



## Enhance Mae Fah Luang University's IT Center to a higher level with Intel vPro® platform

Whoever is taking care of an enormous IT system or a large computer center often experiences complicated tasks in monitoring and maintaining all devices to ensure their all-time availability. Not only does the department have to be in trend with new technologies and innovations, manage all immediate demands, but also needs to maintain effective collaboration between every section. These are all challenges that IT staff must face every day.

Intel and Mae Fah Luang University collaborated in testing the Intel vPro® platform at the Center for Information Technology Services - where there are more than 2,000 computers throughout the university under the center's care - the test results showed the enhancement services of the CITS to a higher level. With only 10 IT personnel, they are able to manage and maintain all computers under their care to be more secured, and maintained more quickly and conveniently. Read on for the factors helping them achieve this.

### The Challenges of the University in Digital Era

One of the MFU's goals is to be the number one leading digital university in the north by transforming courses and curriculums to be "Blended Learning" which means learning can be done on both online and offline. Therefore, having all computer systems, labs and devices being prepared and readied for every class at all times is vital. This is considered as an important mission for all 10 CITS personnel who have an extensive PC fleet in their hands.



“Since MFU is a big university with thousands of computers under its care, it is a challenge for us to be able to thoroughly manage and maintain them with speed and efficiency”

Dr. Vittayasak, Director of CITS said.

*Dr. Vittayasak Rujivorakul, Director of Center for Information Technology Services, Mae Fah Luang University*

“We should be able to access and manage all computers in a classroom or any classroom groups, i.e. system updates and software installation.” said Mr. Phinyo Kongmeelab, Chief of Secretary and Administration Subdivision, CITS. “In the past, our IT people had to walk into each lab to turn on devices, monitor and diagnose all issues. This was really time consuming. If we happened to do handwork at various offices in the university, we would face the issues of the working hours or the unavailability of the assigned employees, like gone for classes or for errands. With all these issues, our IT personnel wouldn’t be able to do the work. They had to wait until the device’s owner come back to the desk, then we could start working.”



*Mr. Phinyo Kongmeelab, Chief of Secretary and Administration Subdivision, CITS*

These show that challenges come from the limited IT staff and large numbers of devices to diagnose and troubleshoot, and all other factors like long walking distances to the device and the consequent impacts of downtime to university officers and students. These factors put pressure upon the IT personnel.

## Intel vPro® platform is the answer

It is widely known that out-of-the-box Remote Desktop software could be a solution for some of those issues, making it possible for IT personnel to access to those computers without actually visiting them. However, CITS has found that most Remote Desktop software carries limitations. For example - if the computer is turned off, Remote Desktop access wouldn’t work. There is no way to remotely command a computer turn to on/off or access BIOS. This results in additional time and effort spent for such situations.

The Intel vPro® platform solution is designed specifically for the business sector. It brings features that enhance performance, stability and high security. More importantly, through Intel Active Management Technology (Intel AMT) “out of band” remote manageability is possible regardless of the power state of the device or whether the OS is operable. Coupled with Intel Endpoint Management Assistant (Intel EMA), which is free to use, IT system administrator can access and troubleshoot any end point computers within the network remotely from anywhere, thus avoiding desk-side visits.

*With the ultimate performance of Intel vPro® platform utilizing the capabilities of Intel Core vPro and Intel Iris Xe, MFU's CITS has decided to go for Intel vPro® and procured approximately 700 PCs, in the first phase to the center already.*



## How to transform results in “1 IT to 700 computers”

After testing the functions of the Intel vPro® platform, everyone in the center agreed that it really serves their needs because of the capabilities inside Intel AMT technology coupled with Intel EMA. The results showed that their IT personnel can work more effectively, dramatically reducing time spent in desk-side visits, and reducing the average time to troubleshoot problems. With this, PC users also suffered less downtime.

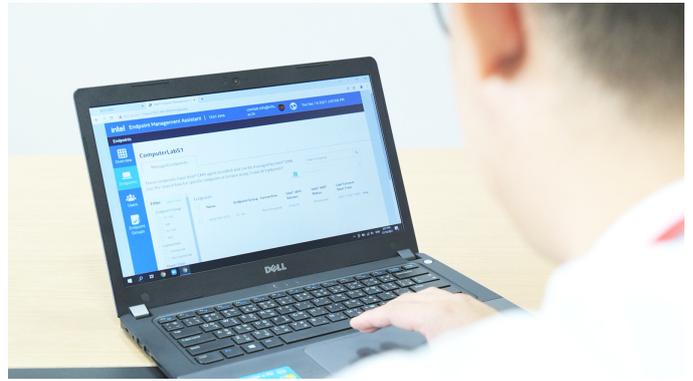


“Because of the remote manageability capability of Intel vPro®, we can take care of more than 700 computers in our lab by just 1 IT personnel.” Mr. Phinyo added, “Remoting to troubleshoot problems from our own office helps us work 2 to 3 jobs at the same time. For example, in 1 hour we could fix up to 1 or 2 computers maximum. Now with Intel vPro®, we can command a fix for one machine and simultaneously remotely work on other machines, saving time.”

*Mr. Noppakarn Pinit,  
Technician (Left),  
Dr. Vittayasak Rujivorakul  
(Middle),  
Mr. Phinyo Kongmeelab,  
Subdivision manager (Right)*

## Low Cost but High Performance

The deployment of Intel vPro® platform inside the center helped create many new use cases that enhance capabilities of our IT personnel. For instance, when a professor faces the issue in one computer in his lab, our IT can quickly remote to diagnose and troubleshoot immediately, thus avoiding much disruption to the class. For a routine task like turning on all computers in the center every morning, just one IT person can remotely command a power on from the backend system, no longer needing one person to go around the campus turning on every computer one by one as before. If there is a computer needs issues addressing in the BIOS, IT can also remotely enter the BIOS and troubleshoot.



It is clearly seen that the deployment of Intel vPro® platform can help rapidly solve the problems of working time and resource shortage by utilizing its capabilities without any add-on cost. Plus, there is Intel Stable IT Platform Program (Intel SIPP) inside Intel vPro® that makes the device support new technologies from Intel for at least 15 months. This is truly worth the investment in the platform for the university's service center.

Additionally, Dr. Vittayasak also mentioned that the center is very satisfied with Intel vPro®'s system performance after full testing. Therefore, CITS further plans on purchasing more vPro® systems in the future to ensure of the efficient management and maintenance of all computers within Mae Fah Luang University.

## Summary

The success in enhancing efficiency at Mae Fah Luang University's CITS, clearly demonstrates that maintaining an organization in a competitive market needs quick transformation, including new productivities within IT personnel .

For more information on Intel vPro® platforms please visit [www.intel.com/vpro](http://www.intel.com/vpro) or contact [natrapa.khunnathamdee@intel.com](mailto:natrapa.khunnathamdee@intel.com) of Intel Microelectronics (Thailand) Co., Ltd.