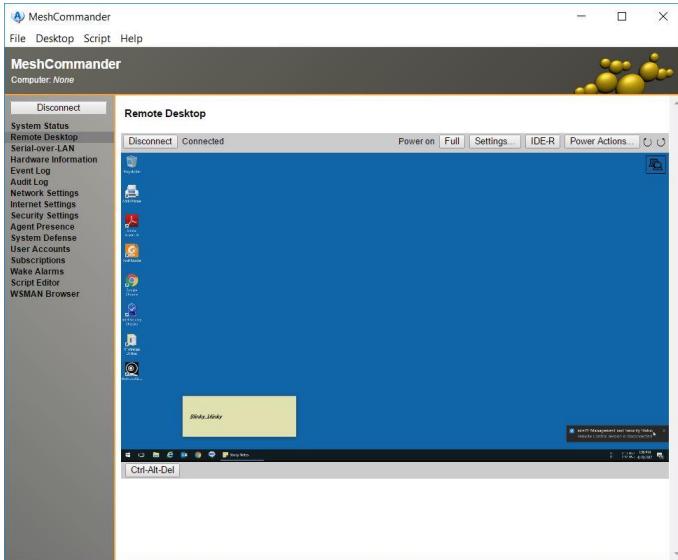
Enterprise Domain – Corporate – Secured – 8021.x



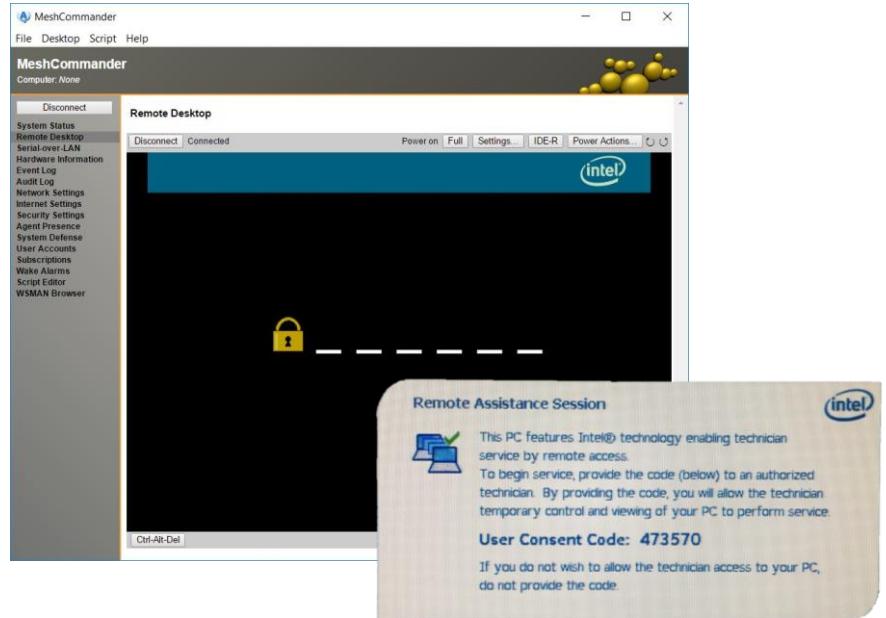
Public Domain – Home like Internet Connections



TWO “MODES” OF VPRO ACTIVATIONS



VS



Admin-mode – No User Consent
(ACM)

Client-mode – User Consent Required
(CCM)



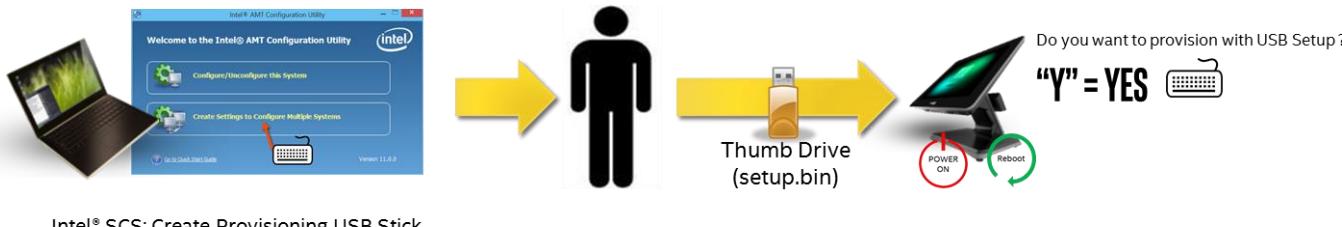
PROVISIONING INTEL® AMT ASSETS

MANAGED VS. UNMANAGED - HOW TO APPROACH

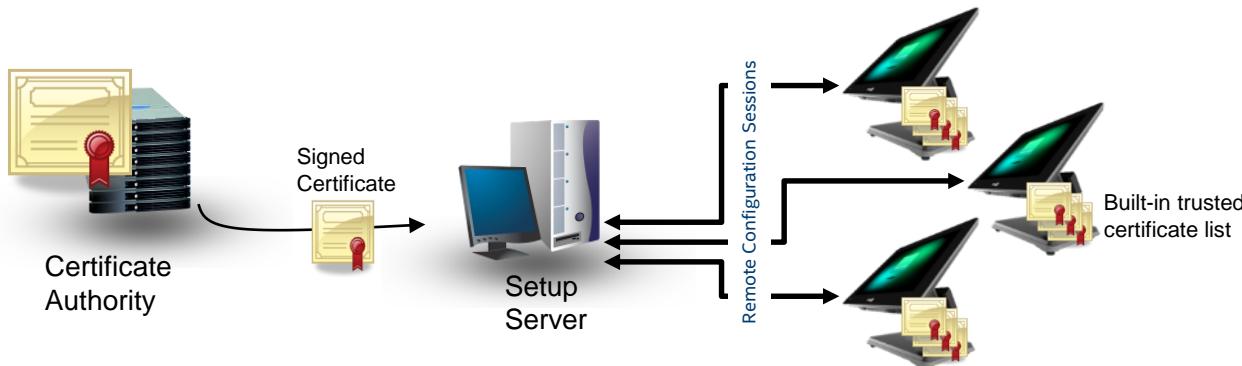
INTEL® AMT PROVISIONING – MANAGED (TRADITIONAL ISV CONSOLES)

Enterprise mode, PID/PSK setup with USB key

(Takes place of MEBx - <CTRL+P>)

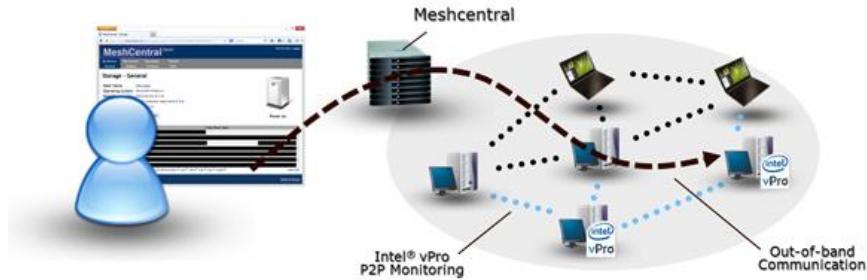


Enterprise mode, Remote Configuration*



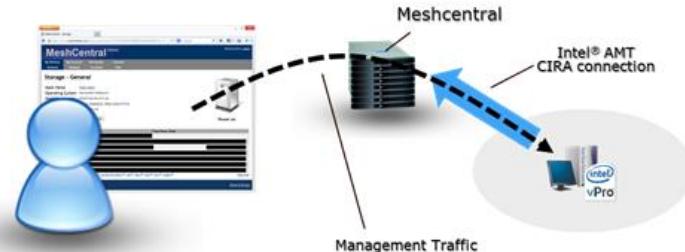
* Remote Configuration – AMT 2.2, 2.6 and up.

INTEL® AMT PROVISIONING - UNMANAGED (MESH ARCHITECTURE)



In-band agent: Mesh Agent
Out-of-band: AMT CIRA (Client Initiated Remote Access)

AMT CIRA will be used when vPro is activated.
Support Mesh vPro activation.*



MANAGED SERVICE PROVIDERS (MSP)

MSP OVERVIEW AND MANAGEMENT MODELS



INTEL MANAGED SERVICE PROVIDERS AND PARTNERS...

WHAT IS AN MSP?

