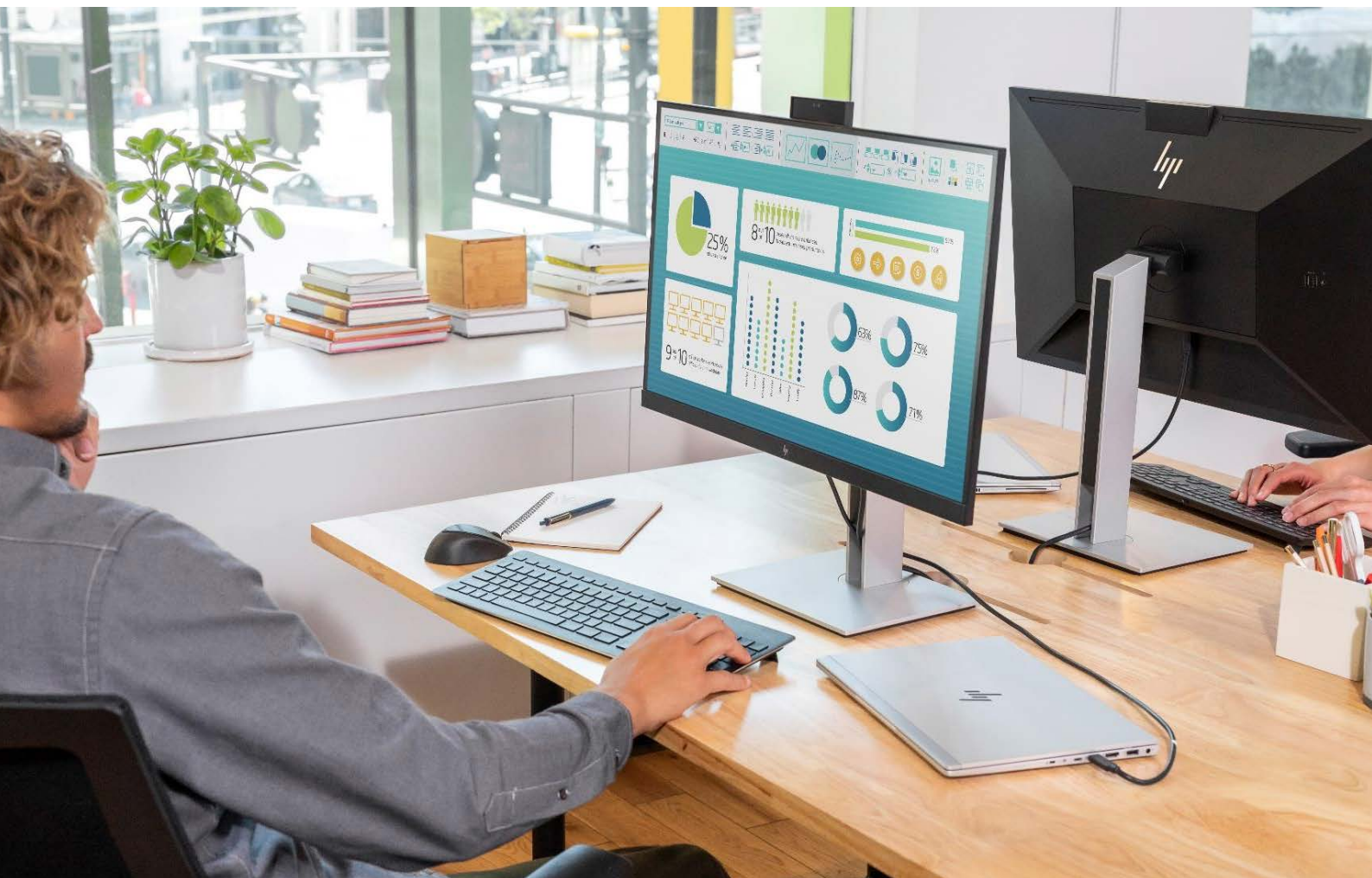


HP Proactive Insights



Service benefits

- Scale workforce efficiency
- Maximise employee productivity
- Create digital employee experiences

Service highlights

- Make it easier for IT to manage your entire multi-vendor, multi-OS fleet of devices through a single dashboard.
- Improve employee performance by monitoring device health, performance and security based on actionable insights.
- Stay ahead of potential disruptions with detailed analytics to help predict emerging device issues that could result in downtime.
- Ensure your employees have the right devices by refreshing when and where necessary based on device health and performance.
- Keep the workplace happy by evaluating employee experience surveys and strategically plan resources to better support your employees.

Service overview

Drive fleet optimisation within your environment with access to a breadth of insights,¹ helping you stay one step ahead of issues. With device telemetry easily accessible, HP helps you scale IT efficiency, maximise employee productivity and create digital experiences that empower your people.

