

HP Endpoint Management for everywhere work

Digital transformation at HP supports global workers everywhere with HP Workforce Solutions managing endpoint devices and providing insights and analytics



“We are looking at the hybrid world and how we want employees to be productive and have a great experience at home, but also back in the office, where not everybody is sitting at a desk.”

Sharon Bottome,
Head of Employee and Infrastructure Services at HP

A better device experience

An early adopter of work-life flexibility, HP has supported a highly mobile workforce for many years. But when its IT team faced transitioning nearly 70,000 employees, contractors, and their devices to a remote and hybrid work environment, they found powerful support in HP Workforce Solutions that made this crucial shift both simple and transformational.

HP set out to ensure they could:

- Pre-provision devices at the factory and ship directly to users
- Provide simple user set-up in under an hour
- Enable a productive and secure work experience from any location

- Provide a near smartphone set-up experience
- Ensure faster boot times and better performance by improving CPU and memory utilization
- Offer more control over reboot requirements via deferrals
- Support application installations on demand via the self-service store
- Deliver IT support for all employees regardless of location

Leaping from legacy to cloud-based infrastructure

While already in the midst of a digital transformation, HP accelerated to immediately modernize its infrastructure and endpoint management to support the sudden pandemic-driven shift to a remote and hybrid world. The move went beyond just pieces of hardware to include software, authentication device imaging and break/fix. All had to happen seamlessly—everywhere employees were—due to the workforce operating remotely from home.

HP priorities for cloud-based digital revolution:

- Deliver uninterrupted productivity for end users
- Provide support for remote workers
- Eliminate reliance on VPN infrastructure for patching and application deployments
- Reduce resource constraints on IT
- Simplify device configuration and deployment
- Increase security across the full environment



HP IT takes a three-pillar approach to deliver desired business outcomes:

Asset Management¹

Implementing end-to-end device management brings the right devices, modular services and insights that allow HP IT to optimize the end users' digital experience while controlling cost.

Modern Management²

Transforming HP IT to a fully modern and cloud-native endpoint management service that securely and efficiently supports the hybrid worker, regardless of location and connectivity option⁷.

Data Driven³

Supporting a comprehensive analytics platform provides HP IT with a 360-degree view of endpoint performance and health, along with the end-user digital experience. This view allows HP IT to proactively remediate issues, manage the user experience and make data-driven decisions around fleet management.

“The beauty of the whole experience is that I not only received my device at home the week prior to starting work, on the morning of day one, I was able to log in with my HP credentials and get up and productive in less than an hour with no support involved.”

Trevor Gordon,
Senior Product Manager at HP



How HP achieved it

HP IT continually uses HP products and services in IT operations to both test and validate they meet customer needs and to generate new and creative services and solutions. The HP IT team chose the HP Endpoint Management Service and HP Workforce Insights & Analytics to support their growing hybrid work environment.

Do anything from anywhere

Being able to do things in real time is more important than ever. With HP Endpoint Management, IT delivers everything needed from the cloud. When an employee opens the device box, they simply turn it on and log in. Everything happens in the background without IT help. For users it's an easy out-of-the-box experience much like getting a new smartphone. Apps are available from a self-service portal without accessing a corporate network.

Fix problems before they happen

With traditional on-prem management, it's next to impossible for IT to see what's going on with every employee device. But cloud-based HP Workforce Insights & Analytics^{3,4} cuts down the need for users to submit help desk tickets by enabling IT to address device and application issues before they cause problems. These analytics help identify poor device performance due to device age or remediable factors like CPU or memory utilization. IT can easily manage asset inventory, device health and performance—with multi-OS⁵, multi-vendor support from preconfigured, easily customizable dashboards.⁶

Take the hassle out of device management

The capability of HP Managed Device Services to drop-ship 30,000-plus PCs in one year all over the world to employees' homes^{7,8} is a true enabler for anywhere work. Whether a device issue is identified through analytics or help desk incidents, a replacement is shipped directly to the user. Workers simply open the new box with the replacement PC and return the broken one in the same box. The PC can then be refurbished by HP and returned to the fleet, a definite advantage during supply-chain shortages.

