


# Case Study

Netop
Intel vPro®

# More Control, Less Downtime: Secure Remote Management for Critical Infrastructure with Netop and Intel vPro®

## Executive Summary

When systems in critical environments suffer from operating system failures or become entirely unresponsive, traditional, software-based remote management tools fail, leaving systems inaccessible and forcing organizations to rely on costly, time-consuming technician dispatches. Netop pairs with Intel vPro® to provide secure out-of-band remote recovery with fewer on-site or field service visits. Designed for critical settings, this hardware-and-software integration maintains direct connectivity and control even when the operating system is completely down.

## Challenge of Managing Devices in Critical Settings

Most remote access tools were built for offices, help desks, and cloud-first workflows; hence, they were optimized for speed, and the latest operating systems. Critical environments need control and compliance first.




Fig. 1: Three realities driving the need for secure remote management

Critical environment systems demand remote access built for protection, not convenience. Netop was purpose-built for these settings.

## Netop and Intel vPro — Extending Remote Management Beyond the OS

**The Netop integration with Intel vPro extends secure remote management beyond the operating system, helping IT teams maintain access when traditional software-based tools are unavailable.** With capabilities such as remote power control, BIOS-level access, and recovery, authorized teams can troubleshoot and respond to issues even when the OS is unresponsive.

**Netop also simplifies the infrastructure required to enable Intel vPro® Manageability.** The integration is built into the Netop Portal, eliminating the need for customers to deploy and manage separate Management Presence Server (MPS) infrastructure or build their own Intel vPro management environment.

**The result is a single pane of glass remote management experience** that supports both everyday software-level in-band management and Intel vPro out-of-band capabilities—helping organizations reduce complexity and time, resolve more issues remotely, and maintain control of distributed and mission-critical systems all in one view.

### The Netop advantage

For more than 40 years, Netop has delivered controlled, auditable remote access for global enterprises operating in regulated and business-critical environments, including financial services, retail, healthcare, manufacturing, defense, and critical infrastructure.

Netop integrates with Intel vPro and offers three flexible deployment models: Netop Portal (Saas), Netop Self-Hosted Portal, and Netop Guest to Host (On-Premises). Organizations can choose the model that best aligns with their security, infrastructure, and data-residency requirements.

