

# HP Proactive Insights



## Service benefits

- Expand worker and IT efficiency
- Simplify endpoint management
- Assess device satisfaction

## Service highlights

- Provide employees the right device for the job<sup>2</sup> using insights gathered from your multi-OS<sup>3</sup> fleet.
- Proactively monitor for device issues from a single, customisable dashboard.
- Measure, track and improve employee satisfaction with quick-response surveys and digital experience scores to create the ultimate device experience.

## Service overview

Optimise device performance, employee sentiment tracking and asset management with HP's multi-vendor, multi-OS<sup>3</sup> digital service. Proactively identify and resolve issues to help reduce unplanned productivity disruptions for your hybrid workforce.<sup>1</sup>

HP Proactive Insights helps you:

- Remotely monitor and anticipate issues across your entire fleet of devices and peripherals from a single, customisable dashboard. HP Proactive Insights can remediate issues and improve incident handling - which can feed directly to your ITSM system.
- Proactive Insights Digital Experience helps improve device performance and provides peace of mind with a fleet-wide digital experience score and integrated employee sentiment capabilities. IT leaders can be confident knowing that the best of HP's experience and insights are at work to optimise employee experiences.
- Provide the right device for your employees' needs based on AI-powered insights across different hardware, operating systems, and software.<sup>3,4</sup> HP Proactive Insights analyses device usage data to enable IT to properly deploy optimal equipment.

# Table 1: Features and specifications

Features		Specifications
<b>Analytics</b>	Dashboard, Incidents, & Reports <sup>7</sup>	One-stop dashboard with inventory, reports, system health, incident burndown, warranty status and proactive incident notifications.
	Multi-vendor, Multi-OS3 Predictive Analytics	Cloud-based analytics and insights on device telemetry supporting multiple manufacturers and operating environments (Windows, Android, Mac, Chromebook and iOS) to identify systems at risk for issues such as disk, battery or CPU overutilisation so action can be taken before a problem occurs.
<b>Accessibility</b>	User-Specific Roles and Permissions	Select user roles within the TechPulse platform with specific tasks and permissions established.
	Multi-tenant View Support for Partners <sup>5</sup>	Allows HP Partners who have multiple customers to use a single login to access the TechPulse platform to view incidents or run reports for different customers.
<b>Asset Management</b>	Device Inventory	Detailed inventory list of devices enrolled, showing device model, operating system, serial number, last user to sign in, device lifecycle status and more.
	Device Groupings	Allows devices to be configured, grouped and viewed based on a hierarchical location model.
	Device Location	The last seen approximate device location is displayed on a map when the policy is enabled.
	Device Lifecycle	Overall performance analytics on device lifecycle to prioritise refresh cycle and optimise upgrades such as Windows 11 Updates
<b>Security Compliance</b>	ISO Security Compliance Certifications	ISO 27001, 27017 and 27701 certifications for Information Security Management System (27001), Cloud Security (27017) and Privacy (27701) to highlight controls in place to protect customer data.
	SOC 2 Type2	SOC 2 Type 2 12-month attestation of the current security compliance implemented to protect customers and their information.
<b>Deployment</b>	Automatic Enrolment <sup>8</sup>	HP or authorised HP Partners can stage devices for automatic enrolment into an HP Proactive Insights account by uploading device serial numbers into the HP TechPulse platform. These devices, which must have the TechPulse agent installed on them, will automatically enrol when they first connect to the service.
	Bulk Deployment	Customers can enable large-scale deployment of the HP TechPulse device software leveraging their app deployment tool.
<b>Digital Experience</b>	Digital Experience Score	Digital Experience scores simplify the delivery of Proactive Insights analytics into digestible scores. This enables IT to quickly understand the health of the device fleet they are managing, what's changed, what's out of posture and where to focus. Scores are available for 1) Device Health 2) Device Performance 3) Device Security.
	Employee Experience Survey Campaigns	Employee Experience Survey Campaigns provide IT with a method of surveying end users on a range of IT topics, as well as tracking and measuring the responses, so that IT can easily view device health reports to identify root causes for those who are dissatisfied. This survey method typically increases user response rates compared to traditional email surveys.
<b>Device Details</b>	BIOS & Driver Status	Currently installed BIOS with link to all previous versions and complete driver list with driver name, status and link to SoftPaq, where applicable.
	CPU & Memory Utilisation	Software tab with 7-day trend for memory utilisation and CPU utilisation, with a list of the top 5 applications impacting memory and CPU performance.
	Health & Protection Status	Quick view of active and closed automatically detected alerts with the 6-month trend, the antivirus and firewall security status, and a quick link to all incidents for a specific device.
	Auto-Update Expiration Date	Displays the Auto-Update Expiration (AUE) date at the device- and fleet-level view for Chrome OS devices.
	HP Battery Health Monitoring <sup>9</sup>	Optimise battery health, longevity and performance. Monitoring HP Battery Health Manager is included as an out-of-the-box integration on supported HP devices.
<b>Hardware &amp; Software Health Monitoring</b>	Incident Monitoring	Detects and tracks battery, hard disk and operating system issues via incidents (sorted by priority, type, details, comments and recommendations) in the HP TechPulse portal and can be integrated into your ITSM.
	Inventory and Health Monitoring <sup>10, 11</sup>	Device and application inventory as well as device and operating system health.
	Security Compliance Monitoring	Alerts to help you identify devices that are non-compliant with encryption, firewall and antivirus policies.
	Network Health	Better support a distributed workforce with insights to network health and outages on both corporate and home networks. Better understand speed, signal strength and outages.
<b>Advisory Service</b>	Business Insights Reporting <sup>12</sup>	HP Service Experts proactively provide insights and recommendations to your IT to help optimise device fleet performance.

