HP Proactive Insights

Service benefits

- Equip employees with the right technology
- Monitor, remediate, and automate your multi-vendor, multi-OS[1] fleet
- Get business insights and recommendations to optimize device fleet performance
- Improve focus on employee workplace computing experience

Service highlights

- Proactive incident notifications to help you manage your device fleet
- Predictive insights and reports maximize uptime
- Identification of issues before they happen

Service overview

HP Proactive Insights provides cloud-based, AI-driven, multi-vendor, device fleet hardware, and software insights delivered by the HP TechPulse analytics platform.[2, 3]

This solution helps IT professionals measure, track, and optimize the workplace computing environment by using telemetry, automation, and insights from end-user campaigns.

If you are looking to reduce IT cost and complexity, HP Proactive Insights delivers actionable analytics through proactive incident notifications, reports, and recommendations for remediation.

With HP Proactive Insights, you will be able to monitor, identify, and mitigate device or application issues before they affect users or the organization — ensuring employees have the optimal technology for their work with multi-vendor, multi-OS[1] device fleet hardware and software insights.

Features and specifications

Description		
Provided by HP TechPulse (HP or Partner[4] managed)		
Analytics	Multi-vendor, Multi-OS[1] Predictive Analytics[5]	Insightful analytics regardless of manufacturer (Windows, Android, Mac, Chromebook, and iOS) to identify systems at risk for disk, battery, or full-system thermal failure, so action can be taken before a problem occurs.
	Dashboard, Incidents, & Reports[6]	Dashboards help customers track the important performance indicators by generating summary reports that provide insightful analytics on planning and cost optimization, and service management capabilities.
		HP Proactive Insights uses HP TechPulse device software to collect and monitor device data like inventory, hardware and applications health, and key statistics from retail peripherals.
		The HP TechPulse web portal is the central hub for customer IT device managers to view all detailed device analytics and reports on enrolled devices and company-level dashboards.
Accessibility	Custom Roles and Permissions	Create custom roles within the portal. Specific tasks and permissions can be set up based on default roles.
	Multi-tenant View Support for Partners	Allows HP or authorized partners who have multiple customers to use a single logon to access the portal to view incidents or run reports for different customers.
Asset Tracking	Auto Update Expiration Date	Displays the Auto Update Expiration (AUE) date at the device- and fleet-level view for Chrome OS devices.
	Device Groupings	Allows devices to be configured, grouped, and viewed based on a hierarchical location model.
	Show Device Location	Last seen approximate device location is shown on a map when policy is enabled.
Deployment	Automatic Enrollment[7]	HP or authorized Partners can stage devices for automatic enrollment into an HP Proactive Insights account by uploading device serial numbers into the portal. 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.
Employee Experience	Employee Experience Survey Campaigns	Launch survey campaigns to measure and track employee satisfaction with their IT resources.
HW & SW Health Monitoring	Automatic Parts Replacement	HP will dispatch replacement parts for covered HP manufactured devices to the customer site, in accordance with the device warranty. Batteries under the HP Battery Recall program will also be dispatched automatically.
	HP Battery Health Monitoring[8]	Optimize battery health, longevity, and performance. 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 incident notifications by priority, type, details, comments, and recommendations in the HP TechPulse portal.
	Inventory and Health Monitoring [9, 10]	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.
Troubleshooting	Easy Access for Windows Self-Help Tools	Provides easy access to diagnostic tools, enabling end users to troubleshoot and resolve common issues instead of escalating to the customer's internal help desk.
Performed by HP Service Experts		
Advisory Service	Business Insights Reporting[11]	HP proactively provides insights and recommendations to optimize device fleet performance.

Delivery specifications

HP Proactive Insights is a customer self-managed solution. The customer will use the insights from the HP TechPulse analytics platform to optimally drive and manage devices' performance.

With HP Proactive Insights, enrolled devices will have the HP TechPulse device software installed to collect telemetry related to the device. For retail systems, an additional device 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.[12]

For assistance on service-related questions, please refer to Roles and Responsibilities section.

HP Service Expert coverage and 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 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).

Roles/Responsibilities

Role or responsibility	Description	Customer IT Administrator	HP Onboarding Program Manager	HP Service Expert
Onboarding	Provide Customer IT Admin contact information, and authorize certified partners to access or manage the account (if applicable)	✓		
	Provide access into portal		✓	✓
	Install required device software onto selected devices	✓		
	Confirm account access, review dashboard, incidents, and reports in portal	✓		
	Run network assessment to verify firewall and proxy access. Test Windows 10 updates, including user acceptance	✓		
	Gather and consolidate the required customer environment information, and the specific needs of the customer, to accurately enroll their devices		✓	
	Create account for customer, communicate progress, and complete the onboarding process		✓	
	Attach the license key(s) and take care of add-on orders		✓	
	Reduce deployment time and verify a successful implementation		✓	
Advisory Services[11]	Provide advisory services with predictive insights tied to improved business outcomes			✓
Support	Follow online knowledge-based articles for support[13]	✓		
	Assist customer and provide answers to service-related questions			✓
Account Management	Add/remove users/devices from the HP TechPulse portal	✓	✓	✓
	Renew HP TechPulse portal admin account	✓	✓	
	Cancel HP TechPulse portal admin account		✓	

Customers and Partners to perform the following tasks:

• Troubleshoot for common end-user support issues before escalating to HP support

• Review hardware, software, and other reports, and respond to reported device health incidents within the HP TechPulse analytics platform

System requirements

See HP TechPulse system requirements.

Terms and conditions

See HP TechPulse terms and conditions.

This service can be ordered 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 HP.com/manageability-services.

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hp.com/go/getupdated

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ISO/IEC 27001:2013

Certified by ISO/IEC 27001 Information Security Management
KPMG

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1 For details on OS coverage, please visit www.hpdaas.com/requirements.
2 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.
3 HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications. HP TechPulse follows stringent GDPR privacy regulations and is ISO 27001 certified for Information Security. Internet access with connection to Tech Pulse portal is required. For full system requirements, please visit http://www.hpdaas.com/requirements.
4 Authorized HP Partners only.
5 Analytics on iOS devices not included in HP Proactive Insights. Customer must purchase HP Proactive Endpoint Management service. For details, see HP.com/manageability-services.
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 2018 or higher 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/us-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 Customer will get business insights reporting as an additional support feature after 250 or more devices have been enrolled onto their account. Frequency and delivery method of business insights reporting may vary by customer. Delivery of business insights reporting will start 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 support outside of the knowledge articles please reach out to your local HP Service Expert or authorized HP Partner.

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