- Simplify IT operations to help drive success by leveraging AI-powered insights¹ to provide the right devices to employees. When every employee has the right device to do their best work, IT can efficiently manage a diverse fleet of multi-vendor, multi-OS systems across the workforce.
- Enable IT to elevate employee productivity with simplified device management, advanced fleet analytics¹ and device refresh planning. Proactively avoid device failures and performance issues by quickly identifying critical software updates, security compliance gaps and opportunities for device upgrades.
- When your people thrive, so does the business. Help create the best digital employee experience possible so your workforce can perform at their peak. Use digital scorecards, end-user satisfaction surveys and feedback analysis to compare to industry benchmarking and explore opportunities for improvement and innovation.

Table 1: Features & specifications

Features		Specifications
Analytics	Dashboard, incidents & reports ³	One-stop dashboard with inventory, reports, system health, incident burndown, warranty status and proactive incident notifications.
	Multi-vendor, multi-OS predictive analytics	Cloud-based analytics and insights on device telemetry supporting multiple manufacturers and operating environments (Windows, Android, Mac & Chromebook) to identify systems at risk for issues such as disk, battery or CPU overutilisation so action can be taken before a problem occurs.
Accessibility	User-specific roles & permissions	Select user roles within the Workforce Experience Platform ¹⁰ with specific tasks and permissions established.
	Multi-tenant view support for partners ²	Allows HP Partners who have multiple customers to use a single login to access the Workforce Experience Platform to view incidents or run reports for different customers.
Asset management	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 location policy is enabled.
	Device lifecycle	Overall performance analytics on device lifecycle to prioritise refresh cycle and optimise fleet and device-level upgrade planning such as Windows 11 updates.
Security compliance	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 Type II	SOC 2 Type II 12-month attestation of the current security compliance implemented to protect customers and their information.
Deployment	Automatic enrolment ⁴	HP or authorised partners can stage devices for automatic enrolment into a Proactive Insights account by uploading device serial numbers into the Workforce Experience Platform. These devices, which must have the HP Insights agent for Windows, Mac & Android installed on them, will automatically enrol when they first connect to the service.
	Bulk deployment	Customers can enable large-scale deployment of the HP Insights agent for Windows, Mac & Android leveraging their app deployment tool.
Digital experience	Digital experience score	Digital experience scores simplify the delivery of Proactive Insights into digestible scores. This enables IT to quickly understand the health of the device fleet, what's changed, what's out of posture and where to focus. Scores are available for Device Health, Device Performance and Device Security.
	Employee experience survey campaigns	Employee experience survey campaigns provide IT with a method to survey employees on a range of topics, track and measure the responses, and view device health reports to identify root-cause for those who are dissatisfied. This method typically results in higher response rates compared to traditional surveys.
Device details	BIOS & driver status	Currently installed BIOS and complete driver list with driver name, status and link to SoftPaq where applicable.
	CPU & memory utilisation	Software tab with seven-day trend for memory utilisation and CPU utilisation, with a list of the top five applications impacting memory and CPU performance.
	Health & protection status	Quick view of active and closed automatically detected alerts with the six-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.
Hardware & software health monitoring	HP battery health monitoring ⁵	Optimise battery health, longevity and performance. Monitoring HP Battery Health Manager is included as an out-of-the-box integration on supported HP devices.
	Incident monitoring	Detects and tracks battery, hard disk and operating system issues via incidents sorted by priority, type, details, comments and recommendations in the Workforce Experience Platform; can integrate into your ITSM.
	Inventory & health monitoring	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.
Advisory service	Business insights & reporting ⁶	HP Service Experts – upon request – provide insights and recommendations to your IT to help optimise device fleet performance.

Delivery specifications

Proactive Insights is a customer self-managed or partner-managed software as a solution. The customer can use the insights from the Workforce Experience Platform to optimally drive and manage devices' performance for multi-vendor devices.

Enrolled devices will have the HP Insights agent for Windows, Mac & Android 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.⁷

Table 2: Roles & responsibilities

Role/ responsibility	Description	Customer	Authorised partner	HP
Onboarding	Provide customer with IT Device Admin contact information	•	•	
	Provide customer with access to the Workforce Experience Platform		•	•
	Authorise certified partners to access or manage the account (if applicable)	•		
Advisory services ⁶	Provide advisory services with insights and recommendations tied to improved business outcomes			•
Support ⁸	Follow online knowledge-based articles for support	•		
Account management	Add/remove users/devices from the Workforce Experience Platform	•	•	•
	Renew, change or cancel the HP TechPulse platform admin account		•	•

System requirements

See Workforce Experience Platform system requirements [here](#).

