



# HP Proactive Endpoint Management



## Service benefits

- Reduce IT management cost and complexity
- Lighten the load on IT with specialised service experts<sup>1</sup>
- Improve employee workplace computing experience

## Service highlights

- Multi-vendor, multi-OS<sup>3</sup> modern endpoint management
- Proactive incident notifications
- Predictive insights and reports

## Service overview

HP Proactive Endpoint Management is a managed, modern IT solution that reduces the cost and complexity of multi-vendor, multi-OS device fleet management<sup>2</sup> — driving improvements in device performance and your employees' device and application experiences.

Optimise your workplace computing environment and free up your IT staff to focus on other priorities with this modern endpoint management service; plus, benefit from cloud-based device analytics, reports, and insights for management and planning with the HP TechPulse analytics platform.<sup>4</sup>

If you are short on IT resources or want to drive improvements in device performance and the employees' workplace computing experience, HP Proactive Endpoint Management provides peace of mind in knowing you can leave the arduous task of securing, monitoring, and managing your multi-OS devices in the capable hands of our specialised Service Experts.

## Features and specifications

Description		
Provided by HP TechPulse (HP or Partner <sup>5</sup> managed)		
Analytics	Multi-vendor, Multi-OS <sup>2</sup> Predictive Analytics	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 <sup>6</sup>	<p>Dashboards help customers track the important performance indicators by generating summary reports that provide insightful analytics on planning and cost optimisation, and service management capabilities.</p> <p>HP Proactive Endpoint Management uses HP TechPulse device software to collect and monitor device data like inventory, hardware and applications health, and key statistics from retail peripherals.</p> <p>The <a href="#">HP TechPulse web portal</a> is the central hub for customer IT device managers to view all detailed device analytics and reports on enrolled devices and company-level dashboards.</p>
Accessibility	Custom Roles and Permissions	Create custom roles within the HP TechPulse portal. Specific tasks and permissions can be set up based on default roles.
	Multi-tenant View Support for Partners	Allows HP or authorised partners who have multiple customers to use a single log-in to access the HP TechPulse 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 Enrolment <sup>7</sup>	HP or authorised Partners can stage devices for automatic enrolment into an HP Proactive Insights account by uploading device serial numbers into the HP TechPulse portal. 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.
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 <sup>8</sup>	Optimise 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 issues by priority, type, details, comments, and recommendations in the HP TechPulse portal.
	Inventory and Health Monitoring <sup>9, 10</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.
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 <sup>1</sup> and Modern Endpoint Management		
<b>Advisory Service</b>	Business Insights Reporting <sup>11</sup>	HP proactively provides insights and recommendations to optimise device fleet performance.
<b>Application Deployment</b>	Apple Business Manager/ Apple DEP <sup>12</sup>	Over-The-Air (OTA) device enrolment and persistent enforcement of mobile device policies using Apple Business Manager/Apple's Device Enrolment Program (DEP).
	Microsoft Windows Application Deployment <sup>12</sup>	Service Experts will deploy curated catalogues of applications to managed devices.
	Mobile Application Deployment	Service Experts can create, distribute, and manage curated bundles of mobile applications from the Windows App Store, Apple App Store, and Google Play Store to users.
<b>Application Management</b>	Application Updates	Leverage modern management techniques to deliver updated application management. This approach allows configuration and control of application settings.
	Application Whitelisting/ Blacklisting	Service Experts implement policies to control which apps are enabled.
	Configure Device "Kiosk" Mode	Mobile OS platforms such as Android and iOS Single App Mode, or Windows 10 desktop view, to allow only specific applications to run on the device.
<b>Bring Your Own Device</b>	Bring Your Own Device (BYOD)	Allows the user to designate their managed device as either company-owned or employee personally owned (BYOD).
<b>Bring Your Own License</b>	Bring Your Own License (BYOL)	A customer can enable their own Microsoft Intune or Google Chrome Enterprise license endpoint management software.
<b>Device &amp; Protection Management</b>	Monitoring and management by HP Service Experts	An experienced service professional does the monitoring and proactive management of your multi-OS devices.
	Device Encryption Enforcement <sup>12,13</sup>	Service Experts can enforce encryption policy on multi-OS devices.
	Lost Device Protection: Locate, Lock, Wipe <sup>14</sup>	Service Experts can attempt to locate, lock and/or wipe data on a missing device remotely, keeping data secure.
	Microsoft Windows 10 Updates <sup>12</sup>	Service Experts can configure Windows updates, patches, and policy settings to ensure your environment is updated and secure.
	Microsoft Windows Information Protection <sup>12</sup>	Service Experts will enforce encryption policies for sensitive company data.
	Mobile Device Security Policy	Service Experts can apply custom security levels to managed devices.
	Security Compliance Policy Definition and Enforcement	Service Experts enforce security policy settings such as password, PIN, and firewall.
	Virus Protection Policy <sup>12</sup>	Detect whether antivirus software is enabled on a Windows device.
<b>Incident Management</b>	Incident Management	Service Experts monitor the incidents generated to diagnose, identify issues, and provide recommendations to customers.
<b>Wi-Fi Management</b>	Wi-Fi Provisioning	Service Experts will manage access to a wireless network without exposing credentials.
<b>Remote Troubleshooting</b>	Remote Assistance	Service Experts can remotely troubleshoot Windows devices for your IT team.