MSP is an organization that **remotely manage** customer's **IT infrastructure** or **end-user systems** or both, typically on a proactive basis under a contract or subscription model..

TYPICAL TOOLS FOR MSP :

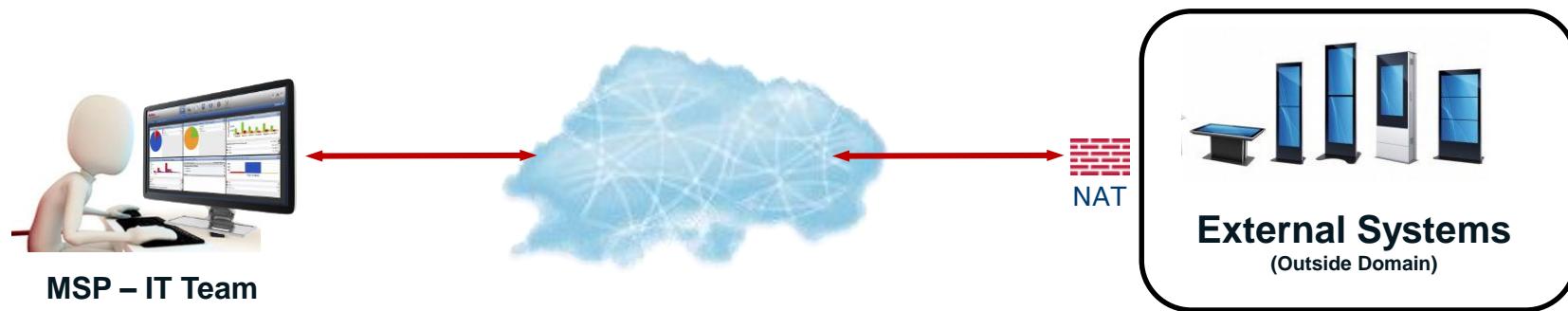
- Mesh Commander
- Mesh Central
- Microsoft PowerShell
- Microsoft Active Directory



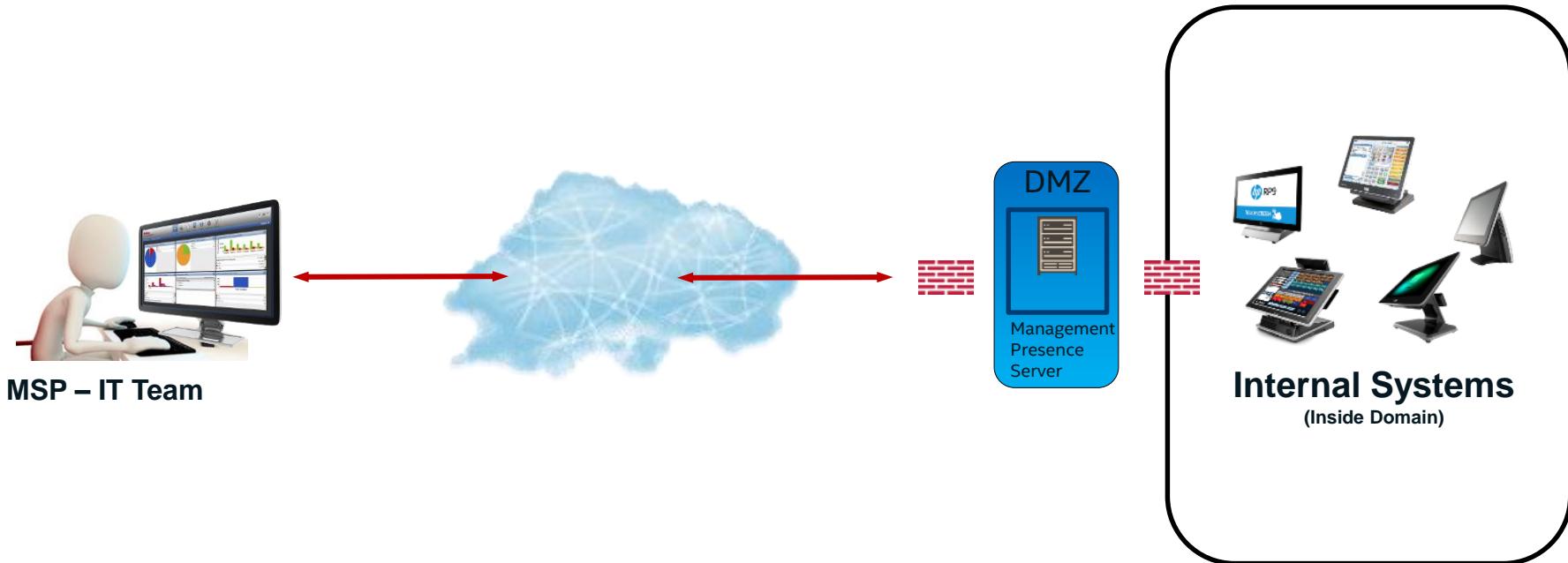
“msp.intel.com”



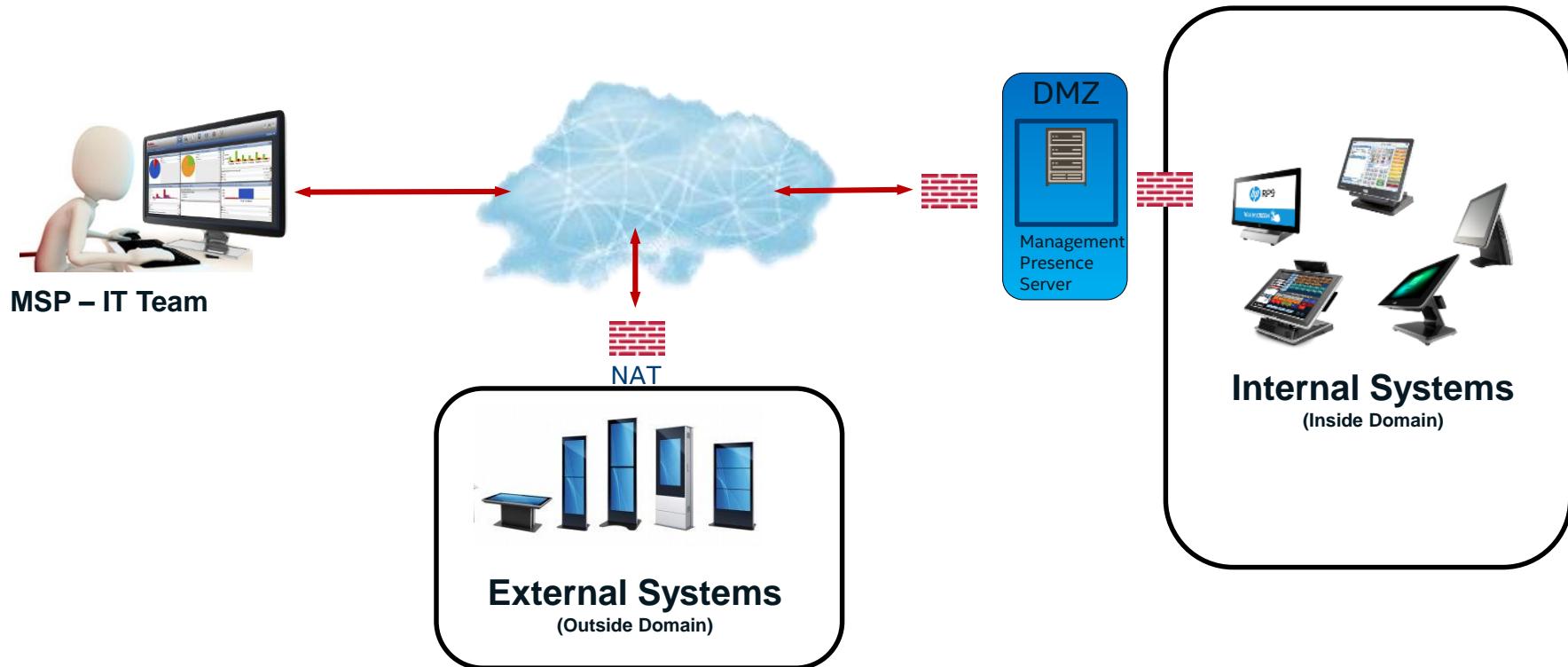
MSP “VPRO” MODEL OVERVIEW – MODEL #1



MSP “VPRO” MODEL OVERVIEW – MODEL #2



MSP “VPRO” MODEL OVERVIEW – MODEL #3



MANAGED SERVICE PROVIDERS (MSP)

INTEL® VPRO MANAGEABILITY PORTS



PORTS USED BY VPRO - OVERVIEW

A large majority of customer use Microsoft SCCM* which utilizes Active Directory (AD).

