Empower your anywhere workforce
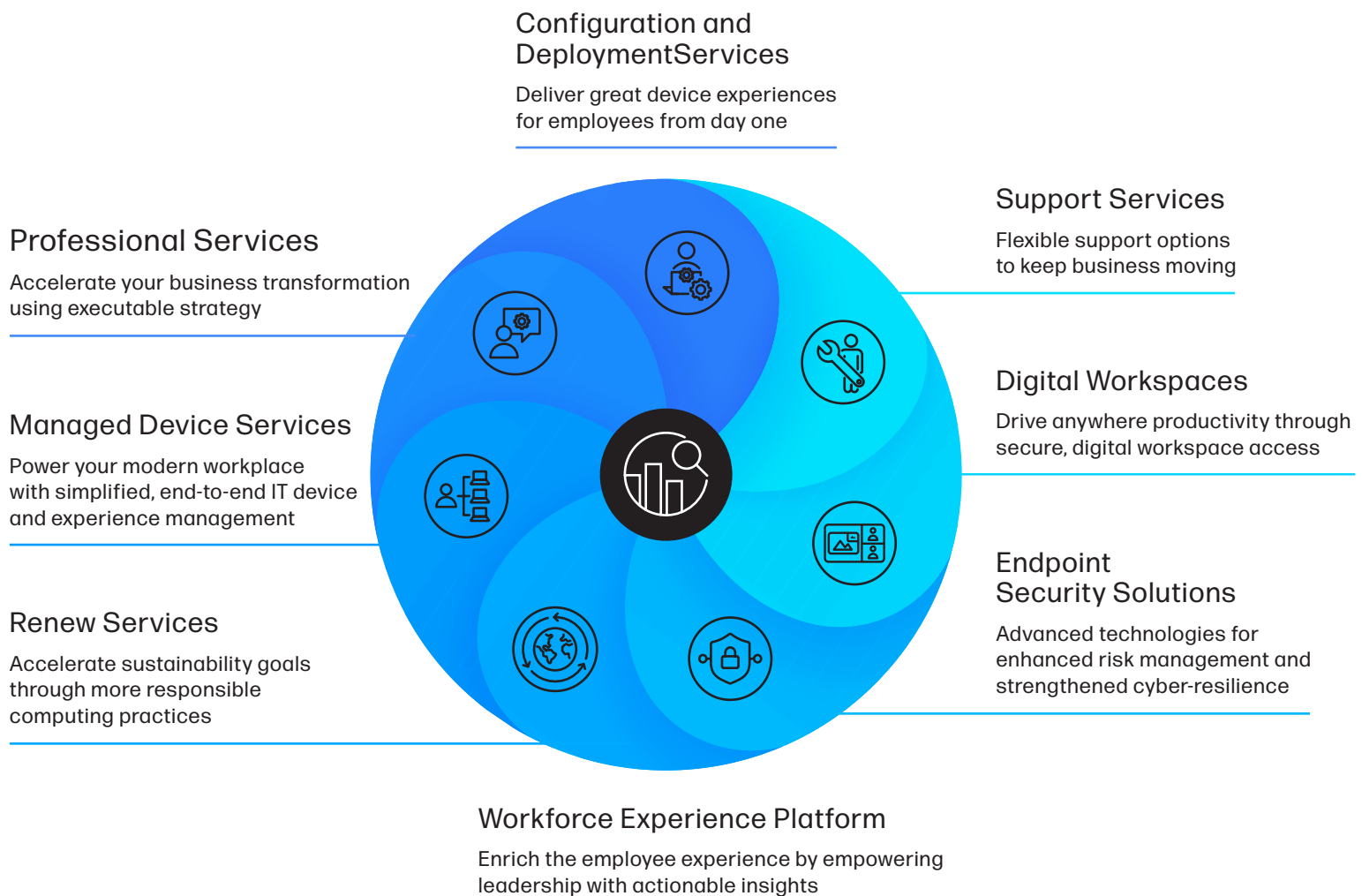
Unleash employee potential with HP Workforce Computing Solutions

Your computing environment is mission critical

HP Workforce Computing Services enable your people to do their best work anytime, anywhere with services, digital tools, analytics, and expertly managed solutions that help simplify device lifecycle management and power productivity. Deliver simple, secure computing experiences, from the time a new PC arrives through responsible device retirement. From digital workspaces to AI-powered, cloud-based solutions, HP automates and streamlines previously manual processes, helping create more productive workdays for employees and fewer to-dos for business managers and IT teams.