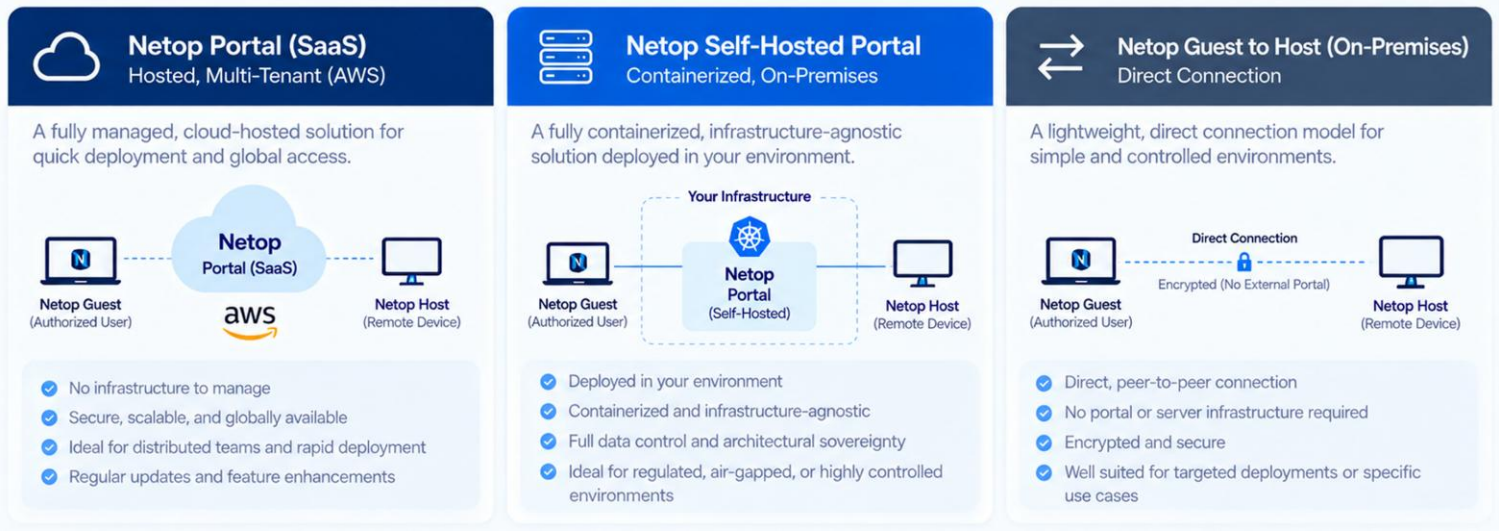



Fig. 2: Three flexible deployment models

## Intel vPro Platform Architecture and Intel® Active Management Technology (Intel® AMT)

### Intel vPro Platform Architecture

Intel vPro technology, introduced in 2006, integrates dedicated management components within the platform chipset. This architecture enables out-of-band functionality that maintains connectivity and control when primary operating system resources have failed. The platform has evolved over two decades into a mature solution deployed across industries worldwide. While Netop in-band remote access runs within the OS, Intel AMT—a key component of the Intel vPro platform—provides a management layer accessible even when the operating system becomes unavailable. This enables continued system access during the failure scenarios that render software-only approaches inoperable.

### Intel Active Management Technology: Out-of-Band Control

Intel AMT firmware maintains network connectivity even when the system is powered off or the OS has crashed, enabling management platforms to access and control systems regardless of OS state. Operating on an independent network stack separate from the host operating system's network layer, Intel AMT ensures network communication with the management platform remains functional even when the primary OS network stack has failed or becomes compromised. Through this connection, administrators can perform diagnostics, execute recovery procedures, and monitor system health.




Fig. 3: Maintain control—even when the OS isn't available

## Intel vPro integration with Netop

Netop has built Intel vPro support into the Netop portal, removing the need for a separate management infrastructure.