MANAGEMENT

TCP: 16992 (AMT Non-TLS) (WS-MAN)
TCP: 16993 (AMT TLS) (WS-MAN)
TCP: 16994 (Non-TLS Redirection)
TCP: 16995 (TLS Redirection)

TCP: 5985 (Non-TLS WS-MAN / PowerShell)
TCP: 5986 (TLS WS-MAN / PowerShell)
TCP: 5900 (VNC)

REMOTE CONFIGURATION

TCP: 135 WMI ports - used by ACUConfig for initial communication to the RCS
TCP: 16992 (AMT Non-TLS) (WS-MAN)
TCP: 16993 (AMT TLS) (WS-MAN)
TCP: 623, 664 – used typically for discovery of AMT versions and capabilities and finding un-configured AMT computers.

WMI – windows management instrumentation

MANAGED SERVICE PROVIDERS (MSP)

COLLATERALS

SUPPLEMENTARY AMT COLLATERALS

Name	Purpose	Link / Source
MeshCommander Basics	Simple Manageability Guide with MeshCommander Console	Hand Out / USB Stick
MeshCentral Deployment Guide	Guide to Deploy MeshCentral Manageability Web Suite	Hand Out / USB Stick
Port Forwarding Document	The Intel® AMT port forwarding (APF) protocol provides TCP and UDP connection multiplexing over a single reliable transport session, typically a TLS session.	AMT Port Forwarding Document
SCS Deployment Guide	Step by step guide to enable discovery, configuration and integration of Intel Active Management Technology.	http://www.intel.com/content/dam/www/public/us/en/documents/guides/scs-deployment-guide.pdf
AMT SDK	Intel® AMT High-Level API SDK	https://software.intel.com/en-us/amt-sdk/download
Microsoft* PowerShell	Module for Windows* based systems – 100% Intel® AMT/vPro support	Intel® vPro™ Technology module for Windows* PowerShell Version 3.2.5
Microsoft* PowerShell	Graphical User Interface (GUI) Tool – Can include company logo – Great for specifying buttons for support staff	The Intel® vPro™ Technology Module for Powershell GUI Editor Tool

HANDS-ON SESSION

PREREQUISITE:

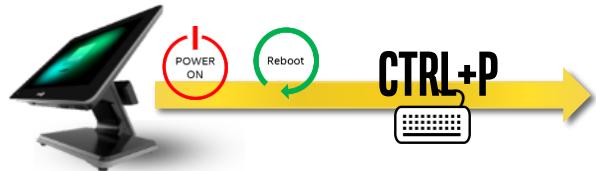
- **WINDOWS LAPTOP / PC /W MESHCOMMANDER (CONSOLE)**
- **NETWORK CONNECTIVITY (WI-FI/LAN), (KNOWLEDGE ON NETWORKING WILL BE A PLUS)**
- **BASICS OF VPRO/AMT USE-CASES: REMOTE POWER CONTROL, HARDWARE KVM, IDE-R , ETC..**

PROVISIONING YOUR VPRO DEVICE/ASSET

<CTRL+P> VS. USB STICK

INTEL® AMT PROVISIONING

Manually Configure AMT



When entering MEBx change the following:

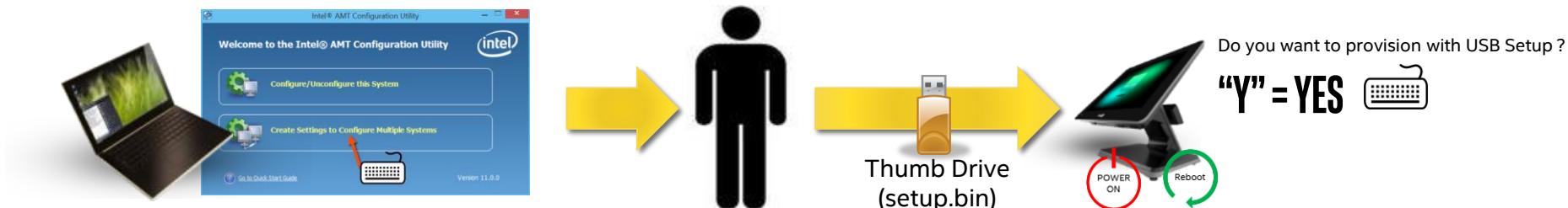
1st time login password : "admin" without "" → change to desired password

Set User Consent Option from "KVM" to "NONE"

Activate "Network Access" – this enables vPro!

NOTE: Keep MEBx password in Safe place – If lost, must remove CMOS battery to clear or reflash BIOS

Enterprise mode : Setup with USB key



Intel® SCS: Create Provisioning USB Stick

MANAGEABILITY WITH WEB-UI

SIMPLE TEST

VPRO ENVIRONMENTS - WEB-UI

Intel® Active Management Technology -

http://localhost:16992/logon.htm

Intel® Active Management...

Intel® Active Management Technology

Home Shared with me - Google ... account PUBLIX ~ Salesfo...

Intel® Active Management Technology

http://localhost:16992/index.htm

Intel® Active Management...

Home Shared with me - Google ... account PUBLIX ~ Salesfo...

Log On

Log on to Intel® Active Management Technology on this computer.

Log On...

Intel® Active Management Technology

Computer:

System Status

Hardware Information

- System
- Processor
- Memory
- Disk
- Battery

Event Log

Power Policies

Network Settings

IPv6 Network Settings

System Name Settings

User Accounts

System Status	
Power	On
IP address	0.0.0.0
IPv6 address	Disabled
System ID	6dfed87f-3d46-11e3-b404-0f8dbf0cf0ff
Date	4/21/2017
Time	3:46 pm

