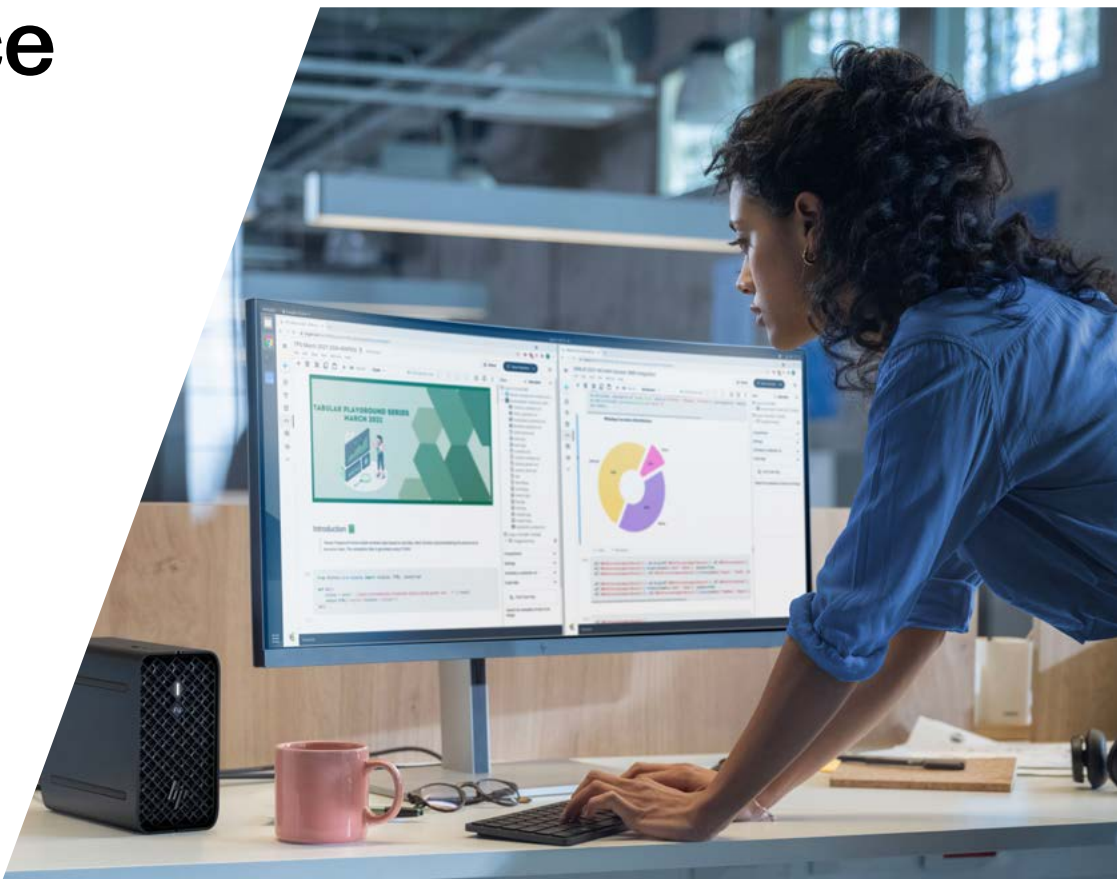




# HP Workforce Experience Platform

Maximize employee productivity,  
minimize IT costs.





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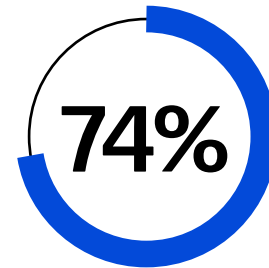


## Section 1

# Why DEX, and why WXP?

As the workforce has become more distributed, managing day-to-day IT requirements has only become more complex and costly. Tracking and maintaining all the endpoints for a hybrid workforce—PCs, printers, conference room solutions, and more—is a challenge.

At the same time, research reveals that employees are frustrated as well—72% of knowledge workers indicated they don't feel they have a healthy relationship with work, and 74% of them feel that their workplace doesn't have the equipment, tech, and space needed for them to be successful. Many don't believe the IT help desk can solve their problems.<sup>1</sup>



of knowledge workers feel that their workplace doesn't have the equipment, tech, and space needed for them to be successful<sup>1</sup>

If tracking and maintenance is so difficult and time-consuming, where do you find the bandwidth required to address that employee experience and make the strategic IT investments to achieve your business goals? And if employees have given up reporting IT problems, how do you even find out about issues that might be impacting their productivity?