HP Workforce Computing Services

Configuration and DeploymentServices
Deliver great device experiences for employees from day one

Support Services
Flexible support options to keep business moving

Professional Services
Accelerate your business transformation using executable strategy

Digital Workspaces
Drive anywhere productivity through secure, digital workspace access

Managed Device Services
Power your modern workplace with simplified, end-to-end IT device and experience management

Endpoint Security Solutions
Advanced technologies for enhanced risk management and strengthened cyber-resilience

Renew Services
Accelerate sustainability goals through more responsible computing practices

Workforce Experience Platform
Enrich the employee experience by empowering leadership with actionable insights

Reduce strain on IT resources and give your workforce a head start on productivity

Preparing and shipping devices ready for employee use are time- and labor-intensive tasks. But what if you could give employees a customized PC experience, right out of the box? Or if you could make hardware and software configuration less labor-intensive for IT?

HP Configuration and Deployment Services offer zero-touch device customization performed in the factory during the manufacturing process. This helps get PCs and people up and running faster—with less hassle for IT.

Services that go beyond hardware

Enable onboarding experiences that are simple, intuitive, and hassle-free—for both IT and employees—with services that enable:

- ✓ Custom hardware configurations
- ✓ Pre-provisioned devices
- ✓ Flexible delivery logistics and locations
- ✓ Intuitive out-of-the-box PC experiences
- ✓ Faster onboarding
- ✓ Simplified physical device management

Imaging & Software Configuration

HP can serve as your single point of contact for building, modifying, and loading your PC images at the factory—even for multiple platforms—so your systems arrive tailored to your needs right out of the box. Easily keep employee devices up-to-date with the latest software by offloading the installation of device applications and packages, without the need for extra staging tasks.

Hardware Configuration

Leverage HP's industry-leading factory, procurement, and integration processes to seamlessly add non-standard components to your devices. During the manufacturing and build process, HP will procure, test, and integrate third-party hardware components at the factory to help ensure that devices are delivered ready to use.[1]

Tagging and Packaging

Keeping track of IT assets assigned to hybrid workers across multiple sites can be complicated. With HP's tagging capabilities, HP can apply a variety of standard or customer-provided labels to help make devices easier to track, service, and secure. And with HP packaging drop-in-box capability, you can customize a complete out-of-box startup solution for employees by including select HP or third-party accessories and custom documentation—all delivered in one convenient package.

Logistics

Adapt your PC deployments for the world of hybrid work with devices delivered when, where, and how you need them. Flexible options include customizable delivery times, locations, special equipment needs, and even true business-ready device delivery to employee home addresses in over 50 countries.[2,3,4]

Installation

Put HP expertise to work for you to make physical PC installations and setup easy and affordable. Services can also be customized to your exact needs with options from simple unboxing to data migration from your old to new PC, configuration of user settings, and connecting new devices to the network.

"HP brings global harmonization and standardization, from configuration and deployment to device security."

Matthias Schmidt, Head of Workplace Systems and Services, Festo

[1] The purchase of new HP devices is a prerequisite for non-HP branded devices. [2] HP Logistics 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. HP Logistics Services are applicable only to HP hardware PC platform units and their accompanying monitors, docks, keyboards, and mice, and are charged accordingly, for accompanying accessories. Each service is negotiated at a fixed price per unit or on a per-order basis according to the Customer's catalog and the nature of each service. [3] Home Delivery requires Customer email approval from Customer Account Executive (e.g. Procurement lead, or CIO) in which: Customer approves devices being delivered to their employees' home addresses and in what countries home deliveries will occur. Customer accepts multiple invoices for the multiple individual orders placed in a month. Customer agrees to complete the Home Delivery order template for all home orders on going. This service cannot be selected with Door/Dock Delivery, Inside Delivery, Campus Delivery, or Unpacking and Waste Removal. [4] HP and its Partners will use applicable security controls to protect the Personal Identifiable Information (PII) data it stores for the purposes of delivering the services ordered. Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to PII of customer in providing services. To the extent HP has access to customer PII stored on a system or device of customer, such access will likely be incidental, and customer will remain the data controller of customer PII at all times. HP will use any PII to which it has access strictly for purposes of delivering the services ordered. Customer is responsible for the security of its proprietary and confidential information, including PII. For access to the HP Privacy Statement please visit HP Privacy Statement.

