

With HP Proactive Insights, IT knows what's coming.

Learn how our customers are using HP Proactive Insights to support employees in the work-from-anywhere world.



Contents

CUSTOMER OBJECTIVE: Gain actionable insights	5
CUSTOMER OBJECTIVE: Predict and prevent downtime	9
CUSTOMER OBJECTIVE: Support and value employees	13
Conclusion	17



Desk day? Remote day? Transit day?

It doesn't really matter. Hybrid work has become a catch-all term for where, how, and when people do their jobs. In 2021, nearly three-fourths of surveyed knowledge workers said they favor splitting their week between home and office,¹ and 99% of employers expected employees to work in some sort of hybrid arrangement moving forward.²

Such widespread support for the shift to hybrid work means IT's troubles have also shifted—from 9 to 5 in the office to around the clock and around the world.



Today's fluid, anywhere-and-all-the-time digital workplace leaves IT teams with several potential challenges:

An incomplete view of what's going on with devices, applications, and people.

Distributed work environments mean IT often lacks visibility into people and tools across a distributed workforce, whether the issue is system performance metrics, security enforcement, or software upgrades and patching.

Sudden and unexpected problems that cause interruptions in workflows.

Device breakdowns can derail both people and projects—creating an unnecessary flood of help-desk tickets for IT and putting business goals at risk due to employee downtime.

Poor employee experiences.

Remote workers want the same experience outside the office as they have when they are in it. Ill-performing devices and software can cause employee frustration, lost productivity, and ineffective collaboration.

Our customers are migrating to an efficient, cloud-based infrastructure to manage their devices—see how HP Proactive Insights has helped them plan for where, how, and when people will work in the months ahead.

