

# HP Workforce Experience Platform

## Maximize Employee Productivity, Minimize IT Costs



## Overview

HP Workforce Experience Platform (WXP) provides IT visibility and control over your digital ecosystem. Its AI-powered predictive analytics and actionable insights<sup>1</sup> drive down costs, strengthen security, and improve efficiency, so your employees can thrive.

## Software Benefits

- **Stay one step ahead with proactive management across your devices:** WXP enables you to anticipate emerging issues across PCs, Macs, collaboration tools, digital workspaces, and applications. Leverage comprehensive insights to address problems in your IT environment before they have an impact.
- **Reduce IT service costs with streamlined operations:** AI-powered automation helps streamline operations, resolve challenging IT issues, improve efficiency, and lower IT service costs. Free your IT teams from endless help desk tickets and instantly boost their productivity.
- **Act on insights to boost workforce performance:** Provide IT with alerts and remediation tools to proactively anticipate and resolve issues, unlocking time for higher-impact work. Reducing tech-related frustrations for employees enhances workforce productivity and engagement helping drive business growth.
- **Assess change and measure impact:** Monitor and manage the health of your digital ecosystem from a single modern interface. Customize your analytics, reporting, and surveys, creating a continuous feedback loop to optimize every aspect of your workforce experience.

## Software Highlights

- Proactively solve IT issues with advanced endpoint management and insights.
- Cut IT support hours and costs using AI-powered automation.
- Strengthen endpoint security with proactive remediation.
- Enhance employee satisfaction with actionable pulse survey feedback.
- Optimize expenses with data-driven hardware refreshes.
- Maximize IT efficiency with third-party integrations.

## Delivery Specifications

HP Workforce Experience Platform is a customer self-managed or partner-managed software solution. Platform access is granted after purchasing a plan and HP completing the license entitlement.

Device enrollment can be done by customers with HP-provided self-deployment instructions or by submitting a support request to HP Support through the platform.

## Plan Summaries<sup>\*</sup>

Standard	Pro	Elite
Get essential tools and support for PC fleet visibility and control.	Enhance your digital experience strategy and resolve issues quickly with advanced remediations and employee engagement tools.	Overcome your most complex IT challenges and streamline operations with cutting-edge AI capabilities.
<ul style="list-style-type: none"> <li>▪ Fleet health analytics and insights</li> <li>▪ BIOS policy deployment</li> <li>▪ Windows 11 readiness</li> <li>▪ Employee surveys</li> <li>▪ Essential third-party integrations</li> </ul>	All that's in Standard, plus: <ul style="list-style-type: none"> <li>▪ Advanced monitoring, alerting and remediation</li> <li>▪ AI-driven anomaly detection</li> <li>▪ Employee sentiment and engagement</li> <li>▪ AI-powered natural language search (limited queries)</li> <li>▪ Additional integrations</li> </ul>	All that's in Pro, plus: <ul style="list-style-type: none"> <li>▪ AI-powered natural language search (unlimited queries)</li> <li>▪ AI-driven sentiment analysis</li> </ul>

The Starter plan includes basic telemetry for PCs and is included with purchase of select HP solutions.<sup>2</sup>

<sup>\*</sup>Please see the feature detail below and contact your HP sales representative for complete HP service definition.

# Compare Plans

	Standard	Pro	Elite
<b>Experience Score and Analytics</b>			
System Health	●	●	●
OS Performance	●	●	●
Security	●	●	●
End-user Sentiment		●	●
Network Health		●	●
Applications		●	●
<b>Employee Sentiment and Engagement</b>			
Custom Surveys (One time)	●	●	●
Employee Notifications (Standard)	●	●	●
Custom Surveys (Recurring)		●	●
Employee Notifications (Urgent)		●	●
Employee Sentiment Survey (Recurring)		●	●
Sentiment Analysis and Topic Modeling <small>AI-enabled</small>			●
<b>Hardware and Software Asset Management</b>			
PC HW Inventory and Management	●	●	●
PC Warranty Status (HP Devices)	●	●	●
SW Application Inventory	●	●	●
Microsoft Windows v10 to v11 Migration Readiness	●	●	●
Peripherals	●	●	●
Smart PC Refresh (Persona-based PC Recommendation) <small>AI-enabled</small>		●	●
Phones and Tablets		●	●
<b>Software and OS Performance</b>			
Microsoft Windows OS Health and Performance	●	●	●
SW Application Experience - Installed Applications		●	●
SW Application Experience - Web applications		●	●
<b>Alerts and Recommendations</b>			
Recommended Actions	●	●	●
Alerts and Alert Management		●	●