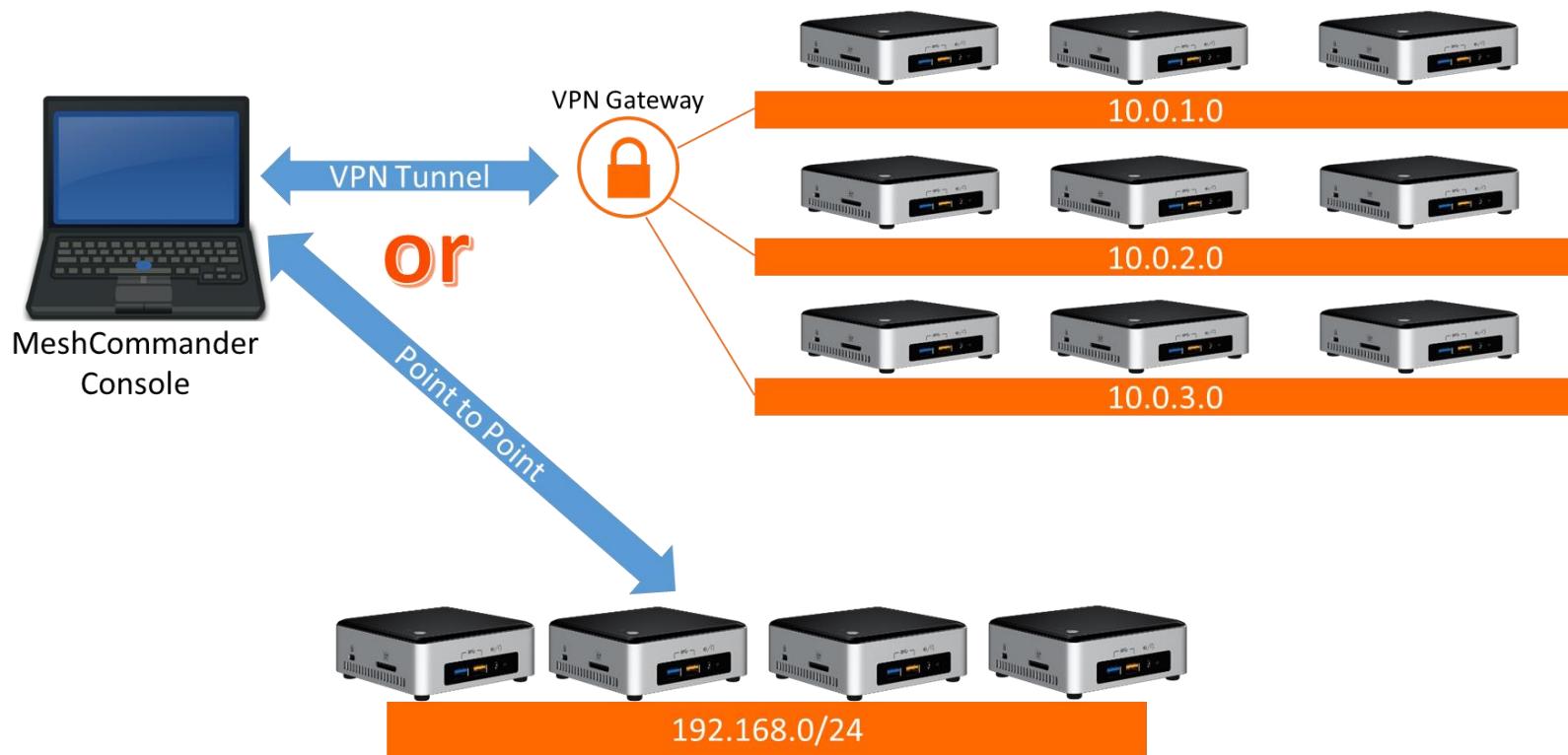
Refresh

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MANAGEABILITY WITH MESHCOMMANDER

POINT-TO-POINT

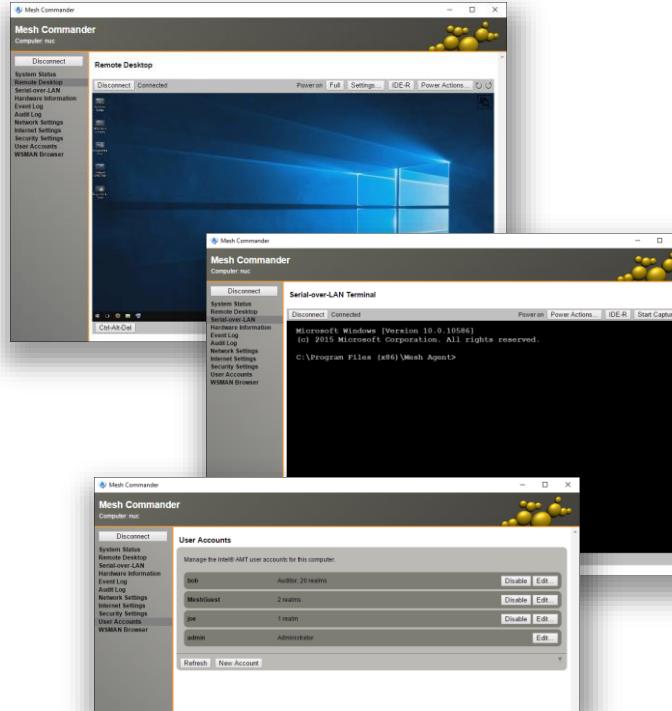
POINT TO POINT MANAGEABILITY WITH MESHCOMMANDER



MESHCOMMANDER

Current Features

- Hardware KVM viewer
- Serial-over-LAN terminal
- IDE-R support
- Power control
- Event viewer
- Audit log viewer
- Hardware asset
- Account management
- Network settings
- WIFI management
- User consent control
- Enabled feature control
- Certificate & TLS management
- CIRA & Environment Detection
- WSMAN browser
- Alarm Clock



<http://info.meshcentral.com/downloads/mdtk/meshcommander.msi>

REFER TO MESHCOMMANDER GUIDE HANDOUT



The image shows a title page for a document titled "MeshCommander Guide". At the top left is the Intel logo with the tagline "experience what's inside". Below the logo, the title "MeshCommander Guide" is displayed in a large, white, sans-serif font. In the center, the names "COREY T MORRIS, JOKO SASTRIAWAN, KANA MURUGAYAH" are written in a large, yellow, bold, sans-serif font. At the bottom left, the text "Rev1.0" is in a smaller, white, sans-serif font. Below that, a note reads "Note : This document is specific for MeshCommander Console" in a smaller, white, sans-serif font. At the very bottom left, the text "Internet of Things Group" is in a white, sans-serif font. In the bottom right corner, there are two small, blue rectangular images of Intel Core i5 and i7 processor chips.

