

# 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, customizable dashboard.
- Measure, track and improve employee satisfaction with quick-response surveys and digital experience scores to create the ultimate device experience.

## Service overview

Optimize 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 customers:

- Remotely monitor and anticipate issues across your entire fleet of devices and peripherals from a single, customizable 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 optimize 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 analyzes 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-OS <sup>3</sup> 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 like disk, battery, or CPU over- utilization 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 logon 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 signed in user, device lifecycle status and more.
	Device Groupings	Allows devices to be configured, grouped, and viewed based on a hierarchical location model.
	Device Location	Last seen approximate device location is displayed on a map when policy is enabled.
	Device Lifecycle	Overall performance analytics on device lifecycle to prioritize refresh cycle and optimize 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 customers data
	SOC 2 Type 2	SOC 2 Type 2 12-Month Attestation of the current security compliance implemented to protect customers and their information
<b>Deployment</b>	Automatic Enrollment <sup>8</sup>	HP or authorized Partners can stage devices for automatic enrollment 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 enroll 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 a method to survey end-users on a range of IT topics, and track and measure the responses, so IT can easily view device health reports to identify root-cause for dissatisfiers. 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 Utilization	Software tab with 7-day trend for memory utilization and CPU utilization with list of top 5 applications impacting memory and CPU performance.
	Health & Protection Status	Quick view of active and closed automatically detected alerts with 6-month trend, security status for anti-virus and firewall, and 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.
<b>Hardware &amp; Software Health Monitoring</b>	HP Battery Health Monitoring <sup>9</sup>	Optimize 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, 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, and 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 optimize 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 devices' 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	Authorized partner	HP
Onboarding	Provide Customer IT Device Admin contact information	●	●	
	Provide Customer access into TechPulse platform		●	●
	Authorize 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 <a href="#">online knowledge-based articles</a> 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 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. 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>.



Signup for updates [hp.com/go/getupdated](https://hp.com/go/getupdated)

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<sup>1</sup> HP Proactive Insights 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 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.

<sup>2</sup> 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).

<sup>3</sup> For details on OS coverage, please visit [www.hpdaas.com/requirements](https://www.hpdaas.com/requirements).

<sup>4</sup> 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).

<sup>5</sup> Authorized HP Partners only.

<sup>7</sup> Availability of reports varies based on device type and operating systems. Please check “[HP TechPulse Reporting Guide](#)” for more details.

<sup>8</sup> For HP devices manufactured in 2018 or later only. Windows 10 version 1809 or higher.

<sup>9</sup> For supported HP platforms, minimum BIOS requirements, and access to this setting please visit <https://support.hp.com/us-en/document/c06465959>.

<sup>10</sup> Device health monitoring not available on Windows 10 Mobile operating system devices.

<sup>11</sup> Health reports for iOS devices are limited to remaining disk space.

<sup>12</sup> 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 second half of 2021.

<sup>13</sup> 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.

<sup>14</sup> For additional information outside of the [knowledge articles](#), please reach out to your local HP Service Expert or authorized HP Partner.

Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on 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 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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