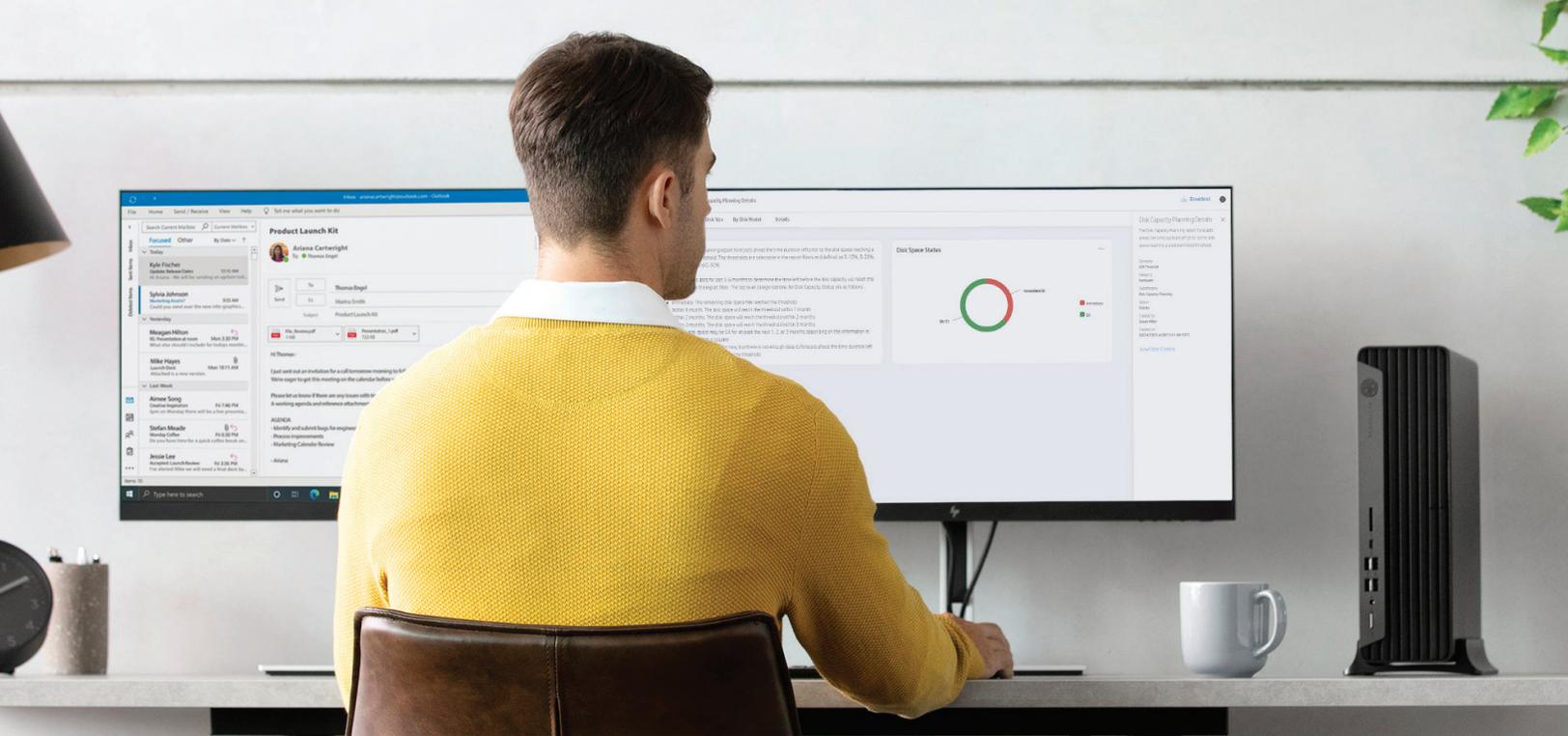


You can't fix what you don't know is broken.

70% of global information workers say they don't know how to get the technology support they need to be productive.³

45% of IT issues are never even reported by employees.³





Better analytics. Better insights. A better work experience.

In an ideal world, IT teams should be able to monitor device health and support productive user experiences no matter where people are working or what PC they're working on.

IT professionals could proactively reduce or eliminate downtime, identifying and resolving device issues before they actually happen. IT could become a business enabler, ensuring that devices, employees, and projects stay on track to meet critical goals.

HP Proactive Insights⁴—a SaaS solution powered by the cloud-based HP TechPulse⁵ data and analytics platform—gives IT the tools and insights they need to support the hybrid work experience. This AI-driven analytics solution helps you or your IT partner manage your multilocation, multi-OS⁶ computing environment across central components, summarizing their status on a single dashboard.

Hardware:

Get visibility into device hard drives, CPU usage, thermal levels, and battery health, enabling you to predict potential effects by analyzing your data against HP's data lake of 20 million-plus devices.

Applications:

Diagnose performance issues, software errors, blue-screen-of-death crashes, and system usage. Automatically update drivers and patches to ensure safe security profiles.

Employees:

Collect, measure, and manage employee experiences through a correlation of hardware, applications, and surveys across all your devices.



CUSTOMER OBJECTIVE: Gain actionable insights

See how your devices are performing—
anywhere employees are.



DLG: Cultivating greater PC insights

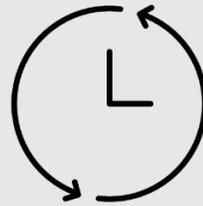
With a network of more than 30,000 members, the German Agricultural Society (DLG) relies on employees and volunteers across more than 10 countries—and an IT staff of only nine people.



“Managing all the different hardware and software was a huge effort... HP Proactive Insights is such a huge bonus for us because we now know the exact status of every device,” explains Holger-Steffen Stapf, Head of IT at DLG.

“HP Proactive Insights tells us everything we need to know: Are the devices being utilized properly? Has the right choice of equipment been made, or does an employee need a more powerful device? Are there battery or hard drive issues to remediate in advance?”

[Read case study](#)



10% reduction
in IT workload

Enhanced security

Proactive
monitoring of
networked
endpoints



SD Worx: Paying it forward with insight-based reporting

SD Worx has a 75-year history as a leading European HR and payroll company, serving 70,000 customers in 110 countries.

Although the company is headquartered in Belgium, its 6,200 employees are spread over 11 countries—which made visibility and reporting across its computing environment a challenge.



