



HP Proactive Management

Secure and manage multi-OS devices, proactively identify and mitigate issues with HP TechPulse analytics, and let our Service Experts perform routine tasks like endpoint management for you.^{1,2}

Cloud-based proactive endpoint device management

Between deploying new technologies and maintaining existing ones, today's IT managers often have more work than they can handle. Multi-OS environments and multiple devices per user further complicate the situation. HP Proactive Management delivers a multi-OS service that helps IT offload some of the arduous tasks of endpoint management at scale, freeing up IT resources to focus on driving improvements in the employee experience.

Proactively mitigate issues before they affect users. The HP TechPulse analytics dashboard displays hardware inventory and incidents, reports system health, and provides proactive incident notifications. Plans include our Service Experts who can manage day-to-day tasks on your behalf, like policy settings, OS and application updates.



HP TechPulse analytics can provide visibility into:

- Which devices are connected to your network and what apps are installed
- Which devices should be replaced first
- Which devices are in need of repair
- Which devices have too much or too little computing power
- The causes of system errors and crashes
- Which devices have the required apps installed³
- Which devices are in compliance with your security policies⁴
- Which devices are used outside the office most
- Your devices by operating system and manufacturer
- Tracking Auto Update Expiration (AUE) dates for Chrome OS devices⁵
- Tracking battery usage health for HP devices⁶



HP Service Experts perform functions including:



Manage devices



Secure devices and data



Provision Wi-Fi



Lock or erase data on missing devices



Prevent access to unauthorized URLs



Keep Windows secure and updated



Deploy apps across devices



Replace parts automatically on HP devices

Monitor the pulse of your multi-OS devices

HP Proactive Management monitors the health and security of your devices and alerts you to potential issues before they become problems. Service Experts provide actionable insights for your multi-OS environment—including notebooks, desktops, and mobile devices, regardless of OS—that help you reduce downtime for end-users and increase planning intelligence for IT managers.¹

See the bigger picture

More than 40 million devices worldwide contribute data anonymously to the HP TechPulse analytics platform, providing performance data and aggregate trends across thousands of deployments. As a result, HP TechPulse can help identify root causes and predict device health issues, enabling proactive management and reducing downtime.

HP TechPulse generates actionable reports that enable proactive management and planning in addition to reporting on device health and security compliance. Software reports can help you optimize your catalog and licensing. View device and OS health incidents and reports in the one-stop HP TechPulse analytics dashboard, or select a plan with security and application reports and let our HP Service Experts monitor and manage it all for you.

Choose the right plan for your business

The HP Proactive Management Standard plan provides insightful analytics and reporting to help you manage your devices in-house. The Premium and Enhanced versions include specialized HP Service Experts using HP TechPulse analytics and leading cloud-based tools to provide a unified endpoint management service for your multi-OS, multi-vendor devices.^{1,2} The service can integrate with systems like ServiceNow and Microsoft Intune, making the most of your investment.

With HP Proactive Management, you can avoid software licensing and training costs often associated with self-managed device management solutions. The knowledge and experience of our HP Service Experts, along with the analytics and industry-leading cloud-based tools they use, are all part of the solution.

Learn more at hp.com/manageability-services

1. For full system requirements, please visit hp.com/manageability-services. The HP Chrome Enterprise x360 14 G1 is currently available as a service via HP Proactive Management. Google Chrome™ Enterprise Upgrade license required and must be purchased separately.
2. HP unified endpoint management is provided by HP Service Experts in HP Proactive Management Enhanced or Premium plans. Service Experts deliver service using VMware Workspace ONE or (for Chromebook™) the Google Chrome Enterprise Upgrade. Customers using Microsoft Intune may have HP Service Experts manage using licenses they already have. Please check availability of options in your country.
3. Application compliance available in HP Proactive Management Premium plan only.
4. Security available in Enhanced and Premium plans only.
5. Available for HP Chromebook Enterprise (x360 14e G1 and 14A G5) and HP Chromebox Enterprise G2.
6. Available for HP notebooks only. For supported HP platforms, minimum BIOS requirements, and access to this setting please visit <https://support.hp.com/us-en/document/c06465959>.

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