

# Simpler IT Management with Intel vPro® Fleet Services

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Intel vPro Fleet Services delivers an easy-to-use solution for managing devices built on Intel vPro®, providing a simpler activation process and ongoing fleet control.

## Accomplish More with Existing IT Staff

Intel vPro Fleet Services provides the advantages of Intel® Active Management Technology (Intel® AMT) at no cost as a simpler alternative to self-service. Using this offering, organizations are getting Intel AMT up and running faster, experiencing benefits that include:

**Out-of-band remediation:** Manage and fix issues on edge devices, such as corrupted drivers, problems with application software, or operating system issues—even when the operating system is down or non-responsive.

**Remote control:** Access and control systems remotely—see what's on the screen and control a device with a remote keyboard and mouse to troubleshoot and resolve issues without onsite, physical intervention.

Intel Fleet Services runs alongside existing management tools, augmenting your fleet management capabilities.

## A Manageability Solution for Every Need

For almost 20 years, Intel vPro has been making PCs accessible and manageable, with each new generation delivering more value to IT. Taking full advantage of Intel vPro PCs in the enterprise is now even easier, with a management option designed for every business need.



### Intel® vPro Fleet Services

#### Intel delivered

New, Intel-delivered service providing easy-to-use, remote management of Intel vPro devices—without costly third-party licensing fees or complex activation.

### Intel® Endpoint Cloud Services

#### Partner hosted

Remote management of devices built on Intel vPro, delivered through partners' IT management solutions with seamless integration from Intel.

### Intel® Endpoint Management Assistant (Intel® EMA)

#### Self managed

Self-hosted and configured solution for flexible and secure, hardware-based remote management of Intel vPro devices.

## Intel vPro Fleet Services

Intel vPro Fleet Services is an easy-to-use, Intel-delivered service, available at no additional cost, which prepares organizations of any size to address outages without the traditional cost and downtime to remediate PCs. Achieve fast endpoint recovery with IT-administered remote access to devices built on Intel vPro, wherever they are.

Intel vPro Fleet Services:

- Provides the cloud component IT departments need to activate Intel AMT.
- Accelerates Intel AMT deployment, typically with no more than six IT deployment tasks.
- Takes advantage of hardware management capabilities built into the Intel vPro platform.

Using Intel vPro Fleet Services, organizations can manage a wide variety of laptops and desktops built on the Intel vPro platform, which delivers:

- Remote management capabilities to support users where they are.
- A rigorously tested, validated set of hardware components and software technologies that work better together.
- Intelligent performance for today’s business workloads—and tomorrow’s.
- Multilayer security out of the box.
- Intel vPro is powered by a broad range of processors, including the latest Intel® Core™ Ultra processors with built-in support for artificial intelligence, to deliver new capabilities and experiences to organizations and their employees.

### Intel vPro Fleet Services Features

Feature	Intel AMT	Intel vPro Fleet Services
Remote power control	✓	✓
Remote keyboard, video, and mouse (KVM) control	✓	✓
Support for client control mode	✓	✓
Support for 802.1x	✓	Coming soon
Admin control mode	✓	Coming soon



## Reduce Downtime

Once Intel AMT is activated and fully implemented by Intel vPro Fleet Services, organizations are prepared to respond to technology issues and outages, however critical or widespread, on a moment's notice. Whether the problem is an endpoint issue, a service outage, or a security threat, prepared organizations can:

- Get critical resources up and running quickly—often in hours, not days—without onsite visits.
- Manage dispersed user and edge devices, from onsite to around the globe.

### “Blue Friday” Outage

In 2024, **8.5M** Microsoft Windows-based systems crashed due to a faulty update to 3rd party security software. US-based airlines, alone, incurred financial damages estimated to be as high as **\$0.86B**, with thousands of flight cancellations stranding over a million travelers for days. Although a fix was released within hours, organizations reliant on manual computer fixes faced many hours or days to restore full services. Organizations with the Intel vPro platform—and Intel AMT activated—were able to restore service quickly, without technicians onsite.<sup>1</sup>

A comprehensive approach to remote management helps keep devices up to date, reducing the risk to fleets and organizations from modern security threats. Organizations that take this proactive approach are prepared to mitigate edge device issues remotely and quickly when they happen. The tools you already have with Intel vPro can mean the difference between recovering gracefully and falling behind.

**With Intel vPro Fleet Services, available at no cost, every organization can get the most out of their devices built on Intel vPro.**

 Visit Intel vPro Fleet Services



Intel technologies may require enabled hardware, software or service activation.

All versions of the Intel vPro platform require an eligible Intel 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](http://www.intel.com/Performance-vPro) for details. Intel vPro Fleet Services is available at no extra cost to help businesses activate and engage Intel Active Management Technology, which is exclusive to PCs built on Intel vPro. Performance varies by use, configuration and other factors. Learn more at [www.intel.com/PerformanceIndex](http://www.intel.com/PerformanceIndex). No product or component can be absolutely secure. Learn more at [www.intel.com/PerformanceIndex](http://www.intel.com/PerformanceIndex) (Security & Manageability). Your costs and results may vary.

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<sup>1</sup>Signal65, [How Modern Manageability Reduces Downtime and Financial Risk](#), February 2025