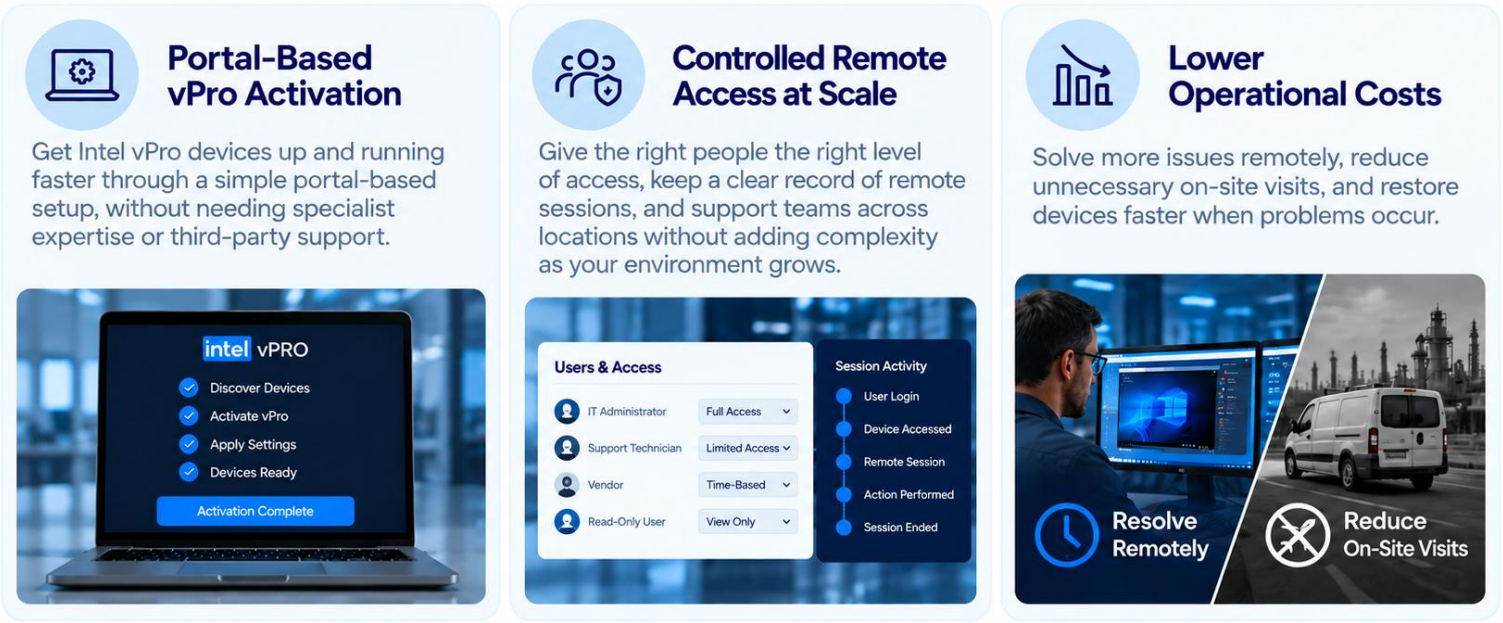



Fig. 4: Activate, manage, and support Intel vPro devices with confidence

The integration of **Netop** with Intel vPro delivers an out-of-the-box solution that empowers IT teams to fully utilize their hardware investment without additional infrastructure costs or complex configurations. Netop offers a smart, efficient path to enterprise-grade remote management— all while lowering cost, improving performance, and enhancing security.

