

CCS Media

How HP Device as a Service customers can 'predict the future' - with HP TechPulse analytics

HP TechPulse uses machine learning, preconfigured logic, and contextual data to deliver device, application, and usage insights to help you optimise your IT spending and resources. Now you can identify, predict and address potential issues with HP's unique analytics technology.

Predict the Future

Today's IT managers are under pressure. Not only do they need to keep up with an ever-changing technology landscape, they're all too often pulled out from priority projects to fix problems and keep systems running.

Predictive analytics can help reduce costly downtime and avoidable maintenance by spotting issues before they become problems. And with HP Device as a Service (DaaS) you can identify, predict and address issues with HP DaaS Proactive Management with TechPulse analytics. Unique to HP, these capabilities utilise machine learning, preconfigured logic, and contextual data to deliver device, application, and usage insights that help you optimise your IT spending and resources.

By harnessing the power of predictive analytics and insights, you can mitigate issues for your users before they cause downtime. This will give you more time to focus on other IT projects that are key to business growth.

From the information gathered, HP TechPulse analytics can generate a report on everything across the full spectrum of hardware and software. On the software side this includes inventory, installation, utilisation, BIOS status, OS patch status, and any usage errors.

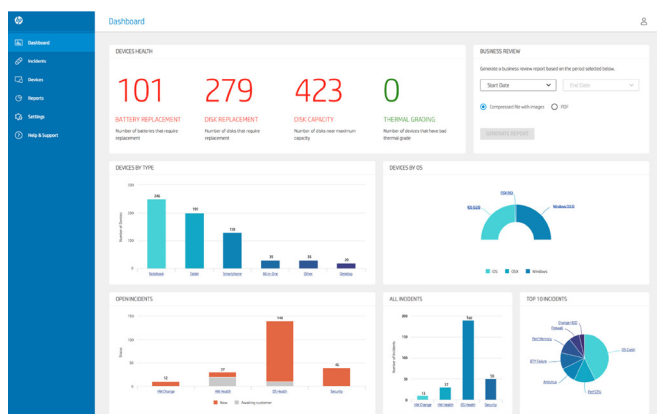
On the hardware side it provides insights down to the component level, including CPU and memory utilisation, thermal issues, remaining disk space, smart battery health and hard drive health. Additionally, device details such as OS version, manufacture date, location and warranty status may be provided.

HP TechPulse analytics can help you optimise your IT environment to 'predict the future' – for example, it can predict when a battery or hard drive is likely to fail or when a disk is nearing capacity. This allows you to replace components before an issue develops, maximising end-user productivity and reducing downtime.

With an HP Device as a Service (DaaS) plan, you get a complete solution that combines hardware, multi-OS device and application analytics, proactive management, and services for every stage of the device lifecycle. You can offload the time-consuming tasks of securing and managing multi-OS devices, so you can focus on supporting users and on what moves your business forward. HP DaaS can help reduce the complexity of sourcing and supporting your devices with simple, flexible plans easily tailored to your specific business needs.

A deep dive into HP TechPulse

The analytics dashboard found on the HP DaaS online portal provides a full view of the health of all your devices. Not only does this help you manage problems before they arise, it also assists you in getting the best from your technology by equipping users with the most suitable software and hardware based on their computing needs and usage.