Digital employee experience (DEX) solutions are designed to fill that gap. Employees need reliable tools that truly support them when completing daily tasks, and IT teams need the right tools to manage the complexity of today's digital ecosystems.

This is why HP created the Workforce Experience Platform (WXP).<sup>2</sup> WXP is an AI-powered, enterprise DEX solution that aims to boost employee productivity by reducing digital friction and empowering IT teams to resolve issues strategically.



The platform gathers and analyzes billions of real-time data points from devices and applications to anticipate problems and identify potential workflow disruptions. It then provides actionable insights and recommendations, enabling proactive problem resolution. By predicting and resolving issues before they impact employees, IT can reduce frustrations, improve security, and better serve the company.

WXP is designed to work with your existing infrastructure—across Windows and macOS devices, virtual machines, printers, video and audio endpoints, and software applications—to provide a single view of the full IT ecosystem.

As a modular solution, it can be expanded to fit particular organizational needs with a variety of integrations and optional add-on solutions,<sup>3</sup> including support services, endpoint security, and digital workspaces, all in one easy-to-use interface. Or, HP can support you with comprehensive managed services offerings.

Improving a company's DEX helps keep day-to-day operations running smoothly and helps retain vital talent. Equipped with insights from the platform, you can make informed decisions that lead to increased efficiency for the entire organization, including the IT team. All that adds up to measurable cost savings and great ROI.

## Business challenges that HP Workforce Experience Platform can solve



**Changing workforce needs:** With the rapid shift in work environments, businesses face a surge in devices, systems, and applications. Actionable insights to meet the evolving needs of the workforce have become critical.



**Employee satisfaction and sentiment:** Dynamic work environments have put major stress on overall employee engagement. Providing seamless, delightful experiences across all touchpoints is key to improving employee satisfaction.



**Budget optimization:** The evolving global economic landscape strains organizational budgets for software tools, processes, and people. IT teams need to deliver exceptional service within tight budget margins.



**Shortage of skilled IT talent:** The demand for tech talent far exceeds the supply. As the competition for skilled IT personnel intensifies, organizations must be able to alleviate workloads for overwhelmed IT teams by reducing IT incidents and improving workflows.



**Security and support:** Security and support challenges constantly evolve, burdening IT. Proactively addressing cybersecurity challenges reduces the risk of costly disruptions to operations.



**\$3.42  
million**  
saved over three years

## Section 2

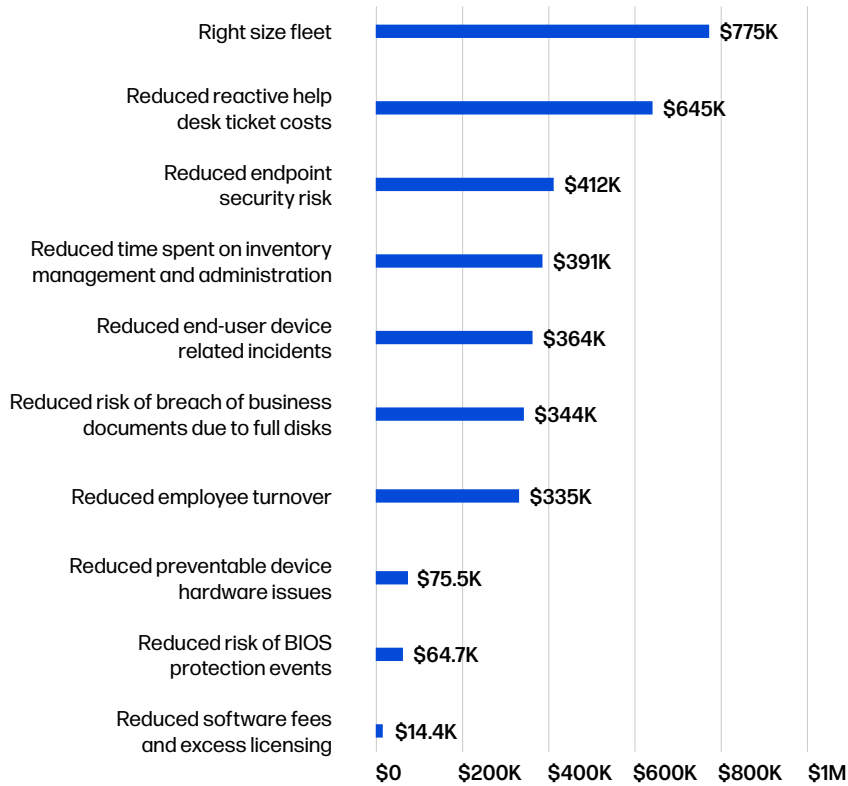
# What is the ROI of a unified platform?

