# Yucaipa City Government Streamlines Device Manageability

## Sprinxle delivers IT efficiency on Intel® architecture



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>
> **Jason Underwood**,
> IS Administrator, Yucaipa

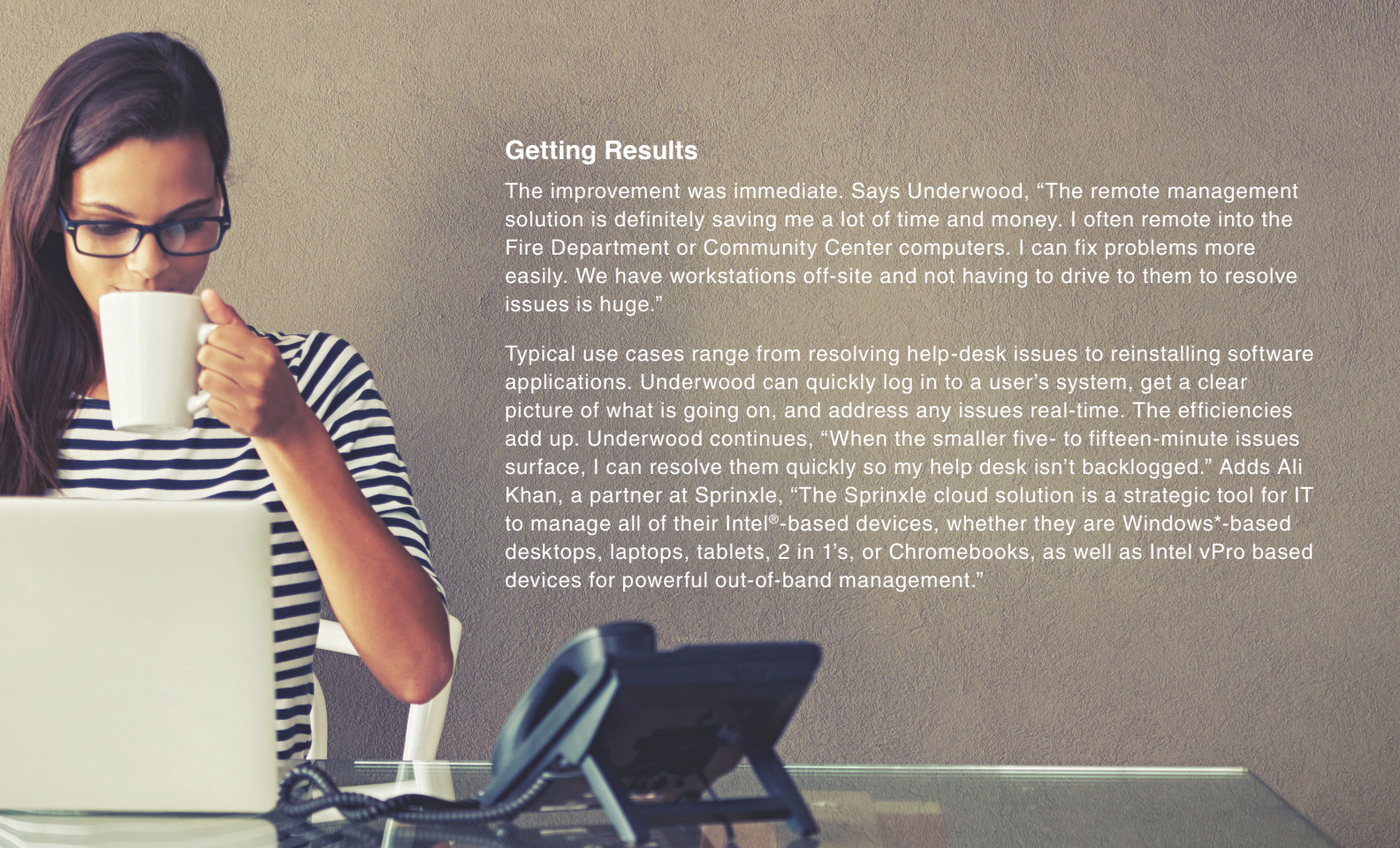With more than 51,000 residents, Yucaipa is the sixteenth most populous city in San Bernardino County, CA. Like many city governments, Yucaipa (http://yucaipa.org/) offers its community a wide range of services, from business and economic development to residential safety. IS administrator Jason Underwood is singlehandedly responsible for providing technology services to the Yucaipa city government agencies, as well as remotely managing and monitoring all city employee devices.

Underwood was providing deskside service to approximately 100 system users spread over four locations. Challenges ranged from troubleshooting unreplicable bugs to the sheer logistics of serving a busy city government reliant on technology. The remote management solution Underwood had in hand did not provide clear visibility into system usage patterns, or even whether systems were on or off.