## Delivery specifications

HP Proactive Insights is a customer self-managed or partner-managed software as a solution. The customer can use the insights from the HP TechPulse analytics platform to optimally drive and manage device performance for multi-vendor devices.

Enrolled devices will have the HP TechPulse client software installed to collect device telemetry. For retail systems, additional software 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.<sup>13</sup>

## Table 2: Roles and responsibilities

Role or Responsibility	Description	Customer	Authorised partner	HP
Onboarding	Provide customer IT Device Admin contact information	•	•	
	Provide customer access into TechPulse platform		•	•
	Authorise certified partners to access or manage the account (if applicable)	•		
Advisory Services <sup>12</sup>	Provide advisory services with insights and recommendations tied to improved business outcomes			•
Support <sup>14</sup>	Follow online knowledge-based articles for support	•		
Account Management	Add/remove users/devices from the HP TechPulse platform	•	•	•
	Renew, change or cancel the HP TechPulse platform admin account		•	•

## System requirements

See HP TechPulse [system requirements](#).

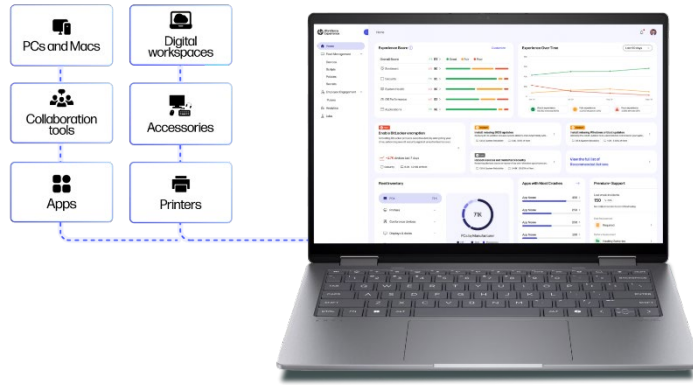
## Terms and conditions

See HP TechPulse [terms and conditions](#).

This service can be ordered as a stand-alone solution or 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 Insights 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 <https://www.hp.com/us-en/services/proactive-insights.html>.



## One platform to transform your workforce experience

Access capabilities of HP Proactive Insights in the Workforce Experience Platform today! HP Workforce Experience Platform<sup>14</sup> uses AI, with IT service management integrations to equip IT leaders with actionable insights for workforce optimization. It helps reduce costs, maximize IT efficiency and enhance the employee experience.

The unified interface proactively identifies and addresses digital friction points. All in a centralized, customizable hub that can manage a diverse range of devices and digital workspaces.

All HP Proactive Insights customers will be able to opt in<sup>15</sup> to HP Workforce Experience Platform with Fleet Management at no additional cost for the remainder of the HP Proactive Insights contract.<sup>16</sup>

Learn more at [workforceexperience.hp.com](https://workforceexperience.hp.com)



1. HP Proactive Insights and/or included components may vary by region, by operating system or by authorised HP service partner. Please contact your local HP representative or authorised 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 the 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 TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. Installation of the TechPulse client is required to gather telemetry from individual Windows, MacOS and Android devices. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit [www.hpdaas.com/requirements](https://www.hpdaas.com/requirements).
3. For details on OS coverage, please visit [www.hpdaas.com/requirements](https://www.hpdaas.com/requirements).
4. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet access with connection to TechPulse portal is required. For full system requirements, please visit [www.hpdaas.com/requirements](https://www.hpdaas.com/requirements).
5. Authorised HP Partners only.
6. Availability of reports varies based on device type and operating systems. Please check "[HP TechPulse Reporting Guide](#)" for more details.
7. For HP devices manufactured in 2018 or later only. Windows 10 version 1809 or higher.
8. For supported HP platforms, minimum BIOS requirements and access to this setting, please visit <https://support.hp.com/uk-en/document/c06465959>.
9. Device health monitoring not available on Windows 10 mobile operating system devices.
10. Health reports for iOS devices are limited to remaining disk space.
11. The customer is entitled to two (2) business insights reports per year by HP Service Experts as an additional support feature after 250 or more devices have been enrolled onto their account. Frequency and delivery method of business insights reports may vary by customer. Delivery of business insights reporting will start in the second half of 2021.
12. 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.
13. For additional information outside of the [knowledge articles](#), please reach out to your local HP Service Expert or authorised HP Partner.
14. The Workforce Experience platform is for commercial customers and requires registration. To register for access, visit <https://admin.hp.com>. 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. Activation and restrictions may apply.
15. Access will be granted to migrate to HP Workforce Experience Fleet Management upon availability in the country HP Proactive Insights was sold
16. No additional costs for per the remaining terms of the HP Proactive Insights contract

Service levels and response times for HP Care Packs may vary depending on your geographical location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit [www.hp.com/go/cpc](https://www.hp.com/go/cpc). 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.

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