HP Device as a Service

Analytics and Proactive Management

Service benefits

- Manage device fleets and optimise performance
- Address potential issues before they become real problems

Service functions

- Insightful, actionable analytics and reports
- Enterprise-ready security
- Endpoint management by HP Service Experts[2]

Service overview

Whether it's deploying new technology or making updates to existing solutions, IT managers have more work than they can do. Often, as resources become strained, the amount of downtime for end users grows longer.

HP Device as a Service (DaaS) addresses this problem with Analytics and Proactive Management, a premium service experience that provides actionable analytics and fleet insights. Predictive analytics help you boost productivity by optimising uptime for devices. Frequent reporting and a consolidated dashboard help you track hardware and software inventory and monitor device health.[1]

You can leave the securing, monitoring, and management of your multi-OS devices in the capable hands of our HP Service Experts, who use industry-leading technology tools to help proactively anticipate problems and fix them before they even occur— freeing up your IT staff to focus on more pressing issues.

The Analytics and Proactive Management capability is included in HP DaaS Standard, Enhanced, and Premium plans, and DaaS for Apple.

Data sheet | Analytics and Proactive Management

Features and specifications[1]

Description	Standard plan	Enhanced plan	Premium plan	DaaS for Apple plan
CUSTOMER-ACCESSIBLE FEATURES				
Bulk device enrollment[3] Enable large-scale enrollment of devices and users; automated processes enable devices to be associated with the user's account.	✓	✓	✓	✓
Inventory and health monitoring[4] Device and application inventory as well as monitoring device health, including CPU utilisation, crashes, and blue screen errors.	✓	✓	✓	✓
Dashboard with analytics and reports Detailed device and software inventory, system health, and proactive incident notifications.	✓	✓	✓	✓
Security monitoring, incidents Monitoring and alerts for devices that are non-compliant with company security standards, including encryption, firewall, and antivirus.	—	✓	✓	—
End-user self-help Easy access to Windows system repair and diagnostic utilities for commonly encountered problems, plus the ability to request remote assistance from the same interface.	✓	✓	✓	—
PROVIDED BY HP SERVICE EXPERTS				
Monitoring and management by HP Service Experts An experienced service professional does the monitoring and proactive management for you.	—	✓	✓	✓
Predictive analytics HP Service Experts use cutting-edge analytics to identify systems at risk for disk, battery, or full-system thermal failure so action can be taken before a problem occurs.	—	✓	✓	Device HW inventory only
Device find/lock/wipe HP Service Experts can attempt to find a lost or stolen device on a map, and lock or wipe it remotely, keeping data secure.[5,6]	—	✓	✓	✓
Security configuration settings HP Service Experts implement security policy settings and enforce them to ensure compliance.	—	✓	✓	✓
Automatic parts replacement[7] HP will inform you and automatically initiate the replacement process for batteries or hard drives to ensure your fleet runs smoothly.	—	✓	✓	—
Windows OS patch management HP Service Experts can configure Windows Update settings on PC devices.	—	✓	✓	—
Device encryption settings HP Service Experts can enforce encryption policy on managed devices.[8]	—	✓	✓	✓
Application deployment HP Service Experts will deploy curated catalogues of applications to managed devices.	—	—	✓	✓
Windows information protection HP Service Experts will enforce encryption policies for sensitive company documents on client devices.	—	—	✓	—
Windows password recovery HP Service Experts will reset a forgotten local machine user account password on Windows notebooks, PCs, and tablets.	—	—	✓	—
Application whitelisting and blacklisting HP Service Experts implement policies to control which apps are enabled on managed devices.	—	—	✓	✓
Remote assistance HP Service Experts can remotely connect to and troubleshoot Windows devices for you.	—	✓	✓	—
Wi-Fi provisioning HP Service Experts will grant and revoke access to a wireless network for managed devices without exposing credentials to users.	—	—	✓	✓
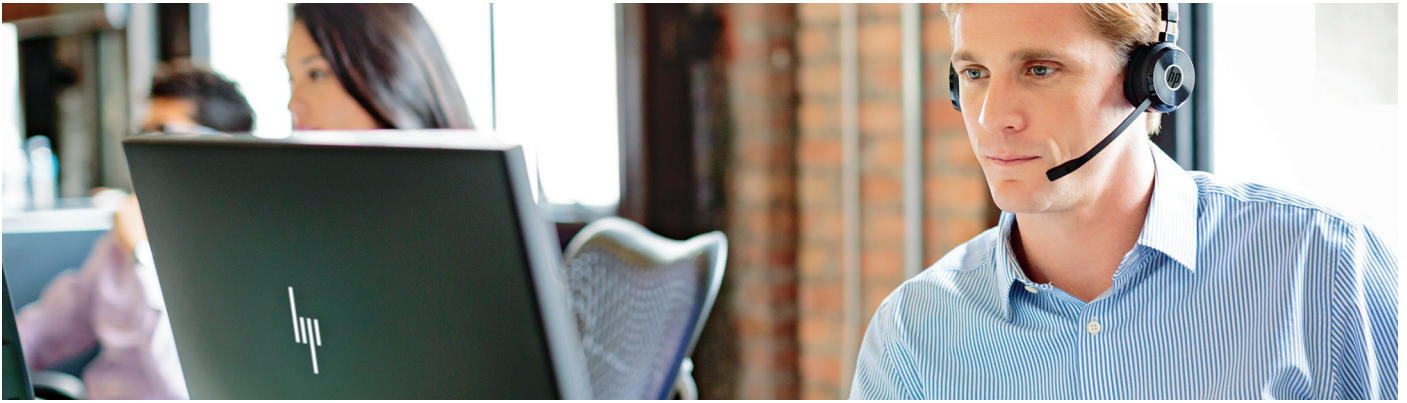
Delivery specifications