intel® experience what's inside™

MeshCommander Guide

COREY T MORRIS, JOKO SASTRIAWAN, KANA MURUGAYAH

Rev1.0

Note : This document is specific for MeshCommander Console

Internet of Things Group

Intel Confidential

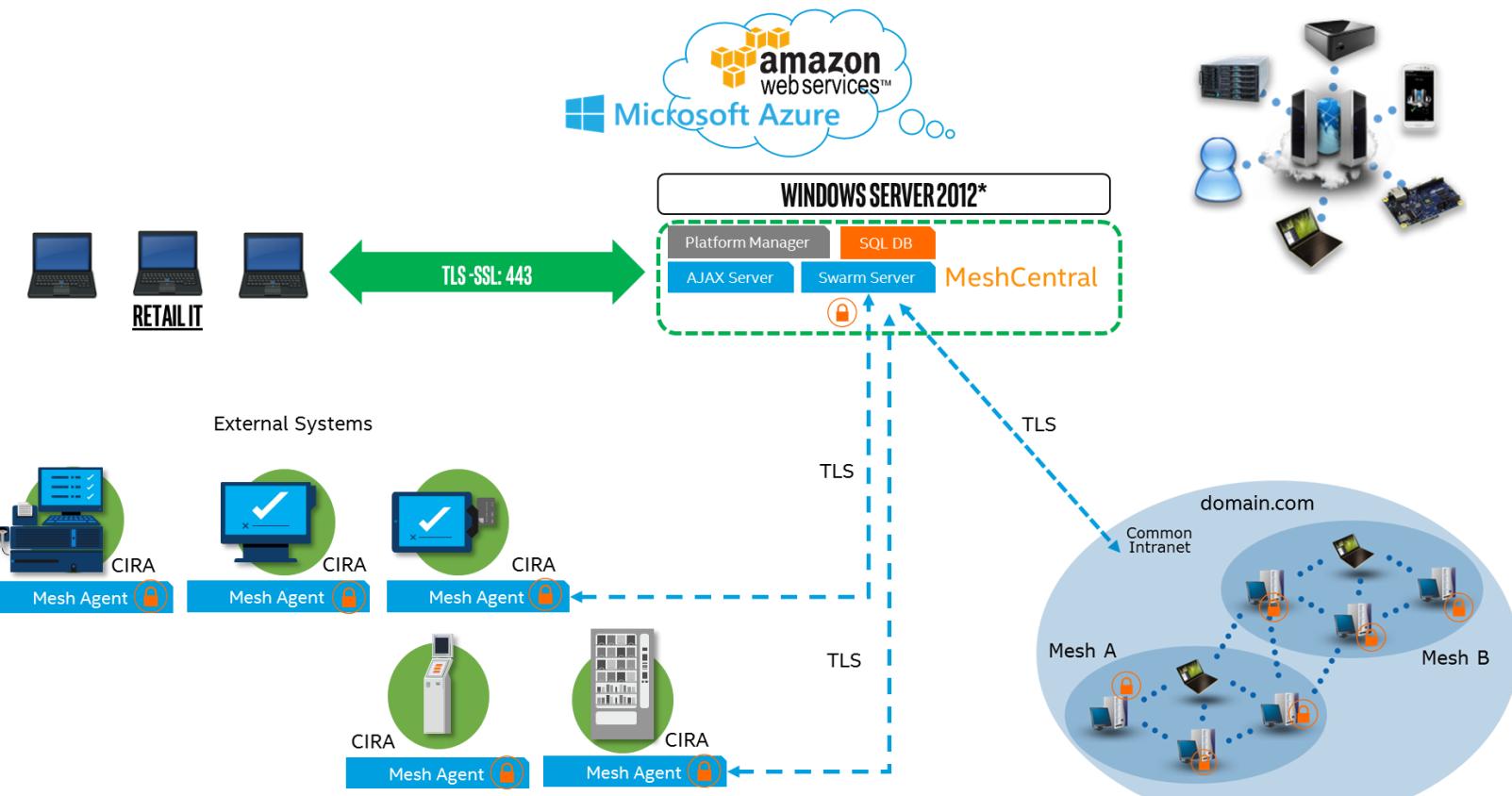


MANAGEABILITY WITH MESHCENTRAL

CLOUD BASED

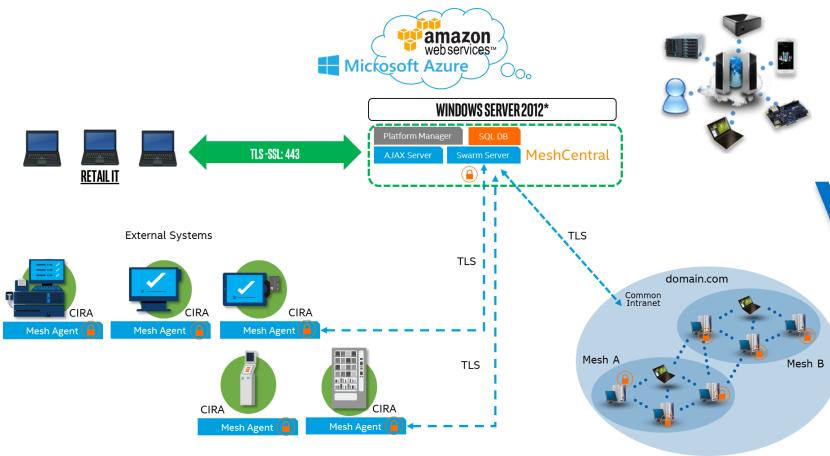


MESHCENTRAL ARCHITECTURE

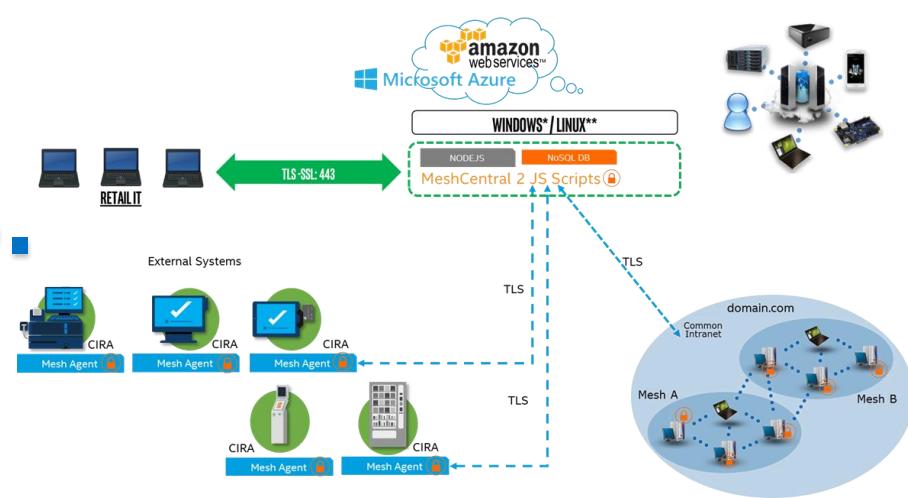


MESHCENTRAL VS. MESHCENTRAL2

MESHCENTRAL 1



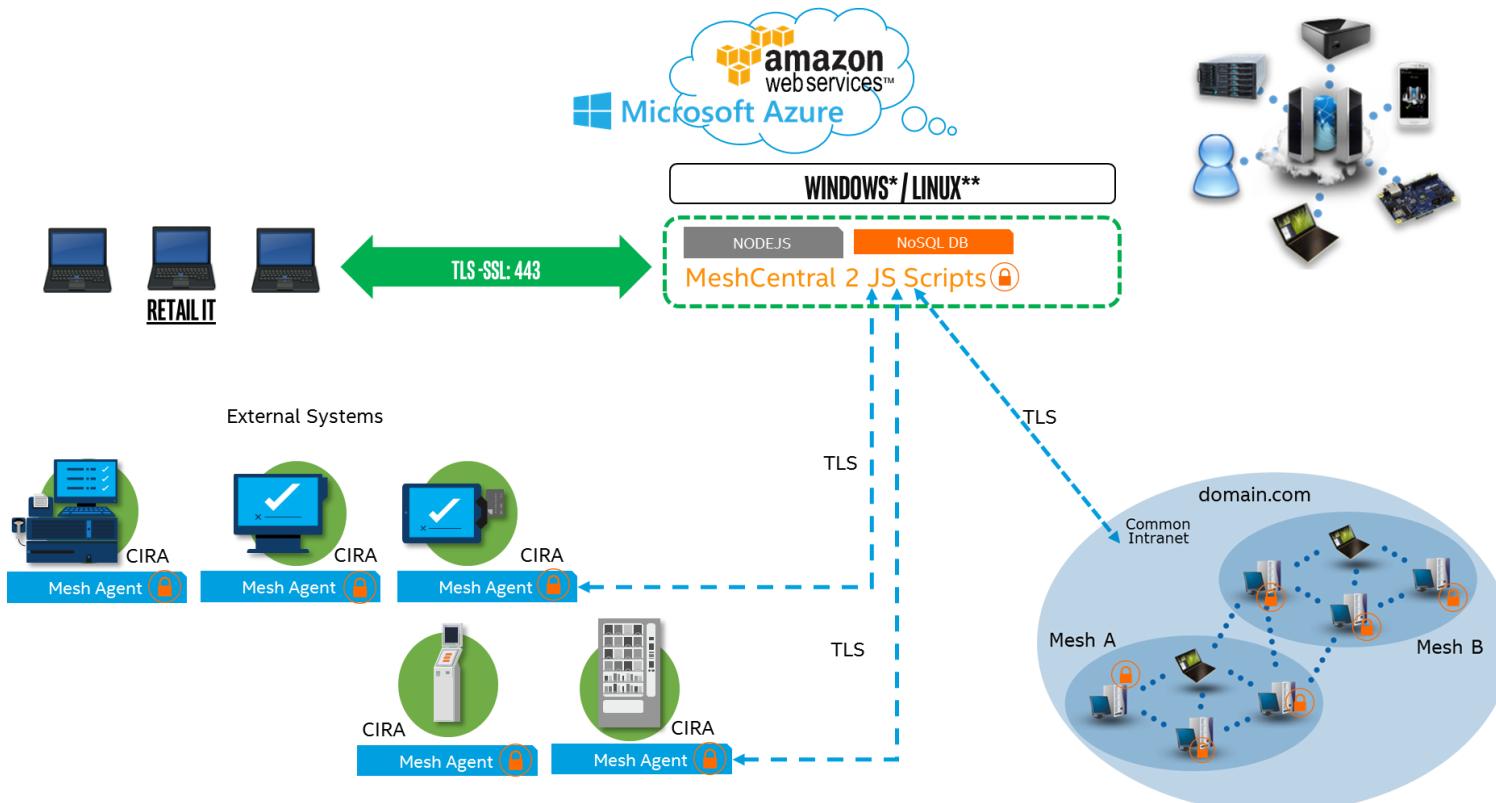
MESHCENTRAL 2



Server OS : Windows Server 2012
Stable Release

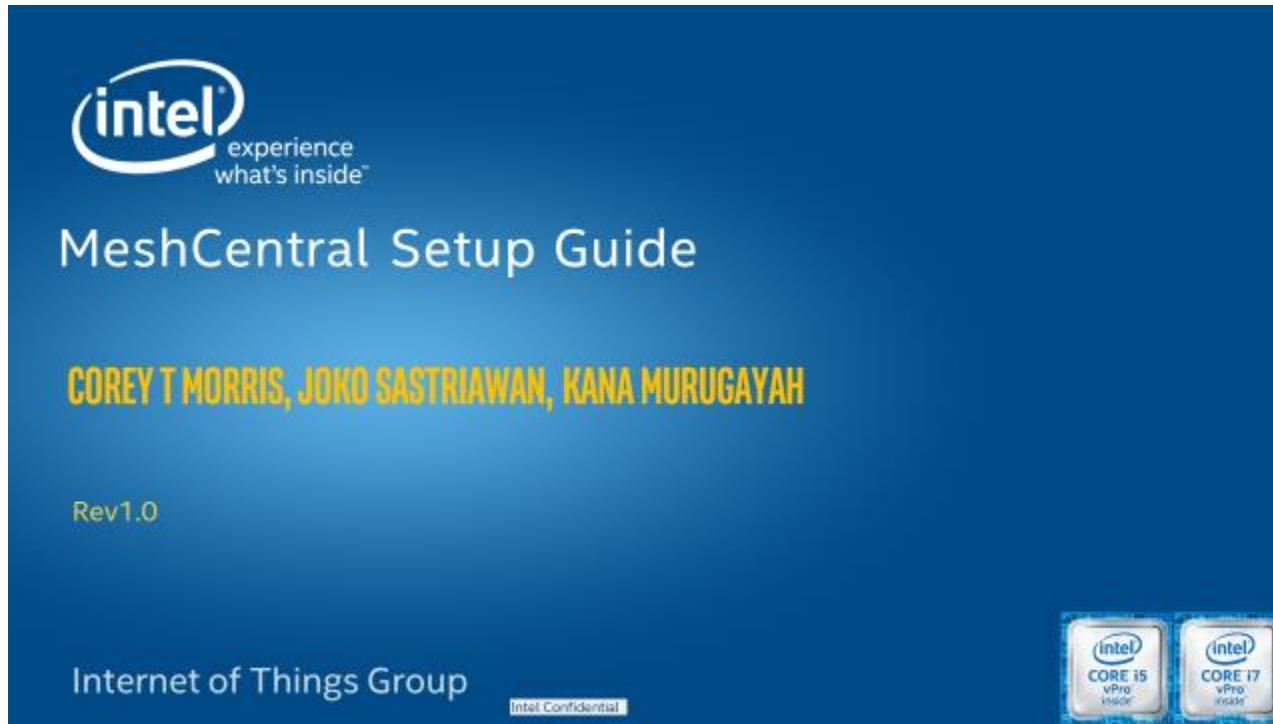
Server OS : Agnostic & Lightweight
Mesh Agent Under Development

MESHCENTRAL2 ARCHITECTURE



*Windows 10/8.1/Server 2012 | **Any latest Linux Distro | <https://www.npmjs.com/package/meshcentral> | Note : Meshcentral2 Agent is still under development

REFER TO MESHCENTRAL SETUP GUIDE HANDOUT



The slide features a dark blue background with white and yellow text. At the top left is the Intel logo with the tagline "experience what's inside". Below it is the title "MeshCentral Setup Guide". In the center, the names "COREY T MORRIS, JOKO SASTRIAWAN, KANA MURUGAYAH" are displayed in large yellow capital letters. At the bottom left, the text "Rev1.0" is shown. On the bottom right, there are two small images of Intel Core i5 and i7 processor chips. The slide also includes the text "Internet of Things Group" at the bottom left and "Intel Confidential" in a small box at the bottom center.