## Delivery specifications

HP Proactive Endpoint Management is a managed, modern IT solution. HP Service Experts provide a unified endpoint management service to customers. On request, HP Service Experts will add or remove managed users, devices, and applications; generate reports; and attempt to remotely lock or wipe data from missing or stolen devices for customers.

Enrolled devices will have the HP TechPulse device software installed to collect telemetry related to the device. For unified endpoint management, a device management software may need to be installed. 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.<sup>15</sup>

HP Service Expert coverage and availability:

- **North America:** English support available Monday to Friday (excluding HP holidays) from 6:00 a.m. to 6:00 p.m. MT.
- **Latin America:** English and Spanish support available Monday to 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 to 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 authorise certified partners to access or manage the account (if applicable).	✓		
	Provide access into HP TechPulse portal.		✓	✓
	Install required device and unified endpoint management software.	✓		
	Establish an account with an HP representative or HP reseller, and provide a Microsoft Intune or Google Chrome Enterprise account. <sup>16</sup>	✓		
	Ensure compliance with total device count covered and software application licensing requirements.	✓		
	Provide recommended enhanced feature settings and all necessary access rights and UPN/domain information.	✓		
	Provide initial catalogue of applications to configure, deploy, and be maintained.	✓		
	Automatically or manually enrol devices, submit requests to add or remove managed devices and users, or roll back OS updates in case of failure.	✓		
	Confirm account access, review dashboard, incidents, and reports in HP TechPulse portal.	✓		
	Run network assessment to verify firewall and proxy access. Test Windows 10 updates, including user acceptance.	✓		
	Review and confirm enhanced configuration policies, apps, and mobile black/whitelisting are pushed to the selected devices.	✓		
	Gather and consolidate the required customer environment information, and the specific needs of the customer, to accurately enrol their devices.		✓	
	Create account for customer, communicate progress, develop and implement the onboarding project plan, and complete the onboarding process.		✓	
	Attach the license key(s) and take care of add-on orders.		✓	
Ongoing Operational Management	Deploy/remove applications, lock device, provide secure Wi-Fi or erase data on a device reported missing or stolen upon request. <sup>17</sup>			✓
	Implement mobile application whitelisting and blacklisting, security and encryption, and Windows information protection (WIP) policies.			✓
	Track, alert, and deploy required Windows OS upgrades, patches, and policy settings.			✓
	Reduce deployment time and verify a successful implementation.		✓	
	Transition ongoing operational management for the HP Proactive Endpoint Management capability to Service Experts.		✓	
Advisory Services <sup>12</sup>	Provide advisory services with predictive insights tied to improved business outcomes.			✓
Support	Follow online knowledge-based articles for support. <sup>18</sup>	✓		
	Monitor device incidents in the HP TechPulse portal and notify customers when a device health issue is detected. Also, provide optimisation and diagnostic advice to resolve health issues.			✓
	Provide requested reports, troubleshoot installation and connectivity issues, and assist customers with service-related questions.			✓
Account Management	Add/remove users/devices from the HP TechPulse portal. <sup>19</sup>	✓	✓	✓
	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 and respond to reported device health incidents within the HP TechPulse analytics platform

## System requirements

See HP TechPulse [system requirements](#).

See modern endpoint management requirements<sup>20</sup>:

- VMware Workspace ONE – [Windows](#), [macOS](#), [Android](#), and [iOS](#)
- [Microsoft Intune](#)<sup>14</sup>
- [Google Chrome Enterprise](#)<sup>14</sup>

## 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 Endpoint Management 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](https://hp.com/manageability-services).

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636

- <sup>1</sup> Modern endpoint management is provided by HP Service Experts or HP Authorised Partners. They will deliver the service using VMware Workspace ONE. Customers with existing Microsoft Intune or Google Chrome Enterprise modern endpoint management may have HP Service Experts or HP Authorised Partners manage the licenses they already have. Please check availability of options in your country.
- <sup>2</sup> HP Proactive Endpoint Management 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. The 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>3</sup> For details on OS coverage, please visit [www.hpdaas.com/requirements](http://www.hpdaas.com/requirements).
- <sup>4</sup> 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>.
- <sup>5</sup> Authorised HP Partners only.
- <sup>6</sup> Availability of reports varies based on device type and operating systems. Please check "HP TechPulse Reporting Guide" for more details.
- <sup>7</sup> For HP devices 2018 or higher only. Windows 10 version 1809 or higher.
- <sup>8</sup> For supported HP platforms, minimum BIOS requirements, and access to this setting, please visit <https://support.hp.com/us-en/document/c06465959>.
- <sup>9</sup> Device health monitoring not available on Windows 10 Mobile operating system devices.
- <sup>10</sup> Health reports for iOS devices are limited to remaining disk space.
- <sup>11</sup> 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. Different contact persons may be assigned for business insights reporting and ongoing operational management. Delivery of business insights reporting will start in the second half of 2021.
- <sup>12</sup> Not available for Google Chrome Enterprise (BYOL).
- <sup>13</sup> Apple devices are automatically encrypted by the operating system.
- <sup>14</sup> Remote lock and wipe functionality require the device to be powered on and have Internet access.
- <sup>15</sup> Data is protected using SSL during data transfer from the device software to the web server. The data can only be accessed through the HP Web server.
- <sup>16</sup> For BYOL only.
- <sup>17</sup> For BYOL, the customer must grant rights to Service Experts.
- <sup>18</sup> Service Experts will monitor the account.
- <sup>19</sup> HP support for modern device management only.
- <sup>20</sup> Modern endpoint management not available for retail point of sale systems.

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](http://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. The 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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