

Sabio Information Technologies Delivers Complete IT to Small and Mid-Size Businesses

Comprehensive IT management that increases your business focus and removes IT hassles

Binstock, Rubin, Adler, Aldecoa & Ellzey, P.A. is a 27-employee, full-service public accounting firm that leverages technology to offer large-firm capabilities to its clients without losing the personal attention that only a small company can deliver. "In our business, relationships are paramount," explains Ilyne Sbar, a certified public accountant and operations manager for Binstock, Rubin, "and we differentiate ourselves by the consistent high quality of our service." The company's IT tools allow them to respond quickly to client inquiries, maintain a productive work flow, and do a significant amount of work at their clients' sites. But the IT tools that enable the company's output also present challenges. First, they must be constantly managed and maintained. "It's imperative that we keep our hardware and software up-to-date and running efficiently so that our staff can remain at peak productivity," says Sbar. "Any glitches that slow us down impact our ability to service our clients in the manner to which they have become accustomed." Second, managing their technology day-to-day would distract Binstock, Rubin from serving their clients. "In the past, I spent a huge amount of time on IT issues," says Sbar. "I was always concerned about program updates, program installations, and PC and network issues—along with coordinating with various vendors to resolve those issues."

That changed in 2007 when Binstock, Rubin outsourced the management of their IT to Sabio Information Technologies. Sabio provides complete managed IT services that give small and mid-size companies more effective IT functions and lower their overall IT cost. "We provide 'enterprise-class,' all-inclusive IT services that allow our customers to focus on their business while we take care of the technology," says Mario Santiago, President and CEO of Sabio. "Our goal is to help them use technology in the most effective way and to build their competitive advantage." Sabio's services include management of desktop and notebook PCs, servers, networks, and security infrastructure.

Using Advanced Tools to Deliver Advanced Services

One of the key elements of Sabio's managed services is their ability to comprehensively monitor and manage the IT infrastructure remotely, thus reducing costly service visits. They do this by using advanced management software combined with desktop and notebook PCs based on Intel® vPro™ technology. The advanced capabilities of Intel vPro technology give Binstock, Rubin the energy-efficient PC performance they need to run demanding business applications, while at the same time enabling Sabio to deliver better PC management with greater efficiency and cost-effectiveness.

"Sabio's services with Intel vPro technology give us the ability to bill more hours and better serve our clients."

Ilyne Sbar, Operations Manager, Binstock, Rubin



What is Intel® vPro™ technology?

- Hardware-based capabilities that allow secure, remote access to desktop and notebook PCs virtually any time for maintenance, updates, and upgrades, and for diagnostics, repair, and remediation – even if the PC power is off, the operating system is unresponsive, management agents are missing, or hardware (such as a hard drive) has failed!
- Industry-leading performance through the Intel® Core™2 Duo processor, which is optimized for multitasking and next-generation software so that virus scans and other tasks can run in the background without bogging down user applications in the foreground.
- Impressive energy efficiency and energy management delivering lower power consumption and cost.

Sabio's Intel vPro technology-based solution is bringing a number of significant advantages to Binstock, Rubin:

Greater reliability and uptime that minimize business interruptions. Downtime is lost productivity, every time. Sabio minimizes downtime by using the advances of Intel vPro technology to monitor and manage Binstock, Rubin's PCs around-the-clock, 7 days a week, even if the PCs are off or their operating system is disabled! This allows Sabio to *proactively* watch for many developing issues and intervene before they negatively impact the end user's workflow (or the entire business). When problems do arise, they can often be corrected remotely, without the cost and delay of a field service call and without interrupting the end user. Sabio estimates that PCs based on Intel vPro technology experience 20 percent less downtime.² "Increasing our employees' productivity is critical," says Sbar, "and Intel vPro technology helps us do that."

In addition, Sabio's ability to remotely turn PCs on and off further decreases user interruptions. "We can do antivirus patches and software updates remotely and securely after hours," notes Santiago. "The end user is not interrupted, and critical patches are in place much more quickly." In Binstock, Rubin's business, updates to payroll and accounting software are very common. "Our remote capabilities allow us to completely remove the software update headache from Binstock, Rubin and handle it after working hours," says Santiago.

Lower total IT cost. Sabio's complete IT management is delivered for a set monthly fee, so Binstock, Rubin knows what their IT costs will be. "The set monthly fee is very appealing," says Sbar. "You don't have to worry about some unexpected IT disaster breaking your budget." And as Santiago explains, the value delivered is much higher than in-house IT management. "Many of our customers come to us when they're facing the decision of whether to hire a full-time IT person," he explains. "One IT person can represent a total labor expense of \$70,000 to \$80,000 including benefits and taxes. But that will only bring in a limited skill set and the bandwidth of one person."

In addition to enabling cost-effective services, PCs based on Intel vPro technology can result in significant power savings. Because Sabio can power PCs up and down remotely, they can turn a customer's PCs off after hours and then power them back up to their original state before the next workday begins. The cost savings over the lifetime of a PC can be significant—over \$200 per PC.²

Full mobile functionality that lets Binstock, Rubin take their office to the customer's site. Two of Binstock, Rubin's key strategies are to maintain close relationships with clients and deliver high-quality, responsive services. By deploying select Toshiba

Tecra* and Portege* notebook PCs based on Intel vPro technology, Sabio is helping the company do both. Their effective performance and ease of connectivity, along with superb remote manageability, make these laptops true desktop replacements that allow Binstock, Rubin to fully serve the customer while at the customer's site. "The mobility of our Intel vPro technology-based notebooks lets us take our tools and information to the client's site and work there in real time," says Sbar. "It demonstrates to the client that we have the ability to assist them immediately at their request." In addition, this mobility allows employees to be productive regardless of their location, whether on the road or responding to customer needs from home. "The advanced remote manageability of Intel vPro technology and Sabio-developed tools enables us to service Binstock, Rubin's PCs regardless of where they are," notes Santiago.

Proactive security that protects critical business data. In an environment where threats from viruses and malicious software are ever-increasing, Intel vPro technology enables Sabio to *proactively* protect Binstock, Rubin. Sabio can constantly monitor PCs based on Intel vPro technology to ensure that critical security software is in place and up-to-date, without bothering the end user. Regular security patches and updates can be done automatically after hours, even to PCs that are turned off¹—which means that Binstock, Rubin's critical business data is better protected.

Better Business Focus and Better IT

Sabio's engagement with Binstock, Rubin is an example of how Sabio's comprehensive, all-inclusive outsourced IT service can help businesses better focus on serving customers while improving their IT function and decreasing overall IT cost. "Our customers want to use technology as effectively as they can to be productive while reducing operating costs," notes Santiago. "By helping them do that, we become a strategic part of their team." Binstock, Rubin's Sbar agrees. "Sabio keeps our employees productive, and they free me from managing our technology," she says. "Sabio's services with Intel vPro technology give us the ability to bill more hours and better serve our clients."

For More Information

For more information on Sabio Information Technologies, visit www.sabioit.com.

For more information on the benefits of Intel vPro technology for small business, visit <http://msp.intel.com/business>.



¹PCs with Intel® vPro™ technology include Intel® Active Management Technology (Intel® AMT). Intel AMT requires the computer system to have an Intel AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, www.intel.com/technology/platform-technology/intel-amt/

²Sabio estimate based on field testing performed during November 2008.

INTEL MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This document is for informational purposes only.

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

Copyright © 2009 Intel Corporation. All rights reserved. Intel, the Intel logo, Intel vPro, and Intel Core are trademarks of Intel Corporation in the U.S. and other countries.