As a single source of deep insights into performance, usage, and issues affecting devices, applications, and employee productivity across the organization, WXP can offer significant return on investment.

HP evaluated a WXP customer with a 10,000-device fleet to better understand the financial benefits for customers using the platform. The analysis found key cost savings due to the customer reducing help-desk tickets, inventory management time, device incidents, employee turnover, endpoint security risk, and more. According to estimates, the customer avoided \$3.42 million in costs over three years and saw a return on their investment in just three months.

# Evaluation of ROI for 10,000 device fleet

Total 3-year business impact = \$3.42M



In addition to quantifiable ROI, this customer also experienced intangible business benefits. It improved communications across multiple functions because C-suite leaders and the IT team could collaborate more easily. Using AI-driven support, IT gained better workflows to anticipate and proactively resolve issues. The customer also saw improved employee satisfaction. It makes sense: reducing digital friction allows employees to engage more deeply in their own work.

## Section 3

# What can WXP do?

We're confident that whatever your priorities are, WXP can help you:

- Understand the health of your IT ecosystem and how employees use their tools.
- Manage the allocation and lifecycles of endpoints.
- Stay on top of updates and consistently apply device policies.
- Ensure device security compliance.
- Right-size hardware and software to meet employee needs.

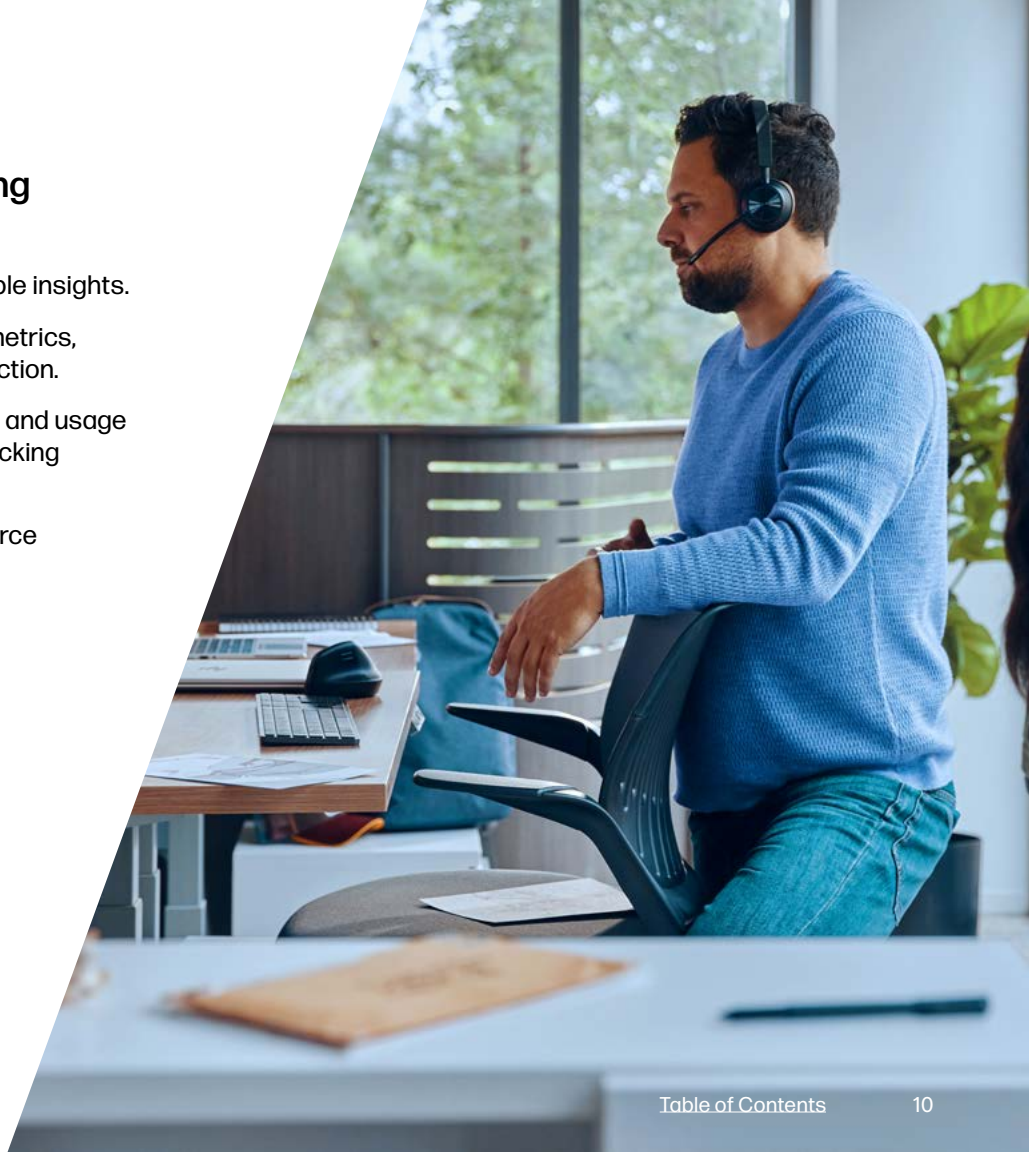
The Workforce Experience Platform can help streamline day-to-day IT operations and, at the same time, provide the insights you need to transform IT from a cost center to a strategic driver for your organization.