# Compare Plans

	Standard	Pro	Elite
<b>Remediations and Compliance</b>			
BIOS Policy Management (HP Devices)	●	●	●
BIOS and Driver Policy Management		●	●
Scripting (Script Library and Script Execution)		●	●
<b>Analytics and Reporting</b>			
Reports (Custom and Scheduled)	●	●	●
Custom Dashboards	●	●	●
AI-powered Natural Language Search <small>AI-enabled</small>		Limited Queries	Unlimited
Device Timeline with Real-Time Data		●	●
Anomaly Detection <small>AI-enabled</small>		●	●
<b>Integrations</b>			
Service Now - Event Management and HW Asset Management	●	●	●
Power BI / Power Automate / Tableau	●	●	●
MS Intune Integration	●	●	●
Splunk	●	●	●
MS Entra ID Account Connector		●	●
<b>Support</b>			
Basic Support and Onboarding Case Tracking (through WXP Portal)	●	●	●
WXP Enhanced Onboarding Service*	Included 1000+*	Included 500+*	Included 500+*
WXP Premium Support**	Not Included	Included 2500+**	Included 2500+**

\*The WXP Enhanced Onboarding Service is included with Pro and Elite when purchasing 500 or more licenses and included with Standard when purchasing 1000 or more licenses. The WXP Enhanced Onboarding Service is available separately for purchase by customers not meeting minimum purchase requirements. See the WXP Enhanced Onboarding Service datasheet for additional details.

\*\* WXP Premium Support is included for no additional cost to customers purchasing 2,500 or more active licences of WXP Pro or Elite. WXP Premium Support is also included for no additional cost to customers purchasing 1,000 or more licences of WXP Standard, Pro or Elite AND 1,000 or more licences of the following HP Wolf Security software products: HP Wolf Pro Security, HP Sure Click Enterprise, HP Protect & Trace. See WXP Premium Support data sheet for additional details.

## Roles and Responsibilities

	Customer	Authorized partner	HP
<b>Onboarding</b>			
Provide customer IT Device Admin contact information	●	●	
Provide customer access into WXP		●	●
Authorise certified partners to access or manage the account (if applicable)	●		
<b>Support</b>			
Follow online knowledge-based articles for support	●		
<b>Account Management</b>			
Add/remove users/devices from WXP	●	●	●
Renew, change or cancel WXP admin account		●	●

## System Requirements

### PC operating systems

HP and non-HP desktops or notebooks running the following operating systems:

- Windows
  - Windows 10 (Version 20H2 or higher)
  - Windows 11
- macOS
  - macOS Catalina (Version 10.15) or higher
- Chrome OS
  - HP Chromebooks running Chrome OS (Version 76 or higher with Chrome Enterprise or Education Upgrade)

### Support Restrictions

- Windows Servers are not supported

### Mobile operating systems

Smartphones and tablets from most vendors running the following operating systems:

- Android 9.0 or higher
- iOS 13.7 or higher (iOS support requires an integration with Intune).

### HP Insights Agent

The service requires that the HP Insights Agent is installed on PCs for collecting device telemetry. HP Insights Agent is available for Windows, MacOS and Android. The agents can be accessed at <https://workforceexperience.hp.com/software>.

For instructions on bulk-agent deployment please contact HP Support.

### Web browsers

#### PC

- Google Chrome - latest version
- Microsoft Edge (Chromium-based) - latest version
- Firefox - latest version
- Safari - latest version

*Note: HP Insights' (formerly Tech Pulse) support for Internet Explorer ended effective December 31, 2020.*

#### Mobile

- Chrome on Android v8.0 or higher - latest version
- Safari on iOS 13.7 or higher - latest version

### HP retail point of sale systems

The following models are supported:

- HP RP9 G1 Model 9015, 9018, 9115, 9118
- HP MP9 G4
- HP RP5 Model 5810
- HP Engage One (includes former ElitePOS Model 141, 143, 145)
- HP Engage Flex Pro
- HP Engage Flex Pro-C
- HP Engage Go
- Select HP and Epson branded receipt printers, barcode scanners and magnetic stripe readers

*The RPOS models above require Windows 10 Professional, Windows 10 Enterprise and Windows 10 IoT editions only.*

Peripheral analytics features require installation of the HP Retail Peripheral Agent, which can be downloaded from the enrolled devices [HP Software and Drivers](#) support pages.

### Network requirements

An Internet connection is required for communications between the managed device and the cloud management service.

[View the full list of Workforce Experience Platform Services System Requirements](#)

## Additional HP solutions

Add-on services such as collaboration experience, digital workspaces, HP PC and Print support services, Print Fleet Management, HP Protect and Trace with Wolf Connect, and more are also available.

Organisations seeking an experienced partner to proactively manage their IT ecosystem can rely on HP's global team of Service Experts. HP Managed Services teams can help monitor and maintain your technology investments and maximise the value of WXP. Please contact your HP representative or Channel Partner.



For more information, visit [www.hp.com/wxp](http://www.hp.com/wxp) and <https://www.hp.com/us-en/privacy/ww-privacy.html>



1. The Workforce Experience Platform (WXP) is available in various tiers and for multiple term license durations, and some features require optional add-on solutions. WXP is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. The agent is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Activation and restrictions may apply. Select HP solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required. HP Vyohta license required for audio and video collaboration technology monitoring. HP Anyware license or compatible third-party virtual machine license required for virtual machine monitoring. Print capabilities are available to select beta customers in the US only. Print is planned to be available in a future release in various tiers as an add-on solution in various term licenses.
2. Contact your HP representative or HP partner for HP solutions that include the Starter plan through the order.

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