

# An IT Solution from STF Consulting That Helps Make IT “Disappear”

Managed IT Services Featuring PCs Based On Intel® vPro™ Technology Increase Employee Productivity While Lowering Cost

From its beginnings as a seasonal farm stand in 1908, Sickles Market has come a long way. Today the company is an upscale retailer with 130 employees and spans the home, garden, and grocery categories with a broad selection of offerings. “Our business model is a unique combination that goes from peat moss to caviar,” says Mark Sandstrum, general manager of the company. “Our mission is to source, develop, and provide the highest quality products across those categories.” Sickles Market operates in a number of competitive categories in a fast-moving environment with constant challenges. “We’re continually asking, do we have the right product? At the right time? Is it merchandised correctly?”

Staying on top of this business requires IT tools that are reliable and flexible. For that, Sandstrum relies on managed IT services from STF Consulting, a leading IT services provider. STF Consulting provides complete outsourced IT services that give small and mid-size companies more effective IT functions and lower their overall IT cost. One of the key elements of STF Consulting’s managed services is their ability to comprehensively monitor and manage their customers’ IT infrastructure remotely, thus reducing costly service visits. They do this by using advanced management software combined with Dell desktop and laptop PCs based on Intel® vPro™ technology.<sup>1</sup> “STF Consulting brings a whole new level of expertise and service than we had before,” notes Sandstrum. “We know that our IT tools will be up and running and, if there is a problem, they can respond quickly.”

## Using Advanced Tools To Help Make IT “Disappear”

“We manage our customer’s IT in such a way that they don’t have to think about it,” says Sean Furman, president of STF Consulting. STF Consulting’s Intel vPro technology-based solution brings Sickles Market a number of significant advantages that help make their IT transparent—so they can focus on their business:

**Greater reliability that supports customer service and protects revenue.** For Sickles Market, any downtime eventually results in lost revenue. “Keeping our PCs and network up and running facilitates transactions, the flow of customers, and revenue,” explains Sandstrum. “To make sure our IT is capable, STF Consulting brings us new solutions, like Intel vPro technology, that increase our ability to do business.” STF Consulting minimizes downtime by using the advances of Intel vPro technology to monitor and manage Sickles Market’s PCs around-the-clock, 7 days a week, even if the PCs are off or

“To make sure our IT is capable, STF Consulting brings us new solutions, like Intel vPro technology, that increase our ability to do business.”

Mark Sandstrum, General Manager, Sickles Market



## What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and mobile PCs virtually any time for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation – even if the PC power is off, the operating system is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed.<sup>1</sup>
- Industry-leading performance through the Intel® Core™ i5 vPro™ processor and the Intel Core i7 vPro processor, which are optimized for multitasking and next-generation software so that virus scans and other tasks can run in the background without bogging down user applications in the foreground.
- Impressive energy efficiency and energy management delivering lower power consumption and cost.

**"The fact that we can fix an issue on a vPro system in half the time it takes on a non-vPro system means that our customer's revenue is not being negatively impacted and their ability to serve their customer is not being impeded."**

Sean Furman, President, STF Consulting

their operating system is disabled. This allows STF Consulting to proactively watch for many developing issues and intervene before they negatively impact the PC user's workflow (or the entire business). When problems do arise, they can often be corrected remotely, without the cost and delay of a field service visit and without interrupting the PC user. "By using PCs based in Intel vPro technology, we can significantly reduce the amount of downtime experienced by PC users," explains Furman. "That's a prime example of how we get IT out of our customers' way."

**Better IT support and faster problem resolution to increase employee productivity.** For the repair of many hardware and software problems, Intel vPro technology's remote capabilities eliminate many field service calls by allowing STF Consulting to fix problems remotely. "We focus on maintaining systems and repairing problems remotely, because it's much faster," says Furman. "The fact that we can fix an issue on a vPro system in half the time it takes on a non-vPro system means that our customer's revenue is not being negatively impacted and their ability to serve their customer is not being impeded."

**Proactive security that protects Sickles Market's critical business data.** Data security is a paramount concern for Sickles Market, and Intel vPro technology enables STF Consulting to proactively protect the company. STF Consulting can constantly monitor PCs based on Intel vPro technology to ensure that critical security software is in place and up-to-date, without bothering the PC user. Regular security patches and updates can be done automatically after hours, even to PCs that are turned off—which means that Sickles Market's critical business data is better protected.

**Active and passive power management capabilities that significantly reduce energy costs.** With the ability to turn off groups of Intel vPro technology-based PCs after hours and then power them back up before the start of the next business day, STF Consulting can now save their customers money through lower energy usage, making a substantial positive impact on their PC ROI. "We estimate that by actively managing power, we can save customers up to \$37 per PC per month," notes Furman.

**Systems that protect Sickles Market's IT investments and help them spend smarter.** The performance and energy efficiency of Dell desktop and laptop PCs based on the Intel® Core™ vPro™ processor family give STF Consulting's clients the horsepower they need for demanding business applications—both today and as their applications change and grow over time. These PCs run business productivity and multitasking applications faster while also delivering excellent energy efficiency. This performance means that Sickles Market will be ready for tomorrow's improved applications, including multitasking and collaborative tools.

### Making It Easier to Focus on Business

For Sickles Market, managed IT services from STF Consulting are a key to business success. "With STF Consulting taking care of our technology, it's easier for our people to concentrate on business," say Mark Sandstrum. For Sean Furman, using PCs with Intel vPro technology fits STF Consulting's strategy of continuous improvement. "Customers like Mark Sandstrum and Sickles Market rely on us not only for excellent day-to-day IT operations, but also for a strategic view of how to evolve their IT tools," says Furman. "Advanced tools like Intel vPro technology-based PCs serve both of those objectives well."

### For More Information

For more information on STF Consulting, visit [www.stfconsulting.net](http://www.stfconsulting.net).

For more information on the benefits of Intel vPro technology for small and mid-size businesses, visit [www.msp.intel.com/small-business](http://www.msp.intel.com/small-business).

For more information on Sickles Market, visit [www.sicklesmarket.com](http://www.sicklesmarket.com).



**STF CONSULTING**  
*Bridging the Gap between Business and Technology™*

\*PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel® Active Management Technology requires the computer system to have an Intel® AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. For more information, see <http://www.intel.com/technology/manage/iamt/>.

INTEL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This document is for informational purposes only.

Copyright © 2010 Intel Corporation. All rights reserved. Intel, the Intel logo, vPro, and Core are trademarks of Intel Corporation in the U.S. and other countries.

Copyright © 2010 STF Consulting. All rights reserved. STF Consulting and the STF Consulting logo are trademarks of STF Consulting.

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

Printed in the USA

0710/ET/OCG/XX/PDF

♻️ Please Recycle

xxxxxx-001US