HP Proactive Security

Service benefits

- Stop never-before-seen, zero-day attacks with a multi-layered defense
- Secure your endpoints with government-grade technology
- Help protect employees from cyberthreats without creating barriers to their productivity

Service highlights

- Protection-first approach to endpoint security with real-time, multi-layered defense
- Expertly managed by certified security professionals
- Timely and actionable analytics and insights

Service overview

HP Proactive Security helps keep your organization safe with a multi-layered, endpoint security service right-sized for medium businesses.[1] With a protection-first approach to managing endpoint security, Proactive Security reduces your risk from attacks and gives users the freedom to work securely from anywhere without increasing IT workload.

Proactive Security integrates multi-layered, government-grade anti-malware protection that combines deep learning and isolation technologies with actionable insights and management by cybersecurity experts—delivered as a managed service.

Features and specifications

Protection

HP Proactive Security provides advanced multi-layered protection for computing endpoints including HP Sure Sense Advanced and HP Sure Click Advanced.[2]

The deep learning–based protection technology of HP Sure Sense Advanced was trained across hundreds of millions of malware samples to the point where it can readily recognize even very carefully disguised malware files, as well as detect file-less threats based on their characteristics, rather than relying on unique signatures. The solution can successfully detect never-before-seen, zero-day malware, in addition to stopping known malware, and it does so without any updates needed to the client.

HP Sure Click Advanced uses government-grade isolation technology as a last line of defense to contain threats that may have bypassed other endpoint defenses. Email attachments, file downloads, and even content from USB drives are opened in separate micro-VMs through application isolation on users' PCs to protect against cyber-attack while also monitoring threat activity during isolation. This enables you to have a deeper view of the attack-kill chain.

By combining these two complementary advanced technologies, HP Proactive Security provides real-time, multi-layered proactive protection to your devices.

Features and specifications (continued)

Insights

HP Proactive Security provides actionable insights to customers through HP TechPulse, a powerful AI-based analytics platform.[3] Your IT teams can monitor the protection status of devices, view reports, and receive alerts about unprotected devices and blocked threat activity—all from a unified, one-stop dashboard.

Management

Unlike pure software solutions, HP Proactive Security is delivered as a managed service. HP security experts implement and manage configuration and security policies, including management of the threat quarantine on your behalf. Once devices are onboarded, HP security experts monitor device security protection status and conduct forensic and kill-chain analyses on previously unseen, zero-day threats to identify sources and help you better protect against future attacks.

Access to Aon's CyQu

With HP Proactive Security, you have access to Aon's Cyber Quotient Evaluation (CyQu), an online cyber evaluation tool that provides you with an online score of your security profile. You also have an opportunity to opt-in to pursue preferential incident response retainers ($0, one hour of consultation included) and a streamlined application process for cyber-insurance policies.[4]

Category	Features
Protection	HP Sure Sense Advanced AI-based threat prevention for Windows 10, Mac OS, and Android devices
	HP Sure Click Advanced attachment and download isolation for Windows 10
Security reports	Company security compliance report
	Device compromised report
	Device security compliance report
	Non-reporting devices report
	HP Sure Click Advanced security report
	HP Sure Recover activity report
	HP Sure Recover settings report
	HP Sure Sense Advanced security report
	HP Sure Start system integrity report
Security incidents	HP Sure Click unprotected device
	HP Sure Click true positive threat isolated
	HP Sure Sense unprotected device
	HP Sure Sense threat prevented
Ongoing management	Tuning and policy enforcement
	Threat analysis and insights
	Security agents health investigation
	Security agents update
	Deep-dive Sure Click Advanced threat report[5]
Other features	Aon's CyQu, an online cyber evaluation tool with options to opt-in to evaluate Aon's incident response and cyber insurance services.[4]
	SIEM enablement with HP APIs

Delivery specifications

Devices managed by HP will have software agents installed to provide real-time protection and to collect information on the devices. An Internet connection is required to set up or update the security policy and to provide the insights to you. These software agents do not need an Internet connection in order to provide protection once setup has been completed. User-sensitive data, including credentials, files, content, and personal data, will not be captured. The data collected will be stored in a secure cloud repository.[6]

A portal will be provided to you where you can access your security insight information, including a dashboard, reports, incidents, and more.

Certified Security Experts will proactively manage the endpoint security for you, including tuning and enforcing the security policy; analyzing the incidents when a true positive threat is detected; providing a deep-dive analysis report if it is a new, novel, or zero-day threat caught by Sure Click Advanced; managing the security agent's updates; investigating problems around the agent's health; and more.

