Case Study

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Laplink solves PC refresh and device management challenges while reducing costs for on-premises and remote users

PCmover.
Enterprise

Laplink.
Everywhere

intel.
vPRO®

Moving hundreds or thousands of users to new PCs and managing those devices throughout their lifecycles brings significant time, complexity, and cost challenges, especially when many users are remote. Offering full remote configuration, monitoring, and management, Laplink provides comprehensive solutions for PC deployments and OS refreshes with significant cost savings.

Challenge

Upgrading and managing a fleet of PCs often stretches IT's resources, tests users' patience, and reduces business productivity. How can businesses efficiently manage PC deployment, OS refresh, and related data migration?

Solution

IT personnel can quickly deploy, configure, and manage new and current PCs with robust, secure Laplink solutions. Laplink's PCmover Enterprise software facilitates large-scale deployments and takes advantage of Intel® Endpoint Management Assistant (Intel® EMA). In addition, Laplink Everywhere delivers full remote monitoring with advanced capabilities provided by Intel® Active Management Technology (AMT), which is supported by the Intel vPro® platform.

Result

Combined, the Laplink and Intel solutions address the workload, resource, and management challenges for enterprises and managed service providers.

Coping with PC deployment workload

According to Intel research, there are over 140 million PCs more than four years old. Clearly, many businesses could greatly benefit from improved performance, reliability, and security by refreshing these systems. However, setting up and supporting large numbers of Windows devices can be challenging, and some issues can even occur before the operating system has loaded. At that point, traditional remote connection tools can't be used, instead requiring the help of an on-site technician — a major challenge now that so many people work remotely.

For enterprises, the in-house IT team may find the workload simply too high, particularly if many employees work away from the office or from home. Shipping devices to and from the user or engaging in site visits can become a significant drain on resources.

Save time, improve the user experience

PCmover Enterprise streamlines the PC upgrade, refresh, and deployment process, offering comprehensive migration capabilities. Using automated discovery, followed by fully managed data and configuration management, PCmover Enterprise eliminates the time and frustration of handling multiple manual transfers.

In addition, PCmover Enterprise migrates user preferences often overlooked during standard OS upgrades, helping to deliver a smooth, rapid, and reliable employee experience.

PCmover Enterprise is fully integrated with and takes advantage of Intel vPro technology and the cloud-based Intel Endpoint Management Assistant (EMA). This integration enables IT administrators to discover, wake up, and reboot devices using EMA functionality whether the devices are in-band or out-of-band; and for deploying PCs with Intel vPro technology, PCmover functionality can be delivered through the EMA server.

According to Stephanie Hallford, Vice President and General Manager of Business Client Platforms at Intel Corporation,

"PCmover has been the app and data migration standard on Windows PC devices for more than 15 years, so we were eager to work together with Laplink to enable PC migration management via the Intel Endpoint Management Assistant (Intel EMA) console for IT managers. Intel vPro is the more secure choice for endpoint security and manageability, and this new capability in PCmover will enable enterprise, education, and government organizations the ability to further reduce the cost of their PC refresh cycles."

Stephanie Hallford, Vice President & General Manager, Business Client Platforms at Intel Corporation

Thomas Koll, Chief Executive Officer of Laplink, comments,

"PCmover Enterprise transfers files, apps, settings, and everything else the user needs. With no need to monitor or babysit the process, PCmover Enterprise, combined with Intel vPro and Intel EMA, enables busy IT teams to hugely increase their productivity, migrating thousands of PCs with little or no intervention."

Thomas Koll, CEO at Laplink

A recent PCmover Enterprise user commented, "In the past, [...] setting up brand-new computers and getting all the applications reinstalled and set up could take us upwards of two or three hours for a single computer. Now using PCmover Enterprise, that same complex migration usually takes only an hour." Similarly, another user remarked, "After migrating almost 100,000 PCs in 100+ global locations, we could not have asked for a better product than PCmover Enterprise."

Continuing success after deployment

To solve the workload challenges of monitoring and managing large PC fleets, particularly for a geographically dispersed workforce, Laplink Everywhere offers robust remote access and control.

Jack Wilson, Chief Technology Officer, Laplink, says: "Laplink Everywhere provides modern, cloud-based PC lifecycle management, delivering enterprise-grade remote monitoring and management. And with PCmover Enterprise, PC migration is a snap, too. As a bonus, with cloud technologies there are no server-side installs or additional infrastructure costs."

Laplink Everywhere takes advantage of Intel Active Management Technology (AMT), part of the Intel vPro platform. Intel AMT combined with Laplink Everywhere enables IT teams to securely manage devices regardless of their location, including devices out-of-band being used by a remote workforce, even when Windows has not loaded.

Laplink resolves workload, resource, and management challenges

Combined, the Laplink and Intel solutions address the workload, resource, and management challenges for enterprises and MSPs. Thomas Koll notes,

Watch as Stephanie Hallford, Vice President and General Manager of Business Client Platforms at Intel talks about unlocking the power Intel vPro devices with Laplink Everywhere.

"PCmover Enterprise and Laplink Everywhere help reduce costs and increase IT effectiveness for PC refresh regardless of the number of devices involved and no matter where they are located. In addition, ongoing management of those PCs is easier and allows IT to reduce time-consuming travel and related carbon footprint, all while improving the end-user experience."

Thomas Koll, CEO at Laplink

To conclude, Thomas Koll adds,

"Smart hardware needs smart software, and the unique combination of Laplink's solutions, Intel vPro, and Intel EMA technologies provide truly powerful PC migration, deployment and management for even the busiest IT teams."

Thomas Koll, CEO at Laplink

Laplink: Trusted for nearly 40 years

An early Laplink product was DOS-based file transfer software for PCs which included a proprietary (and patented) Laplink cable achieving unmatched data transfer speeds. Laplink was easy to use, secure, and reliable, and it became common to hear "I'll just Laplink that over to you." Fast-forward nearly 40 years, and Laplink has evolved — but its solutions still place the same emphasis on ease of use, security, and reliability, with PCmover Enterprise and Laplink Everywhere integrating Intel's AMT, EMA and vPro technologies.

System requirements for best performance

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 www.intel.com/Performance-vPro for details.

Learn More

You may find the following resources helpful:

- **Laplink PCmover Enterprise**
- **Laplink Everywhere**
- **Intel vPro platform**