# 1. What can I learn from the monitoring and insights available in WXP?

WXP takes you from reactive guesswork to actionable insights.

- Quantify employee experience with precise metrics, linking hardware performance to user satisfaction.
- Monitor battery, hard drive, app performance, and usage trends to prevent issues proactively, while tracking power consumption for sustainability wins.
- Send IT alerts, flag missing updates, and enforce security settings.



## 2. How does WXP simplify asset management?

WXP helps you efficiently manage refresh costs and allows you to optimize the return on your device investments.

- Tailor refresh recommendations to user roles and usage patterns.
- Ensure a seamless Windows 11 upgrade by tracking device compatibility and identifying upgrade risks.
- Stay on top of device warranties without digging through paperwork.
- Track total power usage per device model and across your device fleet.





### **3. How does WXP help reduce the impact of device issues on employees?**

WXP helps you replace reactive firefighting with proactive and fast remediation and automation.

- Use fleet alerts to manage missing drivers, application issues, battery health, enforcement of security settings, and more.
- Employ the script gallery and custom scripts to automate troubleshooting and configuration tasks across your fleet of devices, while automated BIOS and driver policy enforcement keep performance consistent.
- Streamline Secure Platform Management certificate and password management for enhanced security with minimal IT effort required.



## 4. How does WXP strengthen security and compliance?

WXP reduces security risks and ensures devices stay compliant.

- Identify and remediate devices where endpoint protection is disabled or outdated.
- Ensure fleet-wide policy enforcement and customize usage controls to organizational needs.
- Assign specific firmware versions, schedule updates, and roll out changes securely across your fleet.<sup>4</sup>
- Continuously monitor for compliance, produce audit-ready reports to prevent compliance drift, and secure access management with Microsoft Entra ID integration.

## 5. How can WXP help improve service desk management?

WXP cuts help-desk noise, empowers you to resolve device issues quickly, and prevents similar issues from escalating across devices.

- Track device usage patterns and application performance.
- Map the extent of device problems across the fleet and resolve fleet-wide issues.
- Leverage the HP script gallery or upload custom scripts to resolve common or unique fleet problems. Automate fixes, while BIOS policies keep devices steady.
- Link device health and security shifts to timeline events, aiding root cause analysis.





## 6. How does WXP measure and boost digital employee experience?

WXP allows you to pinpoint top employee frustrations in real time and communicate resolutions efficiently.

- Gather employee sentiment through customizable device pop-up surveys.
- Use AI to summarize survey feedback, delivering actionable insights quickly.
- Send custom pulse checks to validate fixes, ensuring issue resolution.
- Deliver surveys or toast notices to targeted users or groups.

