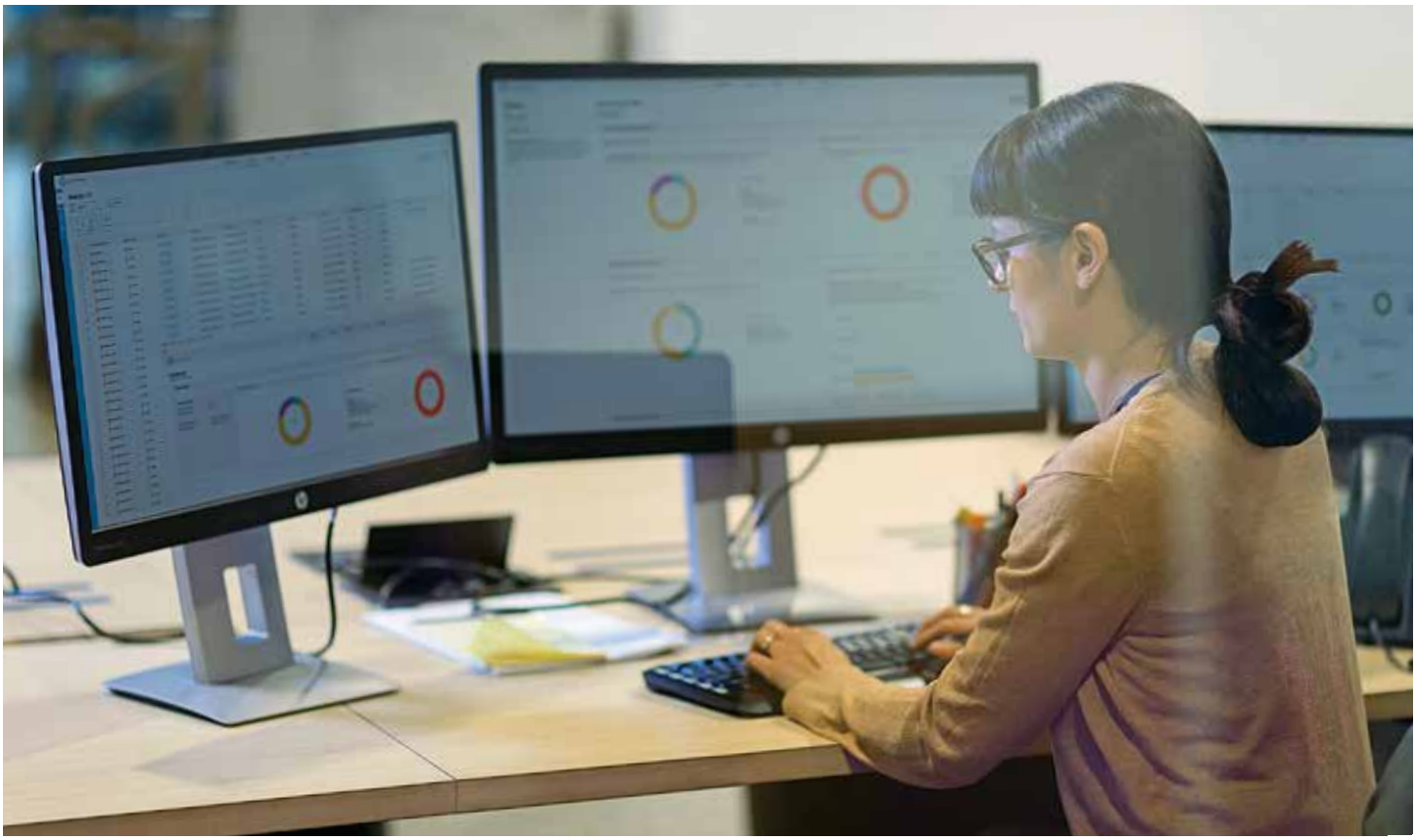
Data sheet

HP DaaS Proactive Management

with HP TechPulse



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 functions

- Insightful analytics and reports from HP TechPulse
- Security policy enforcement[2]
- Unified endpoint management by HP Service Experts[2]

Service overview

Whether it's deploying new technology, securing and managing devices with different operating systems, or keeping software up to date, IT managers have more work than they can do. Often, as resources become strained, the amount of downtime for end users grows longer.

The Proactive Management capabilities of HP Device as a Service provide predictive analytics and device insights. Analytics help you boost productivity and optimize uptime for devices. Reports, incident tracking, and a consolidated cloud-based dashboard help you track hardware and software inventory and monitor device health.[1]

If you are short on IT resources, you can leave the securing, monitoring, and management of your multi-OS devices in the capable hands of our specialized HP Service Experts, who use HP TechPulse and industry-leading technology 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.

Whether you choose a self-managed or HP managed DaaS plan, you get the benefits of Proactive Management with TechPulse.