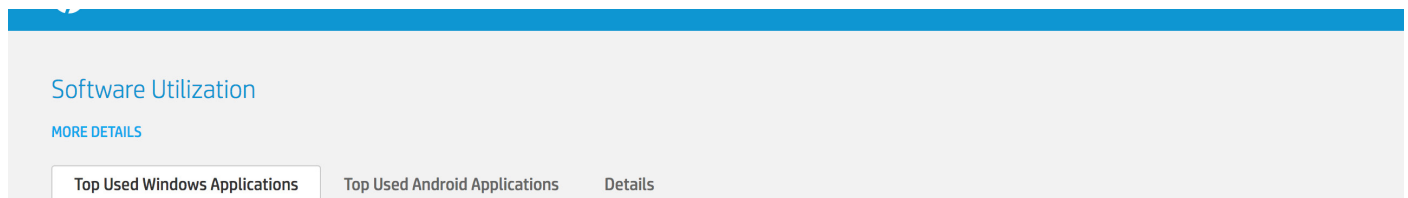


Hardware and software inventory

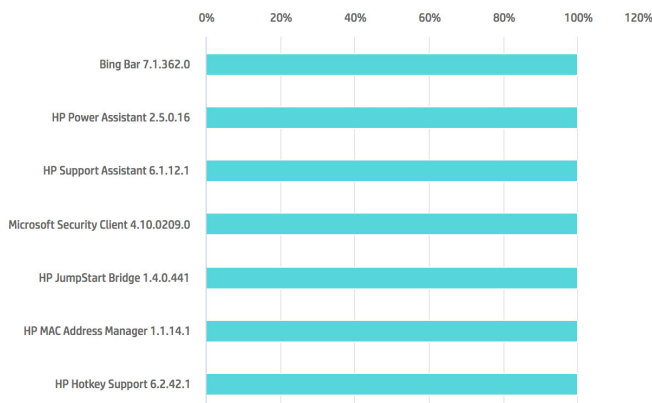
With the hardware and software inventory reports, you can get an overview of your Windows, Android, and Apple devices and the software installed and used, plus a breakdown of platform, OS, warranty expiration for HP devices, and health. By clicking on notebooks, for example, you can see what percentage of your devices are notebooks and see what OS they run. This provides insight into the makeup of your device environment and can also help manage software migration – allowing you to quickly see which devices should be upgraded to a newer OS, for example.

On the software front, there's also a visual analysis that displays the top ten software applications used. This is great for saving the company money by analysing usage so that the relevant licensing can be adjusted accordingly if the software is not being utilised.

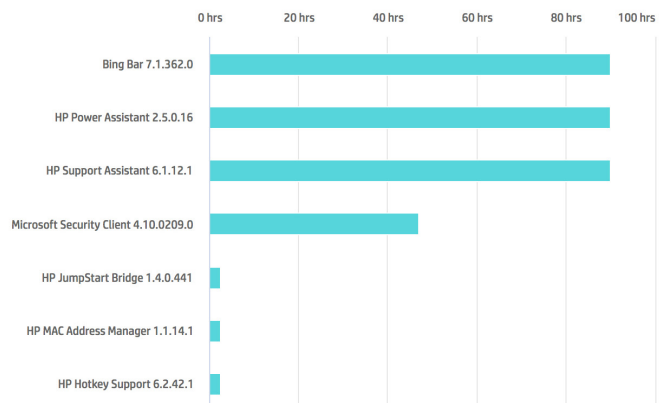
The warranty expiration graph allows you to keep an eye on how many of your Windows devices are nearing the end of their warranty. With this report, you can then make an informed decision on whether they should be replaced or if the warranty should be extended.



Top Actively Used Apps (Monthly Summary)



Top Apps by Usage Time (Monthly Summary)

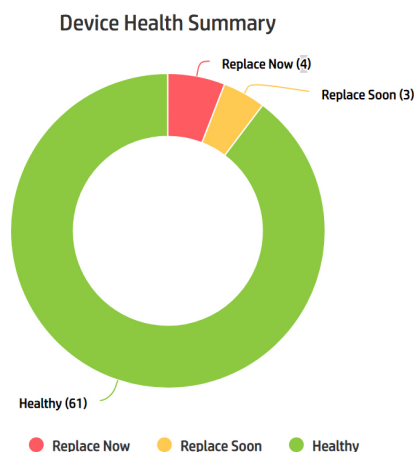
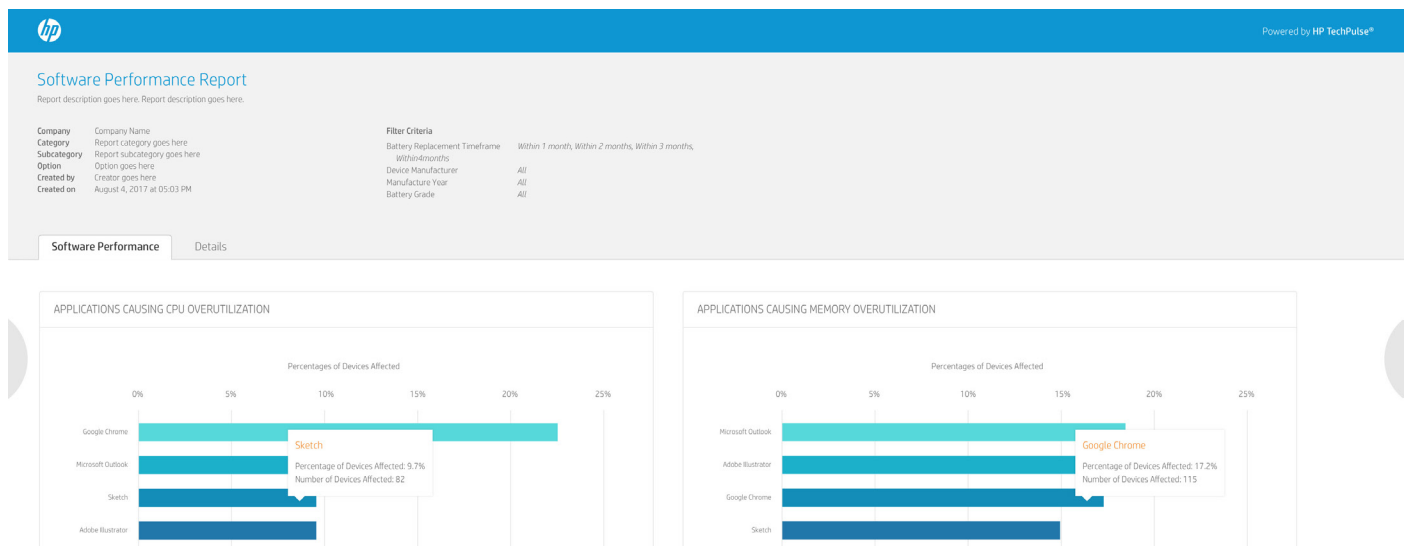


