

HP Proactive Management



Service benefits

- Optimize and secure multi-OS devices
- Address potential issues before they become problems
- Lighten the load on IT with specialized HP Service Experts

Service highlights

- Insightful analytics and reports from HP TechPulse
- Security policy monitoring
- Unified endpoint management by HP Service Experts²

Service overview

HP Proactive Management delivers cloud based device analytics, reports, and insights, for management and planning with HP TechPulse. Plans include our Service Experts, who utilize HP TechPulse and leading, cloud-based unified endpoint management tools to do the day-to-day management on your behalf.¹

If you are short on IT resources, you can leave the arduous task of securing, monitoring, and managing your multi-OS devices in the capable hands of our specialized Service Experts, who use HP TechPulse and industry-leading cloud- tools to help proactively anticipate problems and fix them before they occur—freeing up your IT staff to focus on other priorities. You can offload as little or as much of your device management as you would like.

Features and specifications¹

Description	Standard	Enhanced	Premium
Provided by HP TechPulse			
Multi-vendor, multi-OS analytics³ Insights for Windows, Android, Mac, Chromebook and iOS devices, regardless of manufacturer.	✓	✓	✓
Inventory and health monitoring⁴ Device and application inventory and device and operating system health. ⁹	✓	✓	✓
Dashboard with analytics and reports⁵ One-stop dashboard with inventory, incidents, and reports, system health, and proactive incident notifications.	✓	✓	✓
Predictive analytics Insightful analytics to identify systems at risk for disk, battery, or full-system thermal failure so action can be taken before a problem occurs.	✓	✓	✓
Show Device Location Last seen approximate device location is showed on a map when policy is enabled.	✓	✓	✓
Security compliance monitoring Alerts to help you identify devices that are non-compliant with encryption, firewall, and antivirus policies.	✓	✓	✓
Custom Roles and Permissions Create custom roles within the HP TechPulse portal. Specific tasks and permissions can be set up based on default roles.	✓	✓	✓
Automatic Enrollment Automatically enroll devices into the HP Proactive Management Service.	✓	✓	✓
Performed by HP Service Experts²			
Monitoring and management by HP Service Experts An experienced service professional does the monitoring and proactive management of your multi-OS devices.	—	✓	✓
Lost device data protection HP Service Experts can attempt to lock or wipe data on a missing device remotely, keeping data secure. ^{6,7}	—	✓	✓
Security configuration settings HP Service Experts enforce security policy settings such as password, PIN, and firewall.	—	✓	✓
Device encryption settings⁸ HP Service Experts can enforce encryption policy on multi-OS devices.	—	✓	✓
Wi-Fi provisioning HP Service Experts will manage access to a wireless network without exposing credentials.	—	✓	✓
Automatic parts replacement Service Experts initiate the replacement process for batteries or hard drives on HP devices.	—	✓	✓
Windows OS patch management HP Service Experts can configure Windows updates, patches, and policy settings to ensure your environment is updated and secure.	—	✓	✓
Remote assistance HP Service Experts can remotely troubleshoot Windows devices for your IT team.	—	✓	✓
Windows Information Protection HP Service Experts will enforce encryption policies for sensitive company data.	—	—	✓
Application deployment HP Service Experts will deploy curated catalogs of applications to managed devices.	—	—	✓
Application whitelisting and blacklisting HP Service Experts implement policies to control which apps are enabled.	—	—	✓

Delivery specifications

- HP Service Expert availability:
 - **North America:** English support available Monday through Friday (excluding HP holidays) from 6:00 a.m. to 6:00 p.m. MT.
 - **Latin America:** English and Spanish support available Monday through Friday (excluding HP holidays) from 7:00 a.m. to 6:00 p.m. GMT - 5.
 - **Europe, Middle East, Africa:** English, French, and German support available Monday through Friday (excluding HP holidays) from 8:00 a.m. to 6:00 p.m. CET.
 - **Asia Pacific, Japan:** English and Chinese support available 24 hours a day; Japanese is supported 9:00 a.m. to 9:00 p.m. Japan Standard Time, 7 days a week (excluding HP holidays).
- Devices managed by HP will have a software client installed to collect information related to the device. For retail systems, an additional software client will be installed to collect information related to the retail peripherals. User-sensitive data including credentials, files, content, and personal data will not be captured. Collected data will be stored in a secure cloud repository.¹⁰
- HP Service Experts provide a unified endpoint management service to customers with HP Proactive Management Enhanced and Premium.
- On request, HP Service Experts will add or remove managed users, devices, and applications, generate reports, and attempt to remotely lock or wipe data from missing or stolen devices for customers with Enhanced and Premium accounts.

