

Intel vPro® Platform Provides Tangible Value for Brick-and-Mortar Businesses

A Case Study with Ruggiero's Ace Hardware & Feed

With only one IT technician on staff, Ruggiero's Ace Hardware & Feed faced the challenge of maintaining smooth operations across multiple stores. To help, they deployed new point of sale devices based on the Intel vPro® platform with Intel® Active Management Technology (AMT), and saw immediate results:



Increased efficiency and control for IT¹

When an issue arose at their New Mexico store, IT was able to resolve it from Arizona, reducing costs and downtime thanks to remote manageability with AMT.



Improved experiences for customers

Faster time to resolution meant Ruggiero's Ace Hardware was able to keep point of sale systems online, lines short, and customers happy across locations.



Peace of mind for business owners

AMT enabled Josh, the co-owner, to check systems with a single glance. He thinks of AMT as his safety net against unavoidable system failures.

"The reason I really like vPro and AMT is that it provides you with peace of mind. Anytime there's something wrong, for whatever reason, you can access everything remotely just as if you were standing in front of it. That solves a lot of issues."



Josh Ruggiero, Co-owner
Ruggiero's Ace Hardware & Feed

71%

reduction in tech visits²

47%

reduction in time to resolution²

\$49

reduced TCO per machine, per year²

Many other brick-and-mortar retailers have seen results like Ruggiero's Ace Hardware. Learn more at www.intel.com/vproinretail.

¹ Based on internal data from Ruggiero Ace Hardware & Feed

² The program results are overall averages taken from the seven MSP partners participating in the program. Intel technologies may require enabled hardware, software or service activation. No product or component can be absolutely secure. Your costs and results may vary. Intel does not control or audit third-party data. You should consult other sources to evaluate accuracy.

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