



Intel vPro® Stories: Top-Notch IT Support for Remote Workers

VIDEO TRANSCRIPT

Mike – IT Admin (Accenture): Hello, this is Mike.

Jenn – VP of Sales (Accenture Client): Hi Mike, it's Jenn. I'm off site and my laptop won't boot. I have a meeting in an hour. Can you help?

Mike: You bet!

In the past we would have had Jenn bring her laptop into the office for repair. Or, we would have sent a technician to her. Or, we would ship a replacement to her. Each of which involves a lot of downtime, missed customer meetings and costs. But fortunately, we now have a much faster, easier way.

Hey Jenn, I'm going to connect to your PC to see if I can troubleshoot what's going on.

Jenn: How are you going to do that? I can't even access my login screen.

Mike: You have an Intel vPro® laptop. That means I can use Intel® Endpoint Management Assistant to connect to it and manage it remotely, even though it won't boot. I'll restart you into safe mode. I think I found the problem. It looks like a Windows Update might not have installed correctly. I'll remove the faulty update now. Let's try a normal reboot again.

Jenn: Hey, it worked! You're a superhero, Mike.

Mike: Well, it's a lot easier when you have the right tools, like Intel vPro® and Intel® EMA.