## 7. How can WXP help optimize hardware refresh costs?

WXP helps check the health and performance of your device fleet, identify risks, and intelligently prioritize upgrades.

- Check the pulse of your entire fleet—health, performance, all the key stats—in one clear view.
- Tap into AI-driven insights and recommendations to evaluate upgrade risks and device compatibility.
- Analyze usage patterns to ensure devices match employee productivity demands.
- Predict device end-of-life based on age and performance health.



## 8. What can WXP do to reduce software licensing costs?

WXP helps track installed software inventory and application usage at the per-user and per-device level. Using this information, customers can identify excess or unused software licenses and cancel those licenses to reduce unnecessary software renewal spending.

Additionally, application usage data can help identify the presence and use of unwanted or “shadow” IT apps, which are either not supported or not allowed by company policy.

- Maintain an inventory of installed software applications.
- Identify devices and users who are using specific applications.
- Use the information to plan future spending or remove unused licenses to lower your next renewal bill.



## Section 4

# HP add-on solutions

The Workforce Experience Platform is our central hub that allows you to plug in other HP enterprise solutions and services (and those of other vendors—more on that below). Bring together IT insights and direct feedback from employees to identify the real employee experience and how you can improve it to drive long-term business growth.



### **Collaboration experience**

With Technology Insights and Space Insights powered by HP Vyohta, understand the quality of collaboration experiences, with visibility into video endpoints, telephones, and space utilization. Troubleshoot issues, boost adoption, and provide better meeting experiences for employees and customers.



### **Digital workspaces**

HP Anyware<sup>5,6</sup> transforms PCs and workstations into digital workspaces and provides users with secured access to their remote or virtual desktops without a VPN. Integrated into WXP, Anyware-powered digital workspaces can be rapidly deployed to unlock the productivity of your hybrid workforce. Accelerate and scale deployments with automated, intelligent workflows, streamlined troubleshooting, enhanced visibility, and greater control.



### **HP Protect and Trace with Wolf Connect**

Integrated into the Workforce Experience Platform, HP Protect and Trace with Wolf Connect<sup>7</sup> enhances asset management and reduces data breach risks. This unique solution enables IT teams to locate, lock, and wipe lost or stolen devices—even when powered off. Manage device security directly within WXP, streamlining IT operations and endpoint management.



### **Print fleet management<sup>8</sup>**

Integrate Print Management and WXP to manage settings and policies for both HP and non-HP printers, including Zero-Trust cloud printer security management. Understand and remotely troubleshoot device issues, keep firmware updated, and monitor your print fleet from within WXP.



## HP PC and print support services

Add HP PC Support Services to your WXP plan when purchasing new HP PCs to reduce the burden of device maintenance on your IT team<sup>9</sup> and streamline support requests.<sup>10</sup>

- HP Essential Support offers quality remote troubleshooting for most PC issues—ideal when you need additional support but are working within a tight budget. If devices need further repair, an HP specialist can be dispatched to your employee's location.
- HP Premium Support uses predictive issue detection powered by WXP, which triggers proactive alerts with automated ticketing to enable employees to request service at their convenience. It also includes 24/7 access to HP support agents for remote diagnosis and remediation of common device issues, with next-business-day response to schedule any needed on-site repairs.<sup>11</sup>
- HP Premium+ Support builds on Premium Support by providing preferred access to parts and HP support experts,<sup>12,13</sup> ensuring our fastest repair experience.

Each of these HP Hardware Support packages can be further customized for your unique business needs with add-on services such as onsite support when employees travel internationally, accidental damage protection, defective media retention, and more. In addition, you can add Premium+ Support for Print to resolve print issues quickly with prioritized access to HP support experts and replacement parts.<sup>14,15,16</sup>



## Section 5

# Third-party integrations and APIs

Most organizations already have multiple tools and platforms in place to serve specific needs. WXP is designed to unify and augment your existing workflows, not complicate them further. Third-party integrations<sup>17</sup> enable you to work within familiar, preferred software applications and platforms, but with additional features and data uniquely offered by WXP. You'll gain richer and more accurate insights by aggregating data from multiple systems.