- HP Service Experts are available in the following regions:
  - **United States:** Monday through Friday (excluding HP holidays) from 6:00 a.m. to 6:00 p.m. MT.
  - **Europe, Middle East, Asia:** Monday through Friday (excluding HP holidays) from 8:00 a.m. to 6:00 p.m. CET.
  - **Asia Pacific, Japan:** English and Chinese languages are supported 24 hours a day, 7 days a week; Japanese is supported 8:00 a.m. to 8:00 p.m. China Standard Time, 7 days a week (excluding HP holidays).
- Devices managed by HP DaaS will have a software agent installed to collect asset and event information related to the device. User-sensitive data including credentials, files, content, and personal data will not be captured. Collected data will be stored in a secure cloud repository.[9]
- HP Service Experts provide proactive support to resolve potential issues before they develop into actual problems, as well as technical assistance via email.
- On request, HP Service Experts will add or remove managed users, devices, and applications, generate reports, and attempt to remotely locate or erase data from missing or stolen devices.

Customer responsibilities

- Establish an HP DaaS account with an HP sales representative or DaaS reseller.
- Install Analytics and Proactive Management software on your DaaS managed devices.
- Request the addition or removal of managed devices and users.
- Request the deployment or removal of business applications.
- Review hardware, software, and other reports, and work with HP Service Experts to take action if necessary.
- Perform basic troubleshooting and triage for common end-user support issues before escalating to HP support.
- Request device location or data deletion on devices that are reported missing or stolen.[2,3]
- Assist with compliance with all software licensing agreements.
- Renew, change, or cancel the HP DaaS account on schedule.

Service limitations

- Analytics and Proactive Management does not include any form of Accidental Damage Protection support or onsite service-level agreement (SLA), however, these can be purchased separately and included in the HP DaaS solution.

Coverage

Analytics and Proactive Management provides easy management for multiple device types and operating systems, including:

- Apple® computers with OS X® or higher and iPad® and iPhone® mobile digital devices with iOS 10 or higher.
- PCs including desktops and notebooks running Windows 7 Service Pack 1 (SP1), Windows 8.1, or Windows 10.
- Tablets running Android™ 4.4 or higher, Windows 8.1, or Windows 10 Mobile.
- Smartphones running Android™ 4.4 or higher, or Windows 10 Mobile.

Terms and conditions

See HP DaaS, Analytics and Proactive Management Care Pack **terms and conditions**.

This service can also be ordered as part of an HP DaaS custom solution agreement. The SLA provided by your HP DaaS reseller or HP sales representative will include the terms and conditions of that agreement.

The HP DaaS Analytics and Proactive Management Care Pack cannot be resold or transferred to another company.

For more information

To learn more, contact your local HP DaaS reseller or HP sales representative, or visit our website at **hp.com/go/DaaS**.

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