An HP Service Expert will provide first-level customer support and work with HP internal teams, including Security Experts, to resolve issues you report. HP Service Expert availability is as follows:

- **North America**: English support is available Monday through Friday (excluding HP holidays) from 6:00 a.m. to 6:00 p.m. MT.
- **Latin America**: English and Spanish support is available Monday through Friday (excluding HP holidays) from 7:00 a.m. to 6:00 p.m. GMT – 5.
- **Europe, Middle East, and Africa**: English, French, and German support is available Monday through Friday (excluding HP holidays) from 8:00 a.m. to 6:00 p.m. CET.
- **Asia Pacific and Japan**: English support is available 24 hours a day, and Japanese is supported 9:00 a.m. to 9:00 p.m. Japan Standard Time, 7 days a week (excluding HP holidays).

Customer responsibilities

- Provide required information so that HP can set up an account
- Deploy the Proactive Security agents onto your managed devices
- Request to add or remove managed users and devices
- Request to add or remove whitelisted website download sites and email domains (for file attachment isolation)
- Request to add or remove company IP address ranges not subject to isolation
- Request or approve release or exclusion of quarantined or blocked files
- Log on to the HP TechPulse console to view dashboards, reports, and incidents
- Review security reports and respond as necessary
- Complete the CyQu survey online[4]

System requirements

Platform	OS requirements	Hardware requirements[7]
Windows	Most current generally available Windows 10 OS release, or two previous major releases	**HP Sure Click Advanced**[2,8] • Intel Core i3, i5, i7 (or a modern AMD CPU) with virtualization technology enabled in the BIOS/UEFI • At least 4GB of RAM (8GB recommended) • At least 6GB of free disk space **HP Sure Sense Advanced** • At least 4GB of RAM
MacOS	MacOS 10.12 or higher	**HP Sure Click Advanced** • Not supported on MacOS devices **HP Sure Sense Advanced** • No special hardware requirements on MacOS
Android	Android v5.0 or higher	**HP Sure Click Advanced** • Not supported on Android devices **HP Sure Sense Advanced** • No special hardware requirements on Android

Third-party software requirements

Adobe Acrobat Reader DC is required to be the default application for PDF files.

Network requirements

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

Prerequisites

To use the service, it needs to be registered after purchase following the instructions from HP. During the onboarding process, you will be required to provide information needed to set up the accounts and security policies.

Service limitations

HP Proactive Security is not an ongoing, real-time monitoring service. HP Sure Sense Advanced and HP Sure Click Advanced automatically block or isolate untrusted or malicious content, ensuring protection on your devices. HP Proactive Security does not include remediation or mitigation services in the event of a breach. Mitigation and remediation services are available separately from HP partners, including Aon.

Terms and conditions

HP Care Pack terms and conditions may apply if the service is purchased as HP Care Pack. HP TechPulse terms and conditions, HP Personal Data Rights Notice, and HP Privacy Statement are all applicable to the service.

For more information

Contact your local HP partner or sales representative for details, or visit **hp.com/proactive-security**

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1. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer 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. For full system requirements, please visit hpdaas.com/requirements.

2. HP Sure Click Advanced technology is included with HP Proactive Security and requires Windows 10 and Microsoft Internet Explorer, Google Chrome, or Chromium. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files, when Microsoft Office or Adobe Acrobat are installed. HP Sure Click Advanced cannot be installed for Simplified Chinese languages.

3. HP does not track or monitor details that identify which URLs a user visited. The reporting focuses on identifying threats and their source in HP TechPulse. HP TechPulse is GDPR and ISO 27001compliant.

4. Aon services are only available in the United States. Purchasers of the HP Proactive Security service in the U.S. receive the Aon CyQu self-assessment and security score. A $0 retainer and one-hour consultation are included, with optional incident response services available from Aon. Your HP onboarding service representatives will provide instructions.

5. The threat analysis by HP Service Experts is a forensic process which triggers after a malware event has been blocked or isolated by the HP Sure Click Advanced software client. It is not a "real-time," 24 x 7 monitoring service. The HP Sure Click Advanced client agent automatically isolates untrusted or malicious content, ensuring protection before the analysis. Also, neither plan includes remediation or mitigation services in the event of a breach. Mitigation and remediation services are available as separate services from HP partners, including Aon.

6. 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.

7. Customer can deploy partial technology (HP Sure Sense Advanced or HP Sure Click Advanced) if their system doesn't meet the minimum requirements.

8. For a complete listing of Windows 10 supported versions, please refer to the Bromium Windows Support Policy. Note that Windows 7 and 8.1 are not supported by HP Proactive Security.