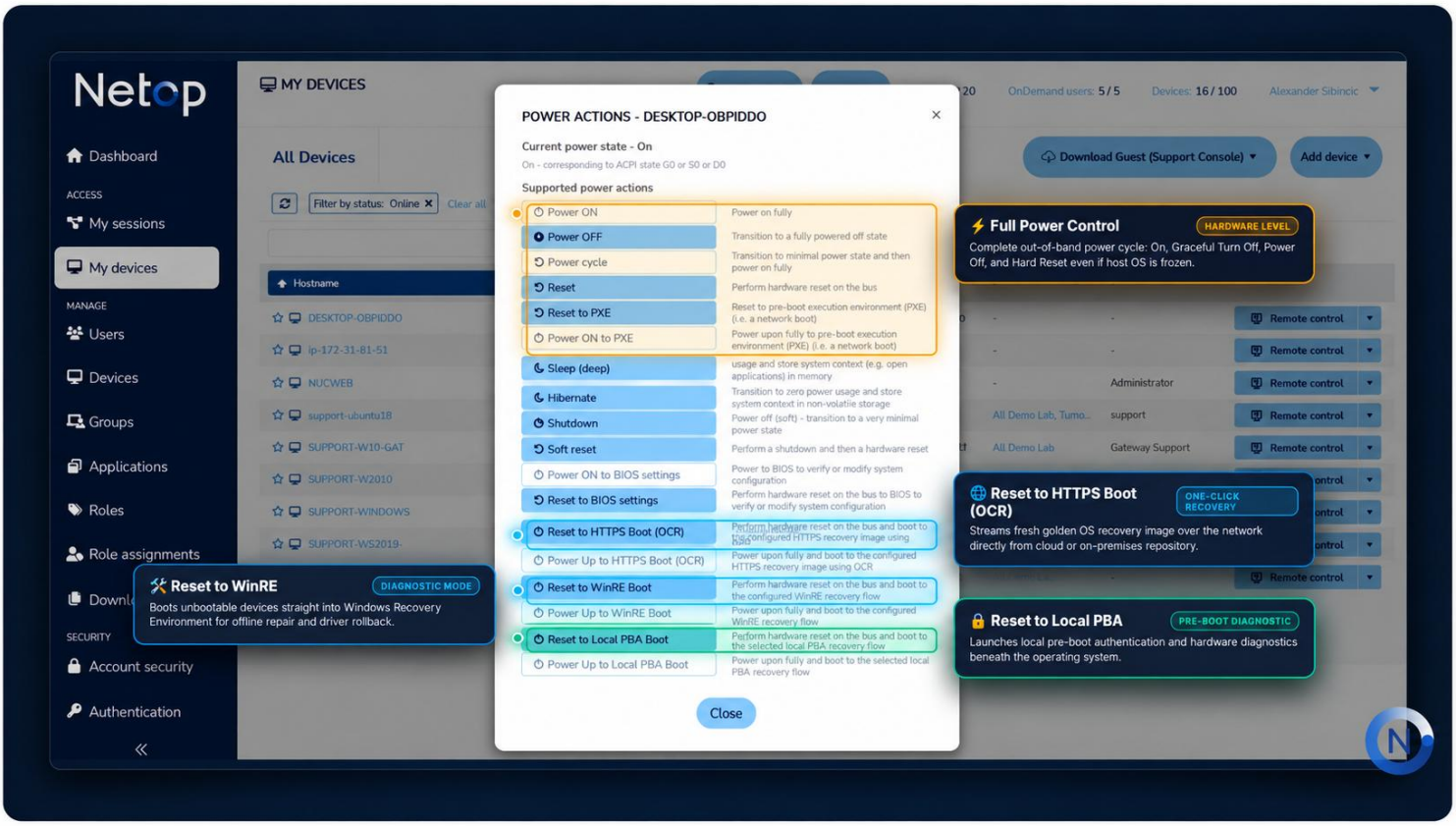



Fig. 5. Netop console with integrated Intel vPro® out-of-band remote management capabilities.

## Intel® One-Click Recovery (Intel® OCR)

Intel One-Click Recovery (OCR) uses Intel AMT to give IT access to a device in a state that standard remote tools cannot reach. When the OS cannot start, Intel vPro enables IT to:

- Power the device on remotely
- Force boot directly into the Windows Recovery Environment (WinRE)
- Operate via hardware-level KVM—no logged-in user required

From inside WinRE, IT has access to native Windows recovery tools: Startup Repair, System Restore, Reset this PC, Command Prompt, and advanced diagnostics. The key point is that Intel vPro does not repair Windows autonomously — it guarantees that IT can always reach the device and operate within Windows' recovery environment, regardless of the OS's state. For distributed environments, that guarantee is operationally significant. Netop brings One-Click Recovery into the same console IT uses for daily support: technicians trigger recovery, watch the WinRE boot in real time, and complete the repair without the end user present.

