Global Retailer Improves Efficiency, Security, and Performance with Remote Management

HCLTech, a $12 billion global managed service provider, handles a giant dispersed fleet of point-of-sale (POS) devices and back-office computers for one of the world's largest fashion retailers, headquartered in Europe. To support thousands of devices across stores in more than 75 countries and markets worldwide, HCLTech support often had to travel long distances to address issues onsite. Sending technicians for onsite device onboarding and management was highly inefficient, and HCLTech and their client needed a better path. Uptime, security, and data protection are nonnegotiable for the busy retailer. HCLTech and the retailer decided to deploy devices powered by the Intel vPro® platform to take advantage of its out-of-band remote management capabilities and security features. This included a worldwide Intel® Endpoint Management Assistant activation project involving more than 11,000 Intel vPro devices, which helped HCLTech and the retailer meet their critical needs.

Products and Solutions
Intel vPro® Platform
Intel® Endpoint Management Assistant
Intel® Active Management Technology

Industry	Organization Size	Region	Partners	Learn more
Retail	10,001+	Europe	HCLTech	Case Study