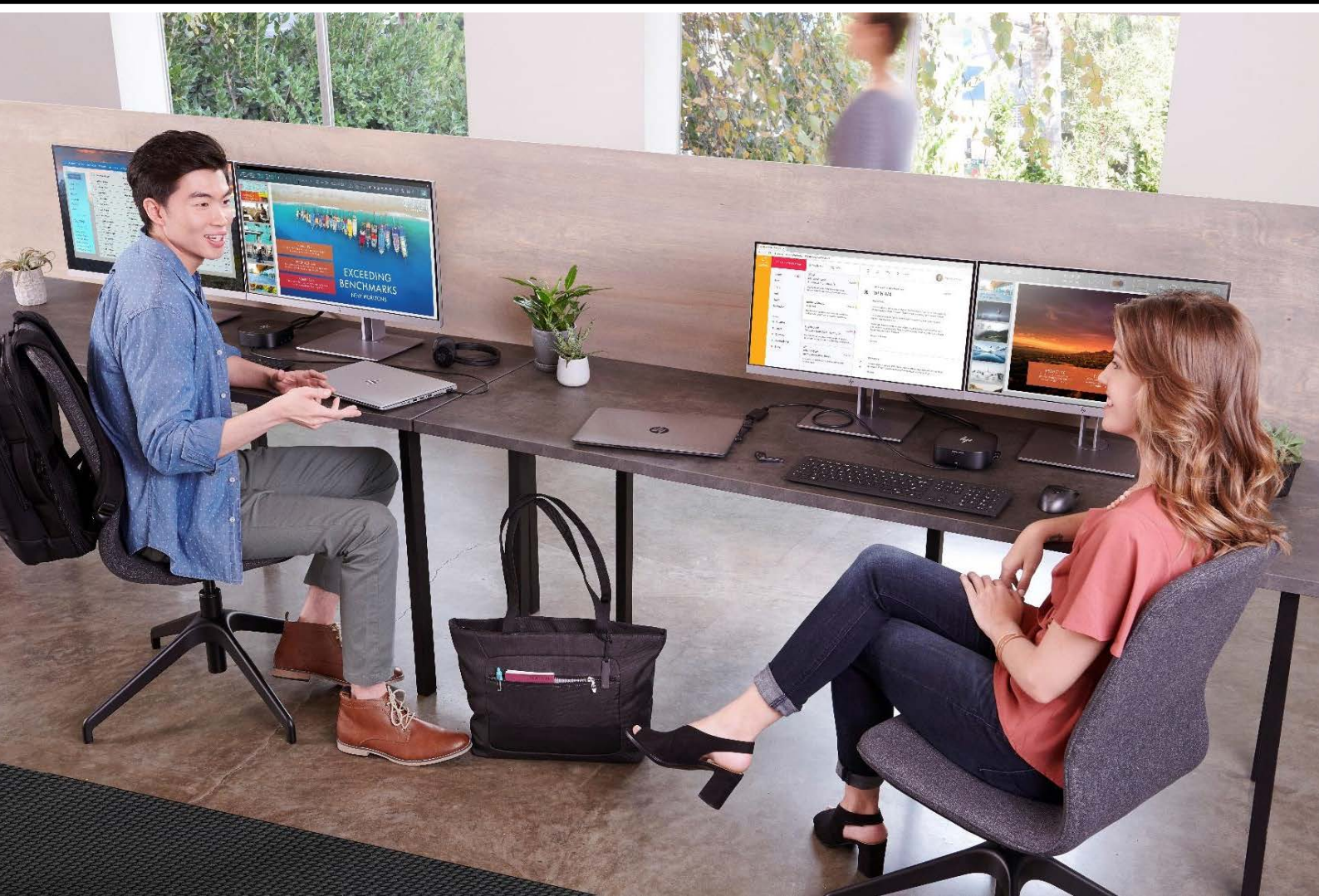
Terms & conditions

See Workforce Experience Platform terms and conditions [here](#).

This service can be ordered as a standalone 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.⁹ 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.

More information

To learn more, contact your HP partner or sales representative, or visit our website at hp.com/workforce-solutions.



Sign up for updates at hp.com/go/getupdated



1. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac & Android, available for download at <https://admin.hp.com/software>. For full system requirements and services that require the agent, please visit <https://admin.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience platform is required. HP follows stringent GDPR privacy regulations and the platform is ISO27001, ISO27701, ISO27017 and SOC 2 Type II certified for information security.
2. For authorised HP Partners only.
3. Availability of reports varies based on device type and operating systems. Please check with your HP representative for more details.
4. For HP devices manufactured in 2018 or later only. Windows 10 version 1809 or higher.
5. For supported HP platforms, minimum BIOS requirements and access to this setting please visit <https://support.hp.com/uk-en/document/c06465959>.
6. 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 on to 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.
7. 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.
8. For additional information outside of the [knowledge articles](#), please contact your local HP Service Expert or authorised HP Partner.
9. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.
10. 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.

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.

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