Flexible support options designed to keep business moving

Supporting employee devices is a never-ending job that leaves IT teams playing catch-up. But what if they didn't have to? Help prevent productivity disruptions and enable IT to do more with intelligent device support that keeps your people and PCs running at peak performance, wherever work happens. HP's robust portfolio of traditional and smart support solutions supplement and expedite device maintenance, as well as help extend the life of your PCs.

Hardware support on your terms

Don't waste time on unexpected hardware issues. Go beyond a standard device warranty with your choice of flexible support packages featuring enhanced capabilities and predictive device health insights[5] that streamline support requests to maximize employee and IT productivity.

Enjoy return-to-HP service levels with easy-to-buy options—from affordable offsite repair to more active care like fast onsite support, proactive issue alerts, and automated support requests.[6]

Stretch your tech investment

Keep existing devices running optimally and get more time to plan your next refresh when standard HP warranties or support services terms expire by extending support coverage for an additional year with Post-Warranty Support.[7]

"HP has changed our entire outlook. We were a business that wanted to fix everything itself. It has taken us some time to realize the value of leaning on a partner."

Tommy Van Roye, Global Head of ICT Production, Kinepolis Group

When your workplace is everywhere, endpoint security is everything

Does your IT team have the time and capabilities needed to fend off cybercriminals who are more sophisticated, organized, and determined than ever? Fortify your first line of defense with multi-layered HP Wolf endpoint security solutions that protect people, devices, and data—no matter where, how, or when they need to work.

HP Wolf Security takes a full-stack approach to securing the weakest links in your security architecture—your endpoints and users. Our advanced threat containment strategy combines unique, CPU-enforced isolation technology with security features embedded into motherboard hardware to form a fortress of protection most threats can't penetrate.[8]

HP Wolf Pro Security

Ideal for small to mid-sized businesses, HP Wolf Pro Security is a full-suite endpoint security solution that includes three key endpoint security capabilities—hardware-enforced threat containment, anti-phishing credential protection, and next-generation anti-virus—along with straightforward policy management, effortless solution maintenance, and ongoing alert management.[9]

HP Sure Click Enterprise[10]

Designed to meet the endpoint security needs of enterprise business and government agencies, HP Sure Click Enterprise leverages CPU-enforced threat isolation and threat analytics to provide unmatched ability to protect, detect, and respond to zero-day threats and attempted breaches in real time.

HP Sure Access Enterprise[11]

Remote access to sensitive systems, applications, and data presents a massive security risk. Sure Access Enterprise (SAE) is a hardware-enforced software solution designed specifically to secure high-value, high-risk Privileged Access Workstations creating a hardware-enforced, isolated environment that prevents attacks from compromising remote access or web-based sessions on any PC.

HP Protect & Trace with Wolf Connect[12]

HP Protect and Trace with Wolf Connect helps IT to manage and protect remote PCs, even when disconnected from the Internet or powered down. Using cellular technology, HP provides global coverage through a unique service, allowing IT to find a PC around the world in real time, lock it to prevent unauthorized access, and erase its primary disk data to keep it safe.

Unlock the power of HP telemetry

Informed decision making is the cornerstone of a successful IT approach. Leverage HP telemetry that uses AI and deep machine learning (ML) to compare your real-time device performance and usage across PC, Print, Collaboration, and Security against billions of global HP data points for greater insight[2] into your fleet health.
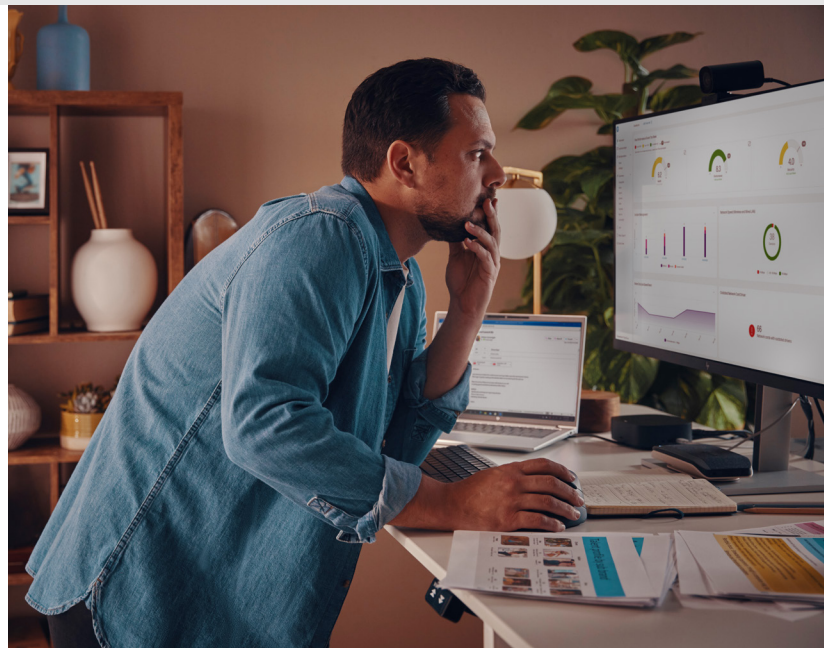
The Workforce Experience Platform[13] provides centralized access and self-service capabilities to IT administrators for HP products, services, and solutions. HP delivers direct access to your service experience, IT management functions, and actionable device intelligence, including critical data and insights[2] to help solve issues before they happen.