intel® experience what's inside™

MeshCentral Setup Guide

COREY T MORRIS, JOKO SASTRIAWAN, KANA MURUGAYAH

Rev1.0

Internet of Things Group

Intel Confidential

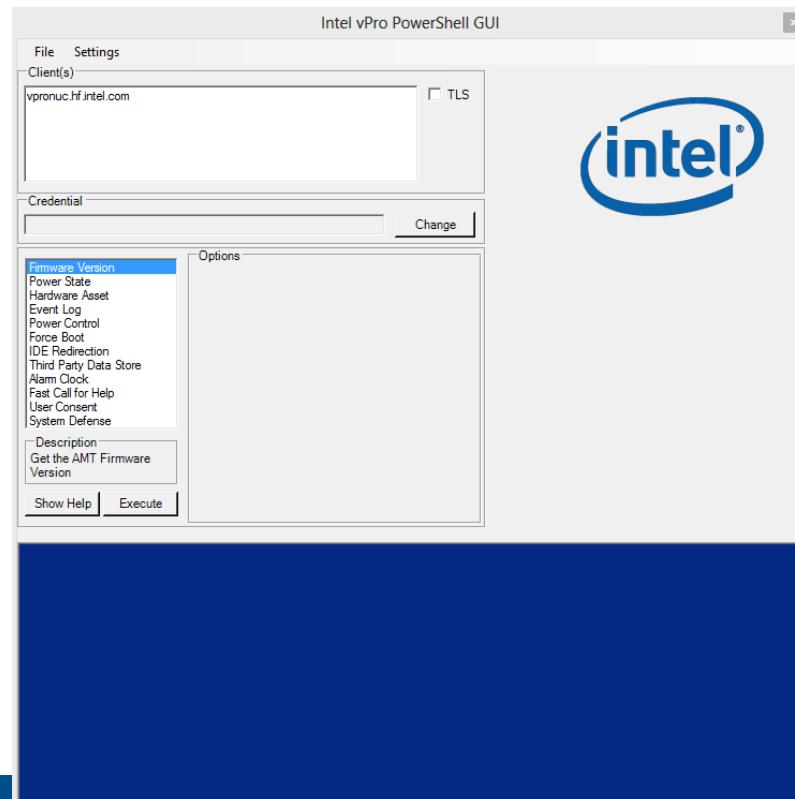


MANAGEABILITY WITH MICROSOFT POWERSHELL

MANAGEABILITY WITH MICROSOFT POWERSHELL

PowerShell Tutorial

- Setting up PS
- Scripting
- PS GUI Editor for Intel® AMT
- Testing



REFER TO INTEL® AMT POWERSHELL GUIDE HANDOUT



Microsoft* PowerShell Guide

COREY T MORRIS, JOKO SASTRIAWAN, KANA MURUGAYAH

Rev1.0

Note : This document is specific for Microsoft PowerShell with use on Intel® vPro™ Technology based systems using Intel® AMT

Internet of Things Group

Intel Confidential



“REAL-TIME” DEMO OF MESH CENTRAL “TRICKS”

FOCUS GROUPS

STRAIGHT TALK WITH INTEL ENGINEERS

FOCUS GROUPS



TEAM DAVID



TEAM JOKO



TEAM KANA



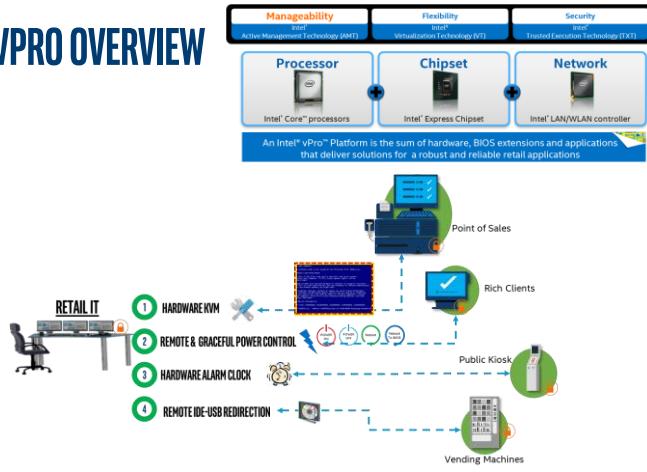
TEAM COREY

SUMMARY



VPRO SUMMIT 2017 - ACTION ITEMS

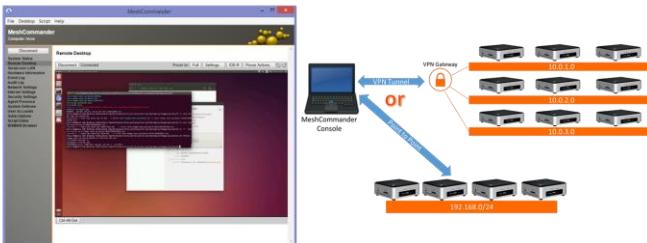
VPRO OVERVIEW



DAY 1

DAY 2

MESHCOMMANDER



MSP WORKSHOP AND ECOSYSTEM EXPLORATION



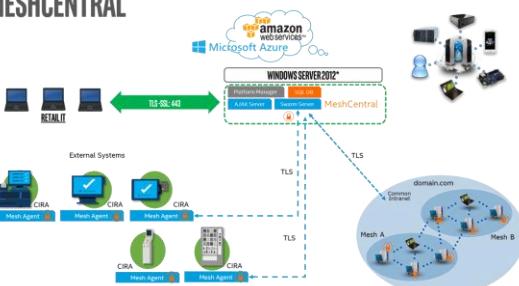
[CLICK HERE TO VIEW VPRO-AMT ENABLED SYSTEMS IN SOLUTION DIRECTORY](#)



[CLICK HERE TO VIEW VPRO-AMT ENABLED MINI PC](#)

HANDS ON SESSION

MESHCENTRAL



POWERSHELL

Out of Band Management cmdlets within the Windows PowerShell Module for Intel® vPro™ Technology, IT professionals can extend their PowerShell reach to include direct manageability of Intel® AMT enabled clients independent of power or operating system health.

