Not All Remote Management Solutions Are Equal

5 Things to Look For

With the hybrid workforce now a reality, enterprise IT teams face greater challenges when it comes to managing hundreds or even thousands of devices that lie beyond the traditional corporate network. This task is made all the more difficult with the broader attack surface that remote users represent.

Given today's environment, tech buyers should pay particular attention to the remote management capabilities of their hardware selections to manage troubleshooting, device lifecycle, and security requirements expeditiously without negatively impacting user experience. Here are five capabilities to look for:

1 Cloud manageability.

Probably the most significant consideration is how IT professionals can manage hardware beyond corporate firewalls when employees are working at home, in the field, or on the road. Unfortunately, many solutions rely on a working operating system (OS) or require a wired network connection behind the corporate firewall to address issues below the OS. Look for a comprehensive cloud and on-premises manageability solution that works inside and outside the firewall, whether wired or wireless.

2 Remote repair, recovery, and control.

Your IT team should have the ability to work on remote devices as if they were physically in front of them, independent of the OS and power state. They need hardware-based keyboard/video/mouse (KVM) access that's persistent from startup to control the device even when it's down, remediate issues, and repair corrupted drivers, applications, or the OS. Not even OS-based malware can prevent device access, investigation, and remediation, and there's no need to walk an end user through a re-installation by dictating lengthy authorization codes over the phone.

3 Consistency and longevity.

Give your IT team a consistent remote access and management experience across all devices that doesn't depend on OEM feature selections. Be sure to choose a CPU vendor with multi-generation experience in hardware-based remote management so that the experience and capabilities remain consistent even for previous generations of hardware.

4 Robust partner ecosystem.

Innovation takes a village, so to speak. A robust partner ecosystem for remote management ensures that your organization has all the tools it needs to complete its unique mission. Look for a vendor with a well-established set of standards and broad adoption that supports and fosters a diverse and growing group of validated solution partners. The right vendor can provide support for backward compatibility and help ensure business continuity.

5 Performance.

You should never have to sacrifice performance for manageability. Make sure that any vendor you choose meets or exceeds the latest benchmarks for performance—whether the device is plugged in or on battery power.

The Intel® vPro Platform meets all these criteria. Featuring the latest Intel® Core™ processors, Intel vPro leverages a complete hardware, firmware, and software solution that includes Intel® Active Management Technology (Intel AMT) and Intel Endpoint Management Assistant (Intel EMA) for unparalleled remote management capabilities. If your organization is taking advantage of a modern, cloud-based infrastructure to support its digital transformation efforts, you need a modern approach to remote device control: the Intel vPro platform.

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For more information about how Intel vPro can provide remote manageability and endpoint security for your business, get our recent **ebook**.

Notices and Disclaimers

All versions of the Intel vPro® platform require an eligible Intel® Core™ processor, a supported operating system, Intel LAN and/or WLAN silicon, firmware enhancements, and other hardware and software necessary to deliver the manageability use cases, security features, system performance and stability that define the platform. See intel.com/performance-vpro for details.

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