### Solving the Management Challenge

Sprinxle's Account Executive, Asad Qadri, proposed a remote management solution that takes advantage of the technology—Intel®-based Dell devices—Yucaipa had already invested in. The core of the solution is Sprinxle's web-based management console for Intel devices. The console allows users to benefit from a wide range of management capabilities, including remote desktop, remote file access, remote power control, and remote terminal access.

They started with a small pilot, then rolled out across the Yucaipa city government. Remote training sessions were used to walk Underwood through a solution that he found both intuitive and easy to use. Qadri speaks to the value of the Sprinxle console, which allows IS and IT professionals simple, intuitive access to system data and control. "The management console is built for easy device management from any form factor, whether it be a desktop, laptop, tablet, or smartphone. Our cloud console provides anywhere, anytime manageability wherever there's an Internet connection."

## Getting Results

The improvement was immediate. Says Underwood, "The remote management solution is definitely saving me a lot of time and money. I often remote into the Fire Department or Community Center computers. I can fix problems more easily. We have workstations off-site and not having to drive to them to resolve issues is huge."

Typical use cases range from resolving help-desk issues to reinstalling software applications. Underwood can quickly log in to a user's system, get a clear picture of what is going on, and address any issues real-time. The efficiencies add up. Underwood continues, "When the smaller five- to fifteen-minute issues surface, I can resolve them quickly so my help desk isn't backlogged." Adds Ali Khan, a partner at Sprinxle, "The Sprinxle cloud solution is a strategic tool for IT to manage all of their Intel®-based devices, whether they are Windows*-based desktops, laptops, tablets, 2 in 1's, or Chromebooks, as well as Intel vPro based devices for powerful out-of-band management."

## Optimizing Intel® vPro™ Technology

There are three common barriers to full utilization of Intel® vPro™ capabilities: activation, access to a management console, and ongoing service and support. Sprinxle is 100% dedicated to helping organizations overcome these barriers and maximize both efficiencies and cost savings.

With Sprinxle, organizations can:

- Activate and provision the out-of-band management, security, and energy-saving capabilities in all their Intel vPro systems

- Mobilize these capabilities via the Sprinxle App store to manage, monitor, visualize, and power on/off any Intel vPro systems directly from smartphones and tablets

- Utilize an on-premise management console designed specifically to allow IT managers to take advantage of powerful Intel vPro remote and out-of-band management features, including KVM, asset inventory, monitoring, and power management

- Gain the flexibility to leverage the management capabilities of Intel vPro technology independent of any management console, or seamlessly integrate these capabilities within an existing management console

Additionally, Sprinxle provides the education and training to help your organization get the most from Intel vPro, including ongoing chat support and quarterly assessments.

### Maximize IT/IS Insight

- Asset information/ hardware inventory
- Power and sensor information
- Discovery information
- Power management
- Power event scheduling
- Power management (multiple devices)
- Power event scheduling (multiple devices)
- Remote control (KVM access)
- IDE-redirection and serial console
- Access monitor
- Event log
- Power package settings
- Time synchronization

### Increase Visualization

- Devices on network/ off network
- Device power status
- Device connected/ disconnected
- Timeline
- Power consumption historical graph
- Power consumption comparative graphs (between 2-3 selected devices)
- Temperature historical graph

## Conclusion

Organizations like Yucaipa are spending too much time and money addressing system, management, and security issues. Sprinxle is ensuring they can benefit from the security and manageability features built into the Intel® technology they already own.

Having experienced the benefits and labor savings directly, Underwood is now considering higher-end Intel® vPro™ devices that would allow him to take advantage of remote management regardless of the OS or power state of his devices.

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**Ali Khan**,
Partner, Sprinxle

Maximize your investment in Intel®-based devices with Sprinxle. Learn more at: **http://www.sprinxle.com**

Find out more about Intel® vPro™ technology at:
**www.intel.com/vpro**

## Why Intel® vPro™ Technology

Intel® vPro™ technology brings a comprehensive set of security, manageability, and productivity-enhancing capabilities. This technology is built into the new Intel® Core™ vPro™ processor family, the Intel® Xeon® processor E5-2600, E5-1600, and E5-1200 product families, Intel® chipsets, and network adapters. Sprinxle can help you identify the capabilities in your Intel®-based technologies and systems, and get the most value for your investment.

In addition to its collaboration and productivity benefits, Intel vPro technology protects against difficult-to-detect, penetrating rootkits and malware that threaten users working in cloud or virtual environments. It combines several hardware-based features for centralized image management and administration, secure network storage, and out-of-band protection—all beyond the firewall.

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