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## Key third-party integrations include:

- **ServiceNow Device Management.** Enables up-to-date ticketing and configuration management database augmentation for smooth and user-friendly operations.
- **ServiceNow Event Management.** Automates and accelerates your entire incident management process, reducing downtime.
- **Microsoft Power BI.** Connects your company's data to produce rich, interactive reports with visual analytics.
- **Microsoft Power Automate.** Leverages AI and a low-code platform to help you automate processes across a variety of systems.
- **Tableau.** Transforms your data into interactive visualizations, unlocking deeper insights and driving more intelligent decisions.
- **Microsoft Entra ID.** Provides seamless, secure access management, empowering your team with market-leading cloud identity solutions.<sup>18</sup>
- **Splunk.** Transforms raw telemetry into actionable insights for faster incident response and smarter operations. This integration makes WXP data accessible alongside other enterprise sources, enabling unified visibility and quicker root cause analysis.





## Section 6

# HP Managed Services

Organizations seeking an experienced partner to proactively manage their IT ecosystem can rely on HP's global team of Service Experts. HP offers a full suite of professional and managed services across print, collaboration, and PCs to augment internal IT teams. HP Managed Services teams monitor, remediate, and maintain your technology investments and maximize the value of WXP. IT gets regular updates about actions taken and changes made, as well as recommendations to optimize PC and printer fleets and conference-room technology. If you are looking to modernize your meeting room technology or transform workflows to more efficient digital processes, HP can also help you define, design, and deploy a solution to meet your organization's needs.

# Let's get connected

Ready to discuss how the platform fits into your workflows and can help you support your workforce? Let's set up a call. Our expert Sales Advisors are here to assist you every step of the way.

[Connect with sales](#)



1. HP Work Relationship Index, 2023. [https://www.hp.com/content/dam/sites/garage-press/press/press-kits/2023/hp-work-relationship-index/\\_HP%20WRI%2023%20Whitepaper%20Report\\_091923.pdf](https://www.hp.com/content/dam/sites/garage-press/press/press-kits/2023/hp-work-relationship-index/_HP%20WRI%2023%20Whitepaper%20Report_091923.pdf)
2. The Workforce Experience Platform (WXP) is available in various tiers and for multiple term license durations, and some features require optional add-on solutions. WXP is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. The agent is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Activation and restrictions may apply. Select HP solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required. HP Vyopta license required for audio and video collaboration technology monitoring. HP Anyware license or compatible third-party virtual machine license required for virtual machine monitoring.
3. HP add-on solutions are sold separately.
4. Security reports, encryption, antivirus and firewall supported on Windows devices.
5. HP Anyware requires network access.
6. Intelligent automation and orchestration requires Anyware Manager Enterprise, licensed as a component of existing Anyware Standard and Anyware Professional licenses with a minimum order quantity of 10.
7. HP Protect & Trace with Wolf Connect is available on select HP commercial G10 laptops and mobile workstation devices and requires HP Workforce Central registration, available at <https://admin.hp.com>. Devices with a mobile narrowband card (MNB) do not support Internet access. Internet service for devices with 4G LTE and 5G modules is not included and must be purchased separately. Wolf Connect Service not available in all countries. Devices with a mobile narrowband card (MNB) do not support Internet access. Internet service for devices with 4G LTE and 5G modules is not included and must be purchased separately. Wolf Connect Service not available in all countries.
8. Print capabilities are available to select beta customers in the US only. Print is planned to be available in a future release in various tiers as an add-on solution in various term licenses.
9. The updated Hardware Support services portfolio is available for select HP commercial PCs (desktops, notebooks, workstations, mobile workstations, Chromebooks, and RPOS). 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). Service package features may vary by geography or hardware platform.
10. HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) and HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only) require an HP Insights agent for Windows, Mac, & Android for predictive insights, 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 is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security.

11. Depending on your geographic location.
12. Requires creating a case through MyHPSupport.com.
13. Elevated support is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.
14. Preferred access is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.
15. Device Health is a telemetry and analytics app that provides critical data around devices and on select HP Enterprise printers with FutureSmart 4.11 firmware (or later). See FAQs at [https://support.hp.com/us-en/document/ish\\_4448373-4448539-16](https://support.hp.com/us-en/document/ish_4448373-4448539-16). Internet connectivity is required. Telemetry is only available in North America as of spring 2025.
16. 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.
17. Third-party licenses are required.
18. Available only to customers of WXP Pro and Elite plans.

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

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