Greater visibility through analytics

Improved C-level reporting

Predictable financial forecasting

“HP TechPulse [via the HP Proactive Insights service] is generating management reporting,” says Benjamin Faillie, Cluster Lead of Infrastructure. “With metrics we can track details, identify needed updates, and plan action items.”

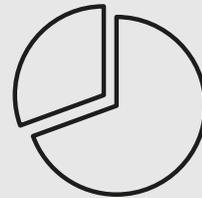
“Before, we were relying on a spreadsheet with limited visibility and no consistency. It used to take hours to do a report, and now it is all automated, which is much more cost- and time-efficient.”

[Read case study](#)



Arup: Designing a proactive support model for global teams

As a consultancy that creates iconic architectural projects using 3D rendering and real-time graphics, Arup knows the profound importance of technology to the business. But with 18,000 devices in its global landscape, the company needed a better way to see and control them all.



30% savings on device-management overhead

“We’re a very transient workforce, with offices all over the world,” says Gavin Cockburn, Global Service Leader for Workplace and Automation. “HP TechPulse turns our support model upside down. It’s a tool that provides us the information and analytics to make proactive change and ensure that our devices are running optimally.”

“Having the foresight to change a hard drive that is about to fail is a very different story to someone finding out that their hard drive has failed, and they have lost everything on there,” adds Cockburn. “That has huge beneficial savings in time and expense and the data that could potentially have been lost. HP TechPulse provides us with that level of analytics that we have never had in our client space.”

[Read case study](#) [Watch customer story](#)



CUSTOMER OBJECTIVE: Predict and prevent downtime

Anticipate and resolve issues—
before they impact productivity.



Colegios El Valle: Studying ahead for student device problems

Providing personalized education to more than 6,000 students across more than 4,000 computers at five sites in three different towns in Spain, Colegios El Valle needed device-level visibility to provide predictive IT support that addresses computer health issues before they become more serious.



Faster response

Fewer spare devices
needed

Less downtime =
More learning time

“The analytics provided by the HP TechPulse tool [via the Proactive Insights service] allow us to proactively identify problems,” says Andrea Rodriguez, Director of Information Systems.

“We now have information on individual devices, applications, and usage that helps us optimize spending and IT resources. The system warns us if a device is about to fail. If the problem can be fixed at the school, our IT staff take care of it. If not, we get HP to take a look. It’s much quicker and avoids major issues.”

[Read case study](#)



Volkswagen Japan: Driving real-time productivity

The Volkswagen Japan automotive dealership has 11 stores in the Tokyo metropolitan area, plus its corporate headquarters in Germany, and subsidiaries across Japan. With only two IT staff members, the Japanese organization needed a centralized way to monitor 400 job-critical devices.

HP Proactive Insights now provides IT with real-time device information, which speeds response time and reduces the IT burden.



Reduced help-desk inquiries

Improved IT efficiency

“We respond to failures remotely, and sometimes we had to go in blind and test multiple ways to fix the problem because we were unable to immediately find the cause,” says Akihiko Nishida, President of Sales, on the previous status of device management.

“We’d be able to respond more quickly if only we were able to quickly grasp the situation more clearly.”

“[Now,] we can take preemptive measures, such as backing up data or replacing a battery before performance declines. This type of intervention helps decrease stress for both employees and IT staff, and we can focus our abilities on more productive tasks.”

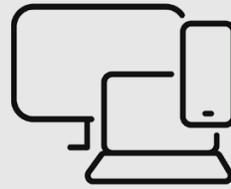
[Read case study](#)



DLG: Growing productivity with proactive global support

Greater visibility isn't the only advantage DLG gained from powerful, AI-driven HP analytics. The Germany-based agricultural society also can identify and resolve issues before they occur.

HP Proactive Insights monitors geographically distributed network endpoints and delivers predictive analytics to DLG through the HP TechPulse dashboard.



15% drop in device failures

Proactive resolution of issues before they occur

“In the past, we only learned directly from end users when a notebook battery was having an issue,” says Holger-Steffen Stapf, Head of IT at DLG.