Features and specifications[1]

Description	Standard plan	Enhanced plan	Premium plan	HP DaaS for Apple plan
Provided by HP TechPulse				
Multi-vendor, multi-OS deployment and service onboarding[3] Management of Windows, Android, Mac, and iOS devices, regardless of manufacturer.	✓	✓	✓	✓
Inventory and health monitoring[4] Device and application inventory and device and operating system health.	✓	✓	✓	✓
Dashboard with analytics and reports One-stop dashboard with inventory, incidents, and reports, system health, and proactive incident notifications.	✓	✓	✓	✓
Security compliance monitoring Alerts for devices that are non-compliant with encryption, firewall, and antivirus policies.	—	✓	✓	✓
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.	✓	✓	✓	—
Performed by HP Service Experts[2]				
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.[5,6]	—	✓	✓	✓
Security configuration settings HP Service Experts enforce security policy settings such as password, PIN, and firewall.	—	✓	✓	✓
Device encryption settings[7] HP Service Experts can enforce encryption policy on multi-OS devices.[8]	—	✓	✓	✓
Automatic parts replacement 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.	—	✓	✓	—
Application deployment HP Service Experts will deploy curated catalogs of applications to managed devices.	—	—	✓	✓
Windows Information Protection HP Service Experts will enforce encryption policies for sensitive company documents.	—	—	✓	—
Windows password recovery HP Service Experts will reset local machine user account passwords on Windows devices.	—	—	✓	—
Application whitelisting and blacklisting HP Service Experts implement policies to control which mobile apps are enabled.	—	—	✓	✓
Remote assistance HP Service Experts can remotely troubleshoot Windows devices.	—	✓	✓	—
Wi-Fi provisioning HP Service Experts will manage access to a wireless network without exposing credentials.	—	—	✓	✓

Reports by plan and OS

Reports	Standard Plan Self Managed	Enhanced Plan HP Managed	Premium Plan HP Managed	DaaS for Apple HP Managed	Windows	Android	Mac OS	iOS
Windows blue screen errors	✓	✓	✓	–	✓	–	–	–
Windows software and device performance	✓	✓	✓	–	✓	–	–	–
Hardware health[8]	✓	✓	✓	✓	✓	✓	✓	✓
Hardware inventory	✓	✓	✓	✓	✓	✓	✓	✓
HP hardware warranty	✓	✓	✓	–	✓	–	–	–
BIOS inventory	✓	✓	✓	–	✓	–	–	–
Non-reporting devices	✓	✓	✓	✓	✓	✓	✓	✓
Software inventory	✓	✓	✓	✓	✓	✓	✓	✓
HP smart battery replacement	✓	✓	✓	–	✓	–	–	–
Disk replacement	✓	✓	✓	–	✓	–	–	–
Thermal grading	✓	✓	✓	–	✓	–	–	–
Disk capacity planning	✓	✓	✓	✓	✓	✓	✓	✓
Mobility factor	✓	✓	✓	✓	✓	✓	✓	–
Device health replacement guide[8]	✓	✓	✓	–	✓	–	–	–
Lost device protection[6]	–	✓	✓	✓	✓	✓	✓	✓
Security compliance	–	✓	✓	✓	✓	✓	✓	✓
Application catalog compliance	–	–	✓	✓	✓	✓	✓	✓
Software errors	–	–	✓	–	✓	–	–	–

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 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 a unified endpoint management service to customers with HP DaaS Enhanced and Premium plans.
- 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 HP DaaS account with an HP representative or HP DaaS reseller.
- Install client on your devices.
- 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 DaaS 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 retail systems running Windows 10 Professional and Windows 10 IoT:[10]
  - 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, and HP Engage Go

Terms and conditions

See HP DaaS Proactive Management **terms and conditions**.

This service can be ordered as part of an HP DaaS custom solution agreement and is included in all HP DaaS plans. The SLA provided by your HP DaaS reseller or HP sales representative will include the terms and conditions of that agreement. The HP DaaS Proactive Management with HP TechPulse Care Pack cannot be resold or transferred to another company.

For more information

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

ISO/IEC 27001:2013

Certified by KPMG — ISO/IEC 27001 Information Security Management

636

Sign up for updates
hp.com/go/getupdated

Share with colleagues

1. HP DaaS plans and/or included components may vary by region, by operating system, or by authorized HP DaaS 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 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 DaaS Enhanced or Premium plans. Service Experts deliver service using VMware Workspace ONE powered by AirWatch. Or customers using Microsoft Intune may have our Experts manage using licenses they already have. Please check availability of options in your country. 3. iOS devices are not covered in the Standard plan. 4. Device health monitoring not available on Windows 10 Mobile operating system devices. 5. Security policy enforcement and lock and wipe available HP DaaS plans only. 6. Remote lock and wipe functionality requires the device to be powered on and have Internet access. 7. Apple devices are automatically encrypted by the operating system. 8. Health reports for Android and iOS devices are limited to remaining disk space. 9. 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 DaaS Web server. 10. Available in the United States only, via custom contract.

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Apple, iPad, iPhone, and OS X are trademarks of Apple Inc., registered in the United States and other countries. Android is a trademark of Google Inc. Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

4AA7-0368ENW, September 2018, Rev.3