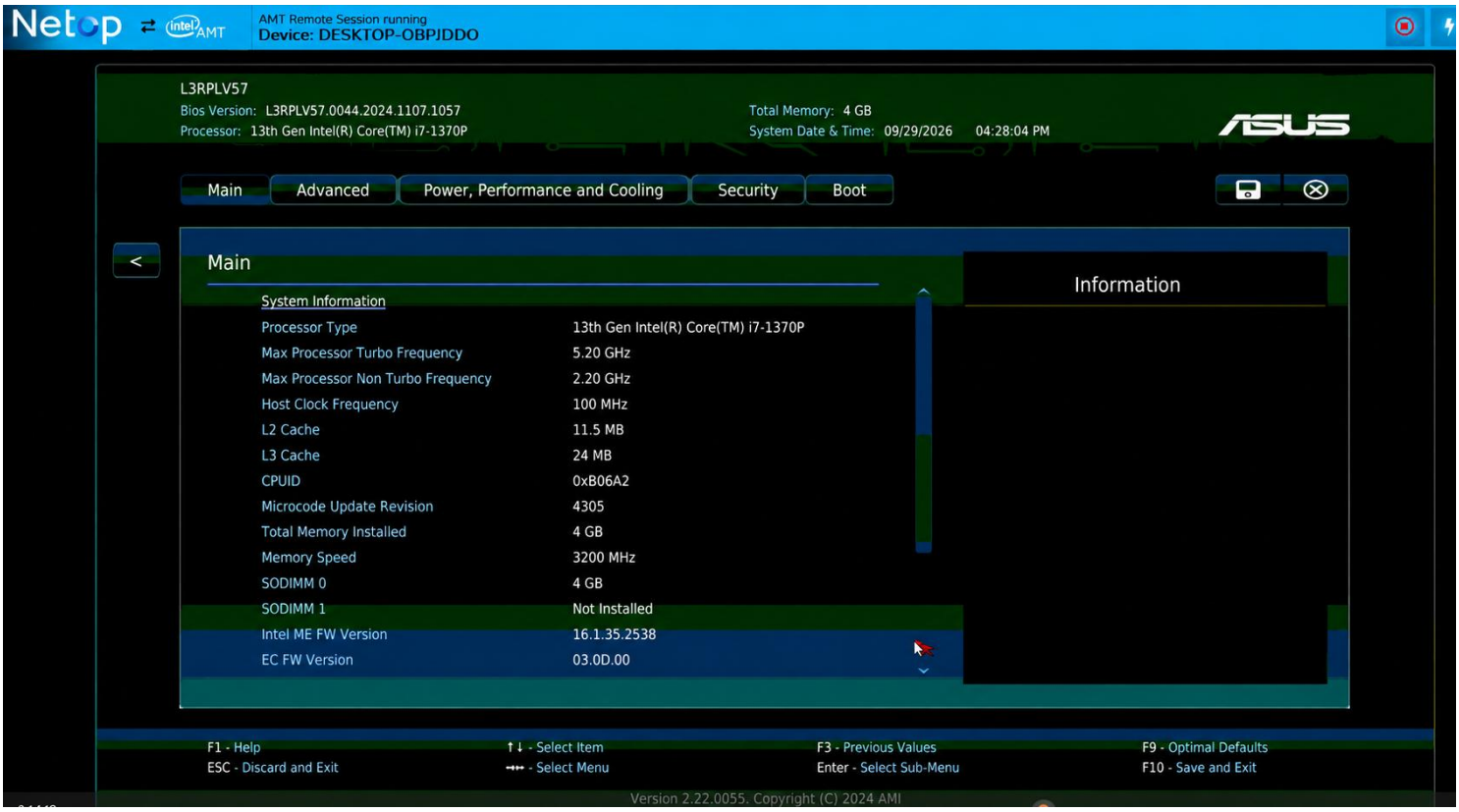



Fig. 6: Netop console showing Intel® AMT remote session running

## Real-world use cases. Real operational impact

With Netop and Intel vPro, organizations across critical and highly regulated environments can extend secure remote management beyond the operating system—helping maintain critical uptime, resolve more issues remotely, and reduce costly on-site intervention. From distributed financial networks to remote industrial infrastructure, the integrated solution provides controlled, auditable access to troubleshoot and recover systems wherever they are located.




Fig. 7: How organizations are using Intel vPro + Netop to keep critical operations running




Fig. 8: Real-world use cases

## Remote Management Shouldn't Stop When the Operating System Does.

Together Netop and Intel vPro cover the full management path, from routine in-band support to below-OS recovery. While Netop delivers controlled, auditable in-band remote access for everyday support and routine remediation, Intel vPro provides essential out-of-band, below-OS control when the operating system becomes entirely unresponsive.

When you combine these complementary capabilities, you gain a unified management path that minimizes costly downtime, eliminates unnecessary physical technician interventions, and keeps mission-critical infrastructure running seamlessly.

**Book a Demo:** https://netop.com/netop-request-demo/

## Learn more:

**Netop: www.netop.com**

**Intel vPro®**

Below the OS: Intel vPro One Click-Recovery with Netop (Video)

Unlock the Full Potential of Intel vPro with Seamless Netop Integration (Article)

Below the OS: Intel vPro One-Click Recovery with Netop (Blog Post)

Remote Access Under Disruption: Keeping OT Systems Reachable When Connectivity Fails (Article)

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