Customer responsibilities

- Establish an account with an HP representative or HP reseller.
- Install software client on your devices.
- Automatically or manually enroll devices using the instructions provided by HP.
- Submit a request for the addition or removal of managed devices and users.
- Request the deployment or removal of applications.
- Ensure compliance with software application licensing requirements.
- Review hardware, software, and other reports and respond as necessary.
- Request data deletion on devices that are reported missing or stolen.^{2,3}
- Troubleshoot common end-user support issues before escalating to HP support.
- Roll back OS updates in case of failure.

- Renew, change, or cancel the HP Proactive Management account.
- Authorize partners to access or manage the account, if applicable.

System requirements

- Computers running Windows 7 Service Pack 1 (SP1), Windows 8.1, Windows 10, or Apple OS X® or higher.
- Tablets running Android™ 4.4 or higher, iOS 10 or higher, Windows 8.1, or Windows 10 Mobile.
- Smartphones running Android™ 4.4 or higher, iOS 10 or higher, or Windows 10 Mobile.
- HP Slice G2.
- HP retail systems running Windows 10 (Professional, Enterprise¹¹, and IoT Enterprise) including:¹²
 - HP RP9 G1 Model 9015, 9018, 9115, 9118
 - HP MP9 G4
 - HP RP5 Model 5810
 - HP Engage One
 - HP Engage Flex Pro, HP Engage Flex Pro-C, HP Engage Go, and HP Engage Go Mobile
 - Select HP & Epson branded receipt printers, barcode scanners, and magnetic strip readers ^{5, 13, 14}
- HP Chromebox Enterprise G2, HP Chromebook Enterprise 14A G5, and HP Chromebook Enterprise x360 14E G1.¹⁵
- Systems used to access the HP TechPulse portal must meet the requirements listed at [HP.com/manageability-services](https://www.hp.com/manageability-services).

Terms and conditions

See HP Proactive Management [terms and conditions](#).

This service can be ordered as part of an HP custom solution agreement. When the service is ordered as an HP Care Pack service, HP Care Pack [terms and conditions](#) are also applicable. The SLA provided by your HP reseller or HP sales representative will include the terms and conditions of that agreement. HP Proactive Management with HP TechPulse cannot be resold or transferred to another company.



For more information

To learn more, contact your HP partner or sales representative, or visit our website at [HP.com/manageability-services](https://hp.com/manageability-services).

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1. HP Proactive Management plans and/or included components may vary by region, by operating system, or by authorized HP service partner. Please contact your local HP representative or authorized partner for specific details in your location. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at time of purchase. Customers may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.
2. HP unified endpoint management is provided by HP Service Experts in HP Proactive Management Enhanced or Premium plans. HP Service Experts deliver service using VMware Workspace ONE, or for Chromebooks, the Chrome Enterprise Upgrade. Customers using Microsoft Intune may have HP Service Experts manage using licenses they already have. Please check availability of options in your country.
3. For analytics on iOS devices, customer must have the Enhanced or Premium plan OR an existing mobile device management solution such as VMware Workspace One. For details, see [HP.com/manageability-services](https://hp.com/manageability-services).
4. Device health monitoring not available on Windows 10 Mobile operating system devices.
5. Availability of reports varies based on plan, device type, and operating systems. Please check "HP Proactive Management Reporting Guide" for more details.
6. Security policy enforcement and lock and wipe available through selected HP Proactive Management plans only.
7. Remote lock and wipe functionality requires the device to be powered on and have Internet access.
8. Apple devices are automatically encrypted by the operating system.
9. Health reports for iOS devices are limited to remaining disk space.
10. Data is protected using SSL during data transfer from the device client to the web server. The data can only be accessed through the HP Web server.
11. Operating system is only available from Microsoft through a Volume License Agreement.
12. Supported for HP Proactive Management analytics only. Not supported by Intune MDM.
13. For a full list of supported retail peripheral devices please refer to the HP Retail Peripheral Agent Technical User Guide: <http://h10032.www1.hp.com/ctg/Manual/c06243694>
14. Non-HP branded peripherals could also be supported. Further review on a case-by-case basis would be required.
15. For Chrome OS devices: Disk health is limited to remaining capacity. Security compliance includes Device Compromised reporting on boot mode and channel.

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