

# Provide an unmatched<sup>2</sup> remote support experience for end users and IT

## Out-of-band diagnosis and remediation



## Revolutionize remote support for better employee experiences

Hybrid work has brought significant challenges to IT teams tasked with keeping users' devices up and running, despite being dispersed across locations.

HP's out-of-band diagnosis and remediation<sup>1</sup> improves the digital employee experience by allowing HP Support experts to fix more issues remotely than ever before. Using out-of-band technology, HP can now remotely diagnose and remediate nearly half<sup>6</sup> of the PC problems that traditionally required the devices to be in IT's hands.

Accelerate time to productivity by reducing the wait time while devices are shipped for repairs. Faster fixes and less downtime means your business stays productive—anywhere work happens.

### STRESS LESS WITH INNOVATIVE REMOTE SUPPORT

Reduce frustration for employees and IT with the PC industry's first remote diagnosis and remediation<sup>2</sup> for PC issues typically requiring physical intervention.<sup>1</sup>

### MAXIMIZE YOUR INTEL® VPRO® INVESTMENT

Unlock the capabilities of Intel® vPro® devices to provide better digital experiences for employees with advanced remote support that leverages out-of-band capabilities.

### FOCUS WHERE IT MATTERS

Streamline your tech support with a secure, turnkey remote remediation service delivered by HP experts, enabling your IT to stay focused on business priorities.

### FASTER FIRST-TIME FIXES

Speed up PC issue remediation with a hassle-free, virtual handoff to HP. Unprecedented out-of-band access helps ensure accurate diagnosis, so your workforce returns to work fast.

# HP goes beyond traditional methods, providing BIOS-level control and support, even when the PC can't boot



## How it works

- Step 1:** When issues arise on a device equipped with Intel vPro®, the user contacts a support agent by phone or another device.
- Step 2:** Even when the PC can't boot<sup>7</sup>, a consent code appears on the user's device that the user shares with the support agent to establish a secure connection.
- Step 3:** Support agent connects remotely to user's PC with full keyboard, video, and mouse (KVM) control to:
  - Power cycle the PC on and off,
  - Run diagnostics,
  - Reboot to BIOS, and
  - Help with reimaging the PC<sup>3</sup>,  
...regardless of the operating system's status.



## Common use cases

- PC crashing and not booting to Windows
- Boot error confirmation
- Hardware diagnostics
- System restore options
- Hardware failure identification
- Firmware updates
- Network boot and external images



## Requirements

- HP commercial PC (notebooks, mobile workstations, desktops, and workstations)
- Intel vPro® Enterprise for Windows
- Purchase of an HP Hardware Support package:
  - HP Essential Support<sup>4</sup>
  - HP Premium Support<sup>4,5</sup>
  - HP Premium+ Support<sup>4,5</sup>



1. Out-of-band diagnostics and remediation is available in North America (which includes the US and Canada), and the EU as an HP Care Pack for select HP commercial platforms that are Intel® vPro® and Intel® AMT enabled and are entitled to HP Essential Support, HP Premium Support or HP Premium+ Support. 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 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. Check with your HP authorized sales rep for availability.
2. Based on HP's internal analysis of PC manufacturers with power cycle control, non-OS control, BIOS control, and reimaging control as of 9/24/2024.
3. Remote reimaging of the PC depends on the customer having a standard image on the PC, not custom imaging; the HP-authorized support provider will make a best effort to reimage the standard image, but not a custom image.
4. The updated Hardware Support services portfolio is available for select HP commercial PCs (notebooks, mobile workstations, desktops and workstations). The Hardware Support services are available at the time of device purchase. 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 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. Service package features may vary by geography or hardware platform.
5. HP Premium Support and HP Premium+ Support require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access with connection to the Workforce Experience platform is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security.
6. HP-commissioned survey conducted in August 2024 amongst 200 IT professionals across the US and the UK.
7. For remote control and access via out-of-band diagnosis and remediation, the remote device must be capable of powering on and have an Internet connection.