“In our legacy environment we could support only 95% of employees working in the office. Now, we can support 100% of our employees working from anywhere.”

Shawana Gaines, Director of Regional and Site Services at HP

The end results

98%

User satisfaction survey results with HP Endpoint Management⁹

30%

Reduction in support tickets from end users⁹

All Self Service

70 migrated to App Store⁹

1 Hour or Less

Average time to end-user productivity by leveraging Windows Autopilot and self-provisioning processes⁹

Boot Time

Comparing modern managed devices to legacy imaged devices, boot times with HP Managed Device Services with Endpoint Management are significantly lower⁹

CPU Utilization

CPU Utilization is significantly improved with HP Managed Device Services with Endpoint Management compared to legacy imaged devices⁹

Memory Utilization

Devices monitored by HP Managed Device Services with Endpoint Management utilize less memory for the average HP end user compared to legacy imaged devices⁹

A manageability win-win

HP successfully shifted from legacy on-premises infrastructure and processes to modern, cloud-based, unified endpoint management. Unlike the typical manual model, this remote and automated approach to device onboarding, software patches, and updates result in less hands-on time and fewer endpoint security compliance worries for IT.

For remote employees, this translated to a seamless onboarding and maintenance experience—without the hassle of needing to reimage their devices or connecting to VPN for apps.

Impacts and outcomes for IT teams

- Increased workforce performance—retooled processes, policies and infrastructure to support a mobile¹⁰ hybrid workplace
- Reduced IT resourcing needs by automating updates
- Gained digital effectiveness by using HP Workforce Insights & Analytics telemetry to identify poor device performance due to device age or remediable factors like CPU or memory utilization
- Dispensed with traditional imaging, freeing IT time and helping employees be productive right out of the box
- Reduced IT time spent enforcing device management policies
- Simplified security by implementing Microsoft security baselines

Employee benefits

- Quick device self-provisioning (one hour or less)
- Faster boot times and improved device performance
- Enhanced stability and better memory/CPU utilization
- Single catalog access for all applications
- Secure, smartphone-like experience with remote work flexibility



Device Management for the everywhere office

Remote. On-site. On the go. There's an easier way for IT to manage devices so that employees can work when and where they need to. Learn how HP Workforce Solutions experts can manage your journey to the cloud.

Learn more at hp.com/WorkforceSolutions

¹HP Managed Device Services includes hardware, repair services and analytics components and may include financing. Requirements may vary by region or by Authorized HP Managed Device Services Partner. Please contact your local HP Representative or Authorized Managed Device Services Partner for specific details in your location.

²HP Endpoint Management requires separately purchased Microsoft 365 Enterprise (E3 or E5), Azure Subscription and PowerBI license. Contact your HP account representative or authorized HP reseller for more information. HP Endpoint Management OS support includes Windows 10 or 11 (22H2) as a/the base (Properly licensed Enterprise or Pro Edition), with Android and iOS support as an optional paid-for additional service. Hybrid device support is an optional add-on and only supports existing Windows endpoints that are already domain-joined. For more robust app deployment needs, a co-management option can be offered as an optional paid-for add-on.

³HP Workforce Insights & Analytics 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.

⁴HP Workforce Insights & Analytics with 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 the TechPulse portal is required. For full system requirements, please visit <https://www.hpdaas.com/requirements>

⁵For details on OS coverage, please visit <https://www.hpdaas.com/requirements>

⁶Internet access with connection to HP TechPulse portal is required.

⁷Home Delivery requires customer email approval from the customer's account executive, in which the customer approves devices being delivered to their employees' home addresses and in what countries home deliveries will occur. Customer accepts multiple invoices for the multiple individual orders placed in a month. Customer agrees to complete the Home Delivery order template for all home orders.

⁸Not all services are available in all locations. Please speak to your HP representative for more information.

⁹Based on HP Global Service Delivery data from November 2020 to October 2021.

¹⁰The mobile service option for HP Endpoint Management accommodates company-owned and employee bring-your-own-devices (BYOD) and company-owned iOS and Android devices.

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