QUESTIONS.... ?

INTEL® AMT USE CASE MODELS



KVM (Keyboard Video Mouse) View

"Can you see my screen?"



See and interact as if at
the actual system

"Certain scenarios, we estimate
KVM Remote Control will enable a
**10x faster Service Desk response
time** and **10x quicker** return to
productivity..."

- *IT@Intel*



vPro Enabled
Device

Fewer onsite visits, greater system uptime

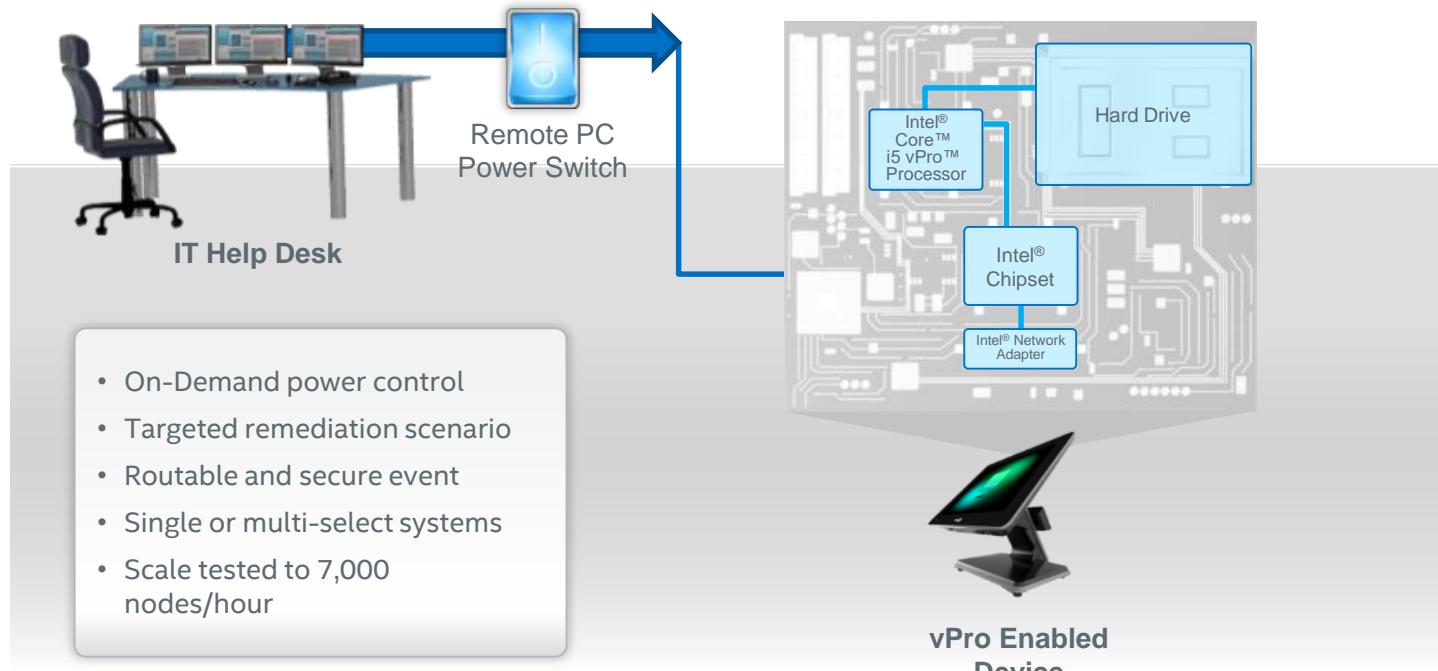
*IT@Intel Whitepaper - <http://www.intel.com/content/www/us/en/remote-support/intel-it-remote-support-core-vpro-kvm-paper.html>





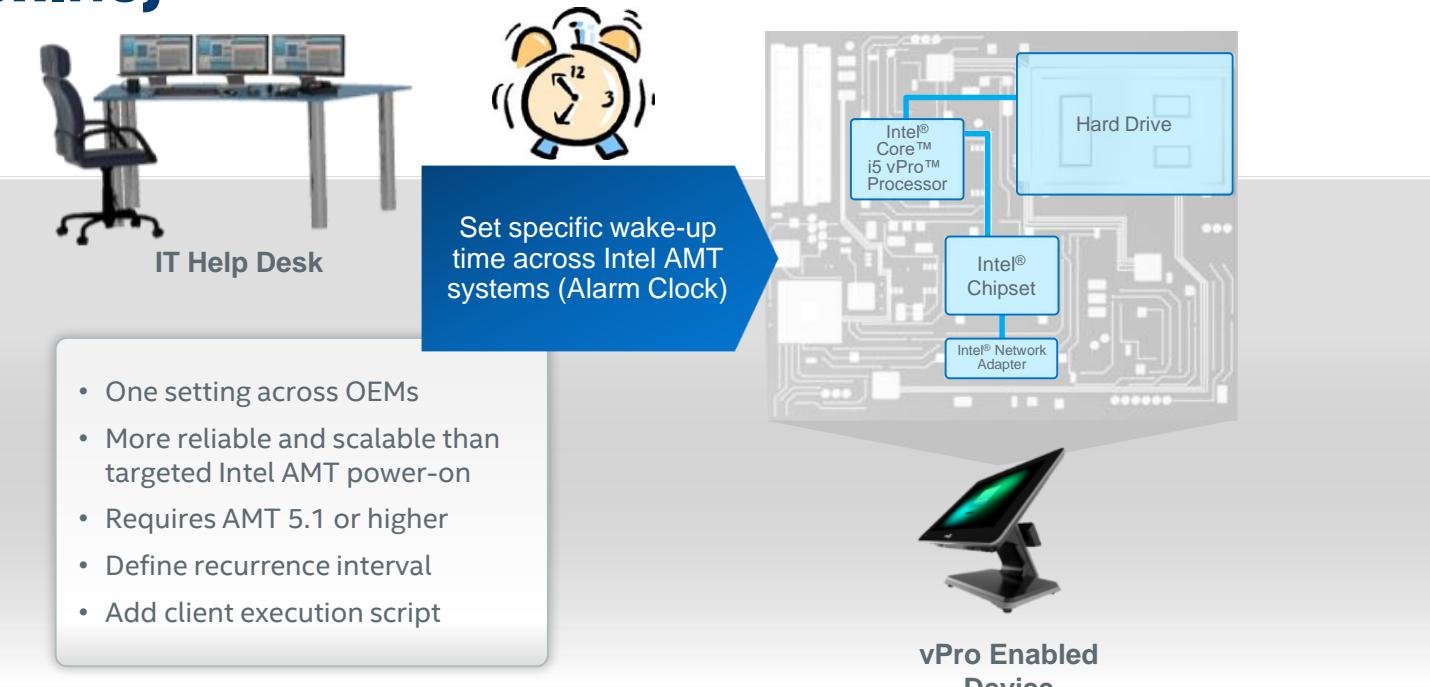
DIRECT POWER CONTROL

"My systems are off and I need to deploy an urgent patch"



