How Can You Add Predictability to Your PC Refresh Process?

As the equipment that employees rely on more than any other, PCs are critical to ensuring productivity, collaboration, and innovation across your business.

But with the rapid pace of hardware iterations and constant development of new applications and software, even the most powerful business PC purchased today will begin to feel clunky, dated, and slow within a few years.

To keep employees working at their best, you must have a systematic upgrade process in place. This means updating a PC before it becomes a barrier to getting work done. But for companies with massive workforces, it can be time consuming and difficult to execute a rolling, ongoing upgrade process—introducing unpredictability into your PC fleet.

Unpredictability created by your PC refresh process is one of the most problematic, yet underdiscussed, challenges that IT Ops faces. Here's why it's important and what you need to know to overcome it.

What causes unpredictability in the user system upgrade process?

Each time IT Ops decides to add a new device model to its PC fleet, it must first validate the PC to ensure that the model can meet the needs of its operating system, critical business applications, and drivers. Once a device is validated, IT Ops can then deploy the model throughout the workplace.

But for a business with massive numbers of employees spread across the world, it can take months or even years to upgrade everyone's PC. During this time, the OEM may make a change to a component in the build—essentially creating a different device than the model you validated.
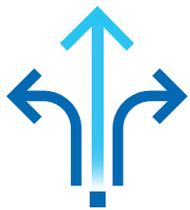
Why is it important to prioritize predictability?

While a switch to a different component or an upgrade to a driver might not sound like a big deal, for businesses, this means they're taking a chance on a PC that has not been validated. As a result, they're putting their critical business applications, employee productivity, and customer experience at risk.

To avoid that risk, IT Ops must revalidate the new build, which costs more time and resources. In addition, there are now multiple versions of a device to manage, increasing management, security, and patching complexity.

If IT Ops can ensure that the PC it validates today will be the same one it puts an order in for six months from now, this can help save significant effort revalidating the device. It also confirms that every device of the same model is identical, which makes it easier to keep track of security patches. Similarly, IT Ops can reduce employee downtime by having a stock of spare parts on hand that works for every device of the same model in its fleet, rather than having to order different components for different devices.

Device predictability provides the most important yet elusive thing you'll find in business: confidence. By knowing all your PCs have the same level of power and functionality, you can move forward with new digital transformation initiatives, applications, and use cases. This helps ensure that each employee will have the same experience.
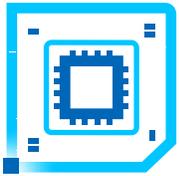
How can you increase predictability in your upgrade process?

Some OEMs provide stabilization guarantees for some of their PC models. This means that they promise the device you validate now will be the same as the one you buy in the future.

They'll often guarantee either the entire device, or specific components, such as the processor, memory, graphics chip, chipset, Ethernet hardware, and Wi-Fi hardware. By ensuring the stability of these components, you'll be able to avoid spending the time and money it takes to revalidate new components down the road. It will also eliminate the need to customize the image you install on each PC each time an upgrade is required.

What is the Intel® Stable IT Platform Program?

Part of the Intel vPro® platform, the Intel Stable IT Platform Program is designed to give you the confidence you need to refresh your PC fleet at your own pace while verifying consistent quality and performance.

Here's how it works:

This extensive validation program helps guarantee no hardware changes throughout your buying cycle for at least 15 months or until the next generational cycle. By providing stability and predictability, the program lets you validate a PC today knowing it won't deviate while you're still in the midst of upgrading your fleet.

Thanks to the Intel Stable IT Platform Program, you can:

- Maintain your golden configuration

- Reduce your qualification cycles

- Deliver a consistent roll-out of validated devices across time

- Minimize the number of platforms to manage over your workforce

- Ensure consistent security, patching, and technology integrations

The Intel Stable IT Platform Program is proven to deliver predictability. For more than a decade, businesses have relied on the program to safeguard component consistency. In that time, the Intel Stable IT Platform Program has extended to cover a complete set of PC components—ranging from processors and memory to Ethernet and wireless connectivity—to ensure the level of predictability you and your employees require to do more.

Learn more about

Intel Stable IT Platform Program.