



White Paper  
**Intel® Active Management  
Technology**  
Improve IT efficiency, increase  
productivity, and reduce costs

# Intel® Active Management Technology: Discover, heal, and protect your networked computing assets

In today's business world, IT organizations are faced with what seem like insurmountable issues of security, inventory management, diagnostics, and recovery that is a costly burden to manage.

Too many of the problem tickets issued for PCs require desktide or depot repair—a costly and time-consuming solution. This problem is worsened by inaccurate system profiles, which can make it more difficult to resolve a problem since repair technicians may show up without the right parts.

Then there are unknown, missing, or unmanaged assets, which can present a critical legal vulnerability for companies, not just an increased financial burden. And there are always problems with end-users who accidentally (or deliberately) remove protection agents. This causes problems with security, inventory management, and remote control.

Intel® Active Management Technology (Intel® AMT) removes a major barrier to greater IT efficiency—the lack of a platform-independent network control and communication standard. Now, corporate IT departments have Intel AMT platform architectural enhancements to support the remote discover, heal, and protect process.

## Solution: Intel® Active Management Technology

What corporations need are manageability tools that work with networked IT platforms in any system state such as:

- Persistent and tamper-resistant management agents
- Remote system management troubleshooting and repair tools for crashed or powered-down systems
- Effective, always-available inventory management tools
- Problem alerting capabilities that work—even when a platform has crashed

The solution is Intel® Active Management Technology (Intel® AMT), a cross-platform technology for the digital office that offers real solutions to many of today's high-priority IT problems.

### Now there's a solution for your unsolvable IT challenges

Extensive surveys of numerous IT organizations, laid the groundwork for defining and designing Intel AMT. According to the survey, the top three challenges IT revealed as requiring solutions were:

- Better asset management
- Reduced downtime
- Minimized desk-side visits

Intel design teams determined that these issues were best addressed through platform architectural enhancements, resulting in Intel AMT features that support top IT concerns.

Using built-in platform capabilities and popular third-party management and security applications, Intel AMT allows IT to better discover, heal, and protect their networked computing assets:

**Discover:** Intel AMT stores hardware and software information in non-volatile memory. With built-in manageability, Intel AMT enables IT to discover assets, even while PCs are powered off<sup>1</sup>. With Intel AMT, remote consoles do not rely on local software agents, thereby avoiding accidental data loss.

**Heal:** Intel AMT's built-in manageability provides out-of-band management capabilities to allow IT to remotely heal systems after operating system (OS) failures. Alerting and event logging help IT detect problems quickly to reduce downtime.

**Protect:** When provisioned with manageability software, Intel AMT, featuring Circuit Breaker capability, protects your network from threats at the source by proactively blocking incoming threats, reactively containing infected clients before they impact the network, and proactively alerting IT when critical software agents are removed. Intel AMT also helps to protect your network by making it easier to keep software and virus protection consistent and up-to-date across the enterprise. Third party software can store version numbers or policy data in non-volatile memory for off-hours retrieval or updates.

### Features and benefits

Intel AMT offers robust features and benefits for asset management, remote management, and security.

| Features   | Benefits  |
|--|---|
| Out-of-Band (OOB) system access                                | Allows remote management of platforms regardless of system power or OS state                      |
| Remote trouble-shooting and recovery                           | Significantly reduces desk-side visits, increasing the efficiency of IT staff                     |
| Proactive alerting   | Decreases downtime and minimizes time-to-repair   |
| Remote hardware and software asset tracking                    | Increase speed and accuracy over manual inventory tracking, reducing asset accounting costs       |
| Third party nonvolatile storage                                | Safeguard and restore data without relying on local software agents                               |
| Proactive blocking and reactive containment of network threats | Reduces risk of viruses and worms infecting end-user PCs and spreading, increasing network uptime |

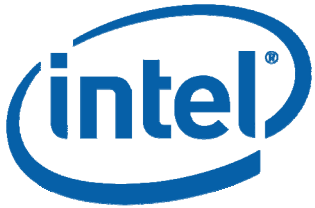
## Worldwide support for Intel AMT

Recognizing the advantages and benefits of Intel AMT for improving IT platform management efficiency, major Independent Software Vendors (ISVs) around the world are building in support for Intel AMT features in their products and major OEMs are implementing Intel AMT on their platforms. Together, these ISVs and OEMs provide leading-edge solutions in the areas of asset management, remote diagnosis and remote repair, and network security for the IT community.

| ISV            | Application  |
|----------------|--|
| Altiris*       | Altiris* Quarantine Solution<br>Altiris* Real Time System Manager<br>Altiris* Network Discovery            |
| Cisco* Systems | Cisco Network Admission Control (NAC)*<br>Cisco Security Agent (CSA)*                                      |
| CA*            | CA Unicenter* solutions  |
| HP*            | OpenView Client Configuration Manager*<br>OpenView Management Suite for Desktops*                          |
| LANDesk*       | LANDesk* Management Suite<br>LANDesk* Server Manager<br>LANDesk* System Manager<br>LANDesk* Security Suite |
| Microsoft*     | Microsoft* System Management Server 2003 (SMS)   |
| Star SoftCOMM* | StarNet*   |

## Summary

Intel AMT is an advanced embedded technology for Intel platforms that was developed in direct response to today's IT problems. To ensure that the technology is easily and broadly deployable by corporate IT, Intel is already working with leading third-party security and enterprise management software vendors and original equipment manufacturers (OEMs) to lead the drive for complete solutions to solve common IT problems worldwide.



## For more information

### Intel AMT ROI Estimator

The Intel AMT Return on Investment (ROI) Estimator is a powerful, interactive tool that can help you approximate your IT support costs and savings when purchasing future systems with Intel AMT. To download the Intel AMT ROI Estimator, go to [www.intel.com/go/iamt](http://www.intel.com/go/iamt). The ROI Estimator can be found in the right-hand column of the page.

### PCs with Intel® vPro™ technology and Intel® Centrino® Duo mobile technology feature Intel AMT

Intel AMT is available on select PCs with Intel vPro technology from leading OEMs. For more information, visit [www.intel.com/vpro](http://www.intel.com/vpro).

Additionally, Intel AMT is available on select laptops featuring Intel® Centrino® Duo mobile technology. For more information, visit [www.intel.com/centrino](http://www.intel.com/centrino).

<sup>1</sup> PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer to have an Intel AMT-enabled chipset, network hardware and software, connection with a power source, and a network connection.

Information in this document is provided in connection with Intel products. No license, express or implied, by estoppel or otherwise, to any intellectual property rights is granted by this document. Except as provided in Intel's terms and conditions of sale for such products, Intel assumes no liability whatsoever, and Intel disclaims any express or implied warranty, relating to sale and/or use of Intel products including liability or warranties relating to fitness for a particular purpose, merchantability, or infringement of any patent, copyright or other intellectual property right. Intel products are not intended for use in medical, life saving, or life sustaining applications. Intel may make changes to specifications and product descriptions at any time, without notice.

Copyright © 2006 Intel Corporation. All rights reserved. Intel, the Intel logo, Intel. Leap ahead. and Intel. Leap ahead. logo, Centrino, and Intel vPro are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

\*Other names and brands may be claimed as the property of others.