“Now, we can stay ahead of the game. And if device replacement is needed, we just open a ticket, and HP will send a service technician to the employee, wherever they are in the world. It's that simple.”

[Read case study](#)



CUSTOMER OBJECTIVE: Support and value employees

Create uninterrupted computing experiences—
in every workspace.



POST Luxembourg: Delivering an employee- focused IT experience

POST Luxembourg is the top employer and largest provider of commercial postal and telecom services in the country. It needed integrated IT to support its 4,700-member workforce, which needed to be agile and secure from anywhere.



“The employee experience must be at the heart of what we do. We are designing and redefining what the digital workspace can be,” says Jeronimo Azevedo, Head of Corporate IT and Enterprise Architecture. “We must provide our people with innovative IT equipment and services to enable them to fulfill their missions in the most efficient way.”

POST chose HP Proactive Insights to deliver actionable, AI-driven intelligence. The company has benefited from the solution’s Windows® version and driver compliance reporting, which allows IT to take proactive actions to update devices before they impact employees.

[Read case study](#)



Only 45 minutes
to image a
new device

Zero minutes
wasted for
end users and
IT teams



Mashreq Bank: Investing in the right devices for the job

As a regional bank with a presence in 10 countries, from Hong Kong to New York, Mashreq needed greater decision-making insights across 5,000 employees and devices.

HP Proactive Insights, leveraging the HP TechPulse analytics platform, provides critical telemetry around hardware, applications, workloads, and end-user behavior—employing deep learning to help IT equip employees with the optimal PC, software, and services. This automated profiling skyrocketed employee satisfaction and lowered costs, freeing capital for other global strategic projects.



93% increase
in end-user
satisfaction

15% reduction
in CapEx

“These kinds of insights were not previously available to us because of the size of our environment and lack of sophistication in comparative tools,” says Jeremy Chellan, Vice President and Head of End-User Services.

“If we had done this manually, it would have taken us many months, and we would not have achieved the accuracy that we had with HP TechPulse.”

[Read case study](#)



RedSalud: Checking up on PC health

RedSalud Somos CChC has 25 medical centers, 40 dental centers, and nine clinics spread from one end of Chile to the other.

When the medical services organization needed to unify IT systems across its newly consolidated private healthcare network, it chose HP Proactive Insights to integrate technical support and detect problems at the source.



Integrated technical support for better patient and employee experiences

“The proactive monitoring of our devices is something we didn’t have before. The system uses an artificial intelligence to provide early warning when devices are likely to fail,” says Daniel de la Maza, Corporate Systems and Technology Manager. “This improves productivity as well as the user experience for our staff and patients.”

[Watch customer story](#)





Technology should enable work, not disrupt it.

At a time when technology experiences DEFINE work experiences, HP Proactive Insights helps organizations support and secure employees in the work-from-anywhere world. Get the meaningful and actionable insights you need to meet changing circumstances head-on—across employee locations, work styles, and job roles. When you can preempt PC issues before they happen, you can deliver great employee experiences.

Learn more at hp.com/proactive-insights —>

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.

© Copyright 2022, HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Microsoft and Windows are trademarks of the Microsoft group of companies.

¹ Forbes, "5 Ways To Support Hybrid Working In The Future Workplace," March 15, 2021, <https://www.forbes.com/sites/nigeldavies/2021/03/15/5-ways-to-support-hybrid-working-in-the-future-workplace/?sh=5eb2c50d373d>

² Fast Company, "Hybrid work is inevitable for 2022. Here's what the experts say is most effective," November 2, 2021, <https://www.fastcompany.com/90692151/hybrid-work-is-inevitable-for-2022-heres-what-the-experts-say-is-most-effective>

³ Nextthink, "The Modern Technology and Workplace Landscape," accessed February 17, 2022, <https://www.nextthink.com/digital-employee-experience-management/>

⁴ 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.

⁵ 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 <http://www.hpdaas.com>

⁶ For details on OS coverage, please visit www.hpdaas.com/requirements.