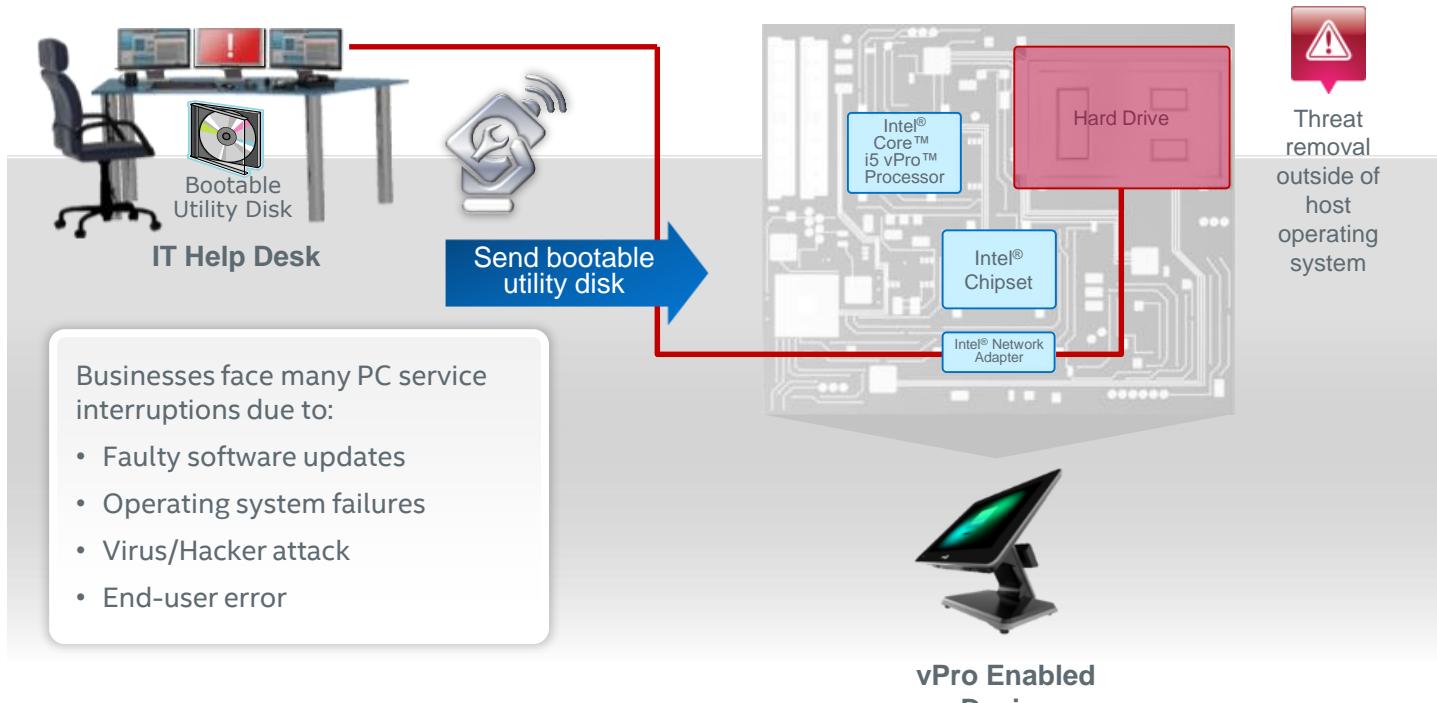
SCHEDULED POWER-ON AND UPDATE (PATCHING)

"I need to ensure my systems are updated every night"



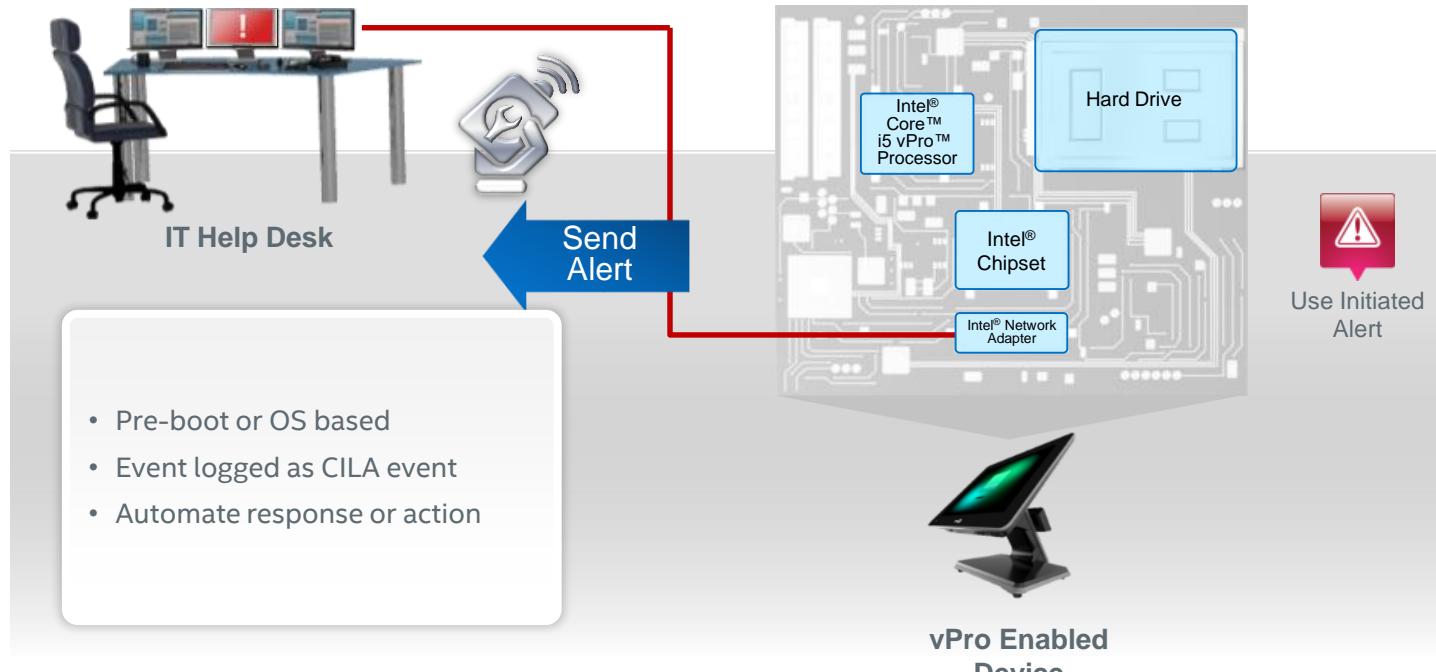
REMOTE REMEDIATION (IDE REDIRECT AND SOL)

"How can I do this without sending a technician?"



CLIENT INITIATED REQUEST FOR ASSISTANCE (CIRA)

"Help!"... "Where are you located?"



MSP PROGRAM

MANAGE SERVICE PROVIDERS

- Manage Service Providers (MSP) are a **list companies that offer remote management services for customer's IT infrastructure and/or end-user systems**, typically on a proactive basis and under a subscription model
- Retail Solutions Division (RSD) strive to provide MSPs a “Sell With” type of environment and partnership to enable Intel Technologies to accelerate MSP’s adoption and provide better **Total Cost of Ownership (TCO)** to Retail End Users
- MSP is a program that accelerates **Sell Up** opportunities and time to market activities of **Intel Technologies** with **Robust Asset Management**

PROGRAM BENEFITS

- Technology Enablement
- Training and Development
- Co-marketing Opportunities
- Design Win Pipeline Development
- Resources and Libraries

*Resellers – supports Retail End Users

MSP GET

- New business model to use with existing and new customers on how to reduce “onsite” visits and shipping equipment
 - Ability to charge a premium for “Out Of Band – OOB” services which results in lower/minimal downtime
- Sell-up Strategy with new Intel® vPro™ technology based devices for remote management offerings
 - Core i5/i7 vPro along with Core M5/M7 vPro
- Intel to directly assist with customer engagements and activations discussions

*Resellers – supports Retail End Users

MSP GIVE

- MSP to provide list of potential customers to engage with Intel to discuss new vPro strategy and support offerings (Under NDA)
- MSP to engage with Intel IOTG vPro team (David/Kana/Joko/Corey) on new and existing customer discussions – which in turn lead to activations
- MSP may be listed on Retail vPro website once considered trained by Intel and has at least 3 activated customers.

ENGAGEMENT CRITERIA PROCESS

- Committed, close partnership and collaboration
- Hunt for business opportunity pipelines for AMT activation
- Willing to invest in training, co-marketing and reference implementation of use cases with retail end user
- NDA ready and registered partner with Intel Distributor

Sign up with Kana Murugayah or David Tay

SELL UPS, RESOURCES AND SUPPORT

Technologies:

- **Active Management Technology (AMT)**
- Intel UNITE*
- Intel Retail Sensor Platform (RSP)*
- Intel® SGX*
- Intel RealSense*

Resource:

msp.intel.com

Support:

- On-site End User Activation
- Training
- Co-marketing



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