Device performance analytics

Comprehensive CPU and memory utilisation graphs identify whether any devices are being over or underutilised and respond accordingly. Perhaps you'll discover that some end-users could benefit from a 'beefier' machine, or that several devices could be swapped out for a smaller, lighter notebook for road warriors.

It's also a great way to manage shadow IT. If a device is overutilised you can see which applications are causing this, creating an easy way to uncover and remove any unsanctioned software.

Regarding security, the ability to monitor which devices, if any, aren't running anti-virus software or firewalls is hugely important, as is the feature which will highlight if a device isn't responding. You can then quickly look into this device to uncover whether it's been shelved, or perhaps even lost, and react appropriately.



Manage more easily and effectively

Geared towards providing insights for more proactive device management, the incident tab shows all incidents in full or filter down to a specific type. Incident reports can be scheduled against a wide selection of standard and customised criteria and sent to a designated email address at a frequency of your choice.

This can help supplement your existing help desk or unified endpoint management solution, with a dedicated IT administrator checking into the analytics dashboard. If you use ServiceNow IT Service Management system for your management, incidents from HP TechPulse can be imported into ServiceNow for viewing all incidents on a single dashboard.¹

Let HP lighten your load

Of course, for those looking to free up even more time by outsourcing day to day device management duties, HP DaaS also provides Enhanced and Premium plans which enable you to alleviate even more of your workload by acting as an extension of your team. These plans allow HP Service Experts to provide a unified endpoint management service that includes:

- Monitoring and securing your multi-OS devices through an industry leading unified endpoint management solution
- Managing incidents and providing regular reports of actions taken to your IT department
- Implementing security configuration and encryption policy settings
- Initiating automatic parts replacement on HP devices
- Conducting business reviews with your team to help you make the most of your assets and resources

By lightening the load on IT departments, HP can help the IT department to focus on other priority IT projects.

Call us on 01246 200 200 or visit ccsmedia.com.



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To find out more, speak to your Account Manager, call us on 01246 200 200, email us at letstalk@ccsmedia.com or visit our website at ccsmedia.com.

1. HP unified endpoint management is provided by HP Service Experts in HP DaaS Enhanced or Premium plans. Service Experts deliver service using VMware Workspace ONE powered by AirWatch. Or, customers using Microsoft Intune may have our Experts manage using licenses they already have. Please check availability of options in your country.

ServiceNow license required, sold separately, and requires installation of the HP DaaS application from the ServiceNow online store and a valid license for ServiceNow ITSM software.

HP DaaS plans and/or included components may vary by region or by Authorised HP DaaS Service Partner. Please contact your local HP Representative or Authorised DaaS 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.

For full system requirements, please visit www.hpdaas.com/requirements. iOS devices are not covered in the Standard plan.

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 an HP product.