These real-time insights and analytics, built into select HP Workforce Solutions, enable dynamic multi-OS device management that helps strengthen fleet health, performance, and security to optimize device performance and help keep your people productive and happy—all from a single platform.[13]

Stay one step ahead

Drive fleet optimization within your environment with access to a breadth of AI-powered insights[5] that help you scale IT efficiency, provide the right devices for the job to maximize employee productivity, and create digital experiences that empower your people.

With easily accessible device telemetry, you can enable employees to do their best work possible by gathering experience insights to provide the right devices for their jobs. Plus, get simplified monitoring and management so you can proactively avoid disruptions and identify opportunities for improving workflows and IT operations.

"With HP Services providing proactive device monitoring and analytics, we transformed our IT to gain real-time device information and predictable IT costs."

Akihiko Nishida, President,
Volkswagen Japan Sales

Secure digital workspaces

Enable people and teams to work together in real-time by allowing them to access the same desktop or application from virtually anywhere.[15] HP Anyware is the enterprise software IT needs to keep people productive with secured access to their digital workspaces.
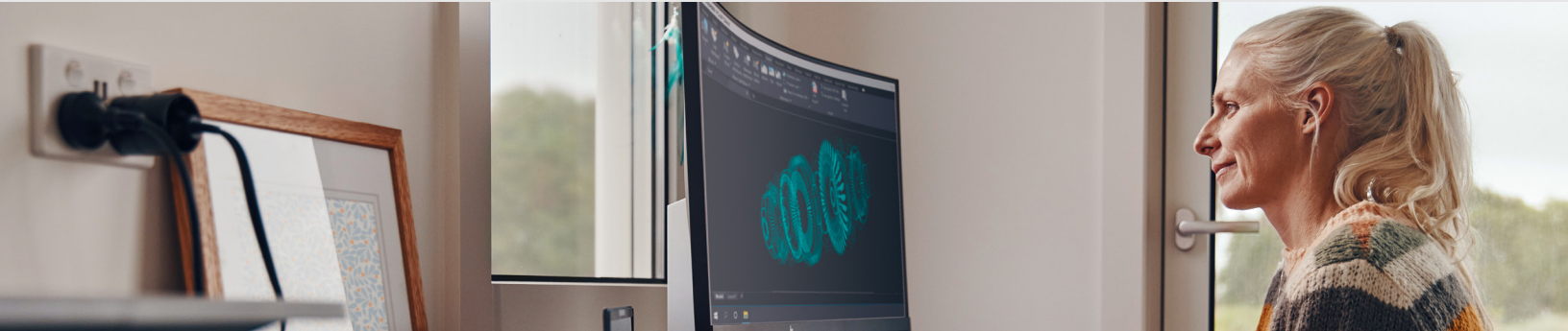
Keep data safe inside the network and help prevent projects from being lost, stolen, or tampered with, as only display information in the form of encrypted pixels gets transferred to and from end-user devices.[16] HP Anyware's advanced PCoIP® protocol allows employees to work on even the most graphics- and compute-intensive applications from virtually any PC, Mac®, laptop, Chromebook®, tablet, Thin Client, or Zero Client.[17]

HP Anyware future proofs against ever-evolving infrastructure, network, and hybrid workforce demands with deployment flexibility for virtually any host environment or workload. Built on the same technology that won both HP and Teradici an Engineering Emmy® in 2020, HP Anyware creates a seamless experience for teams to interact with their digital workspaces wherever work happens.[15]

"We need to be more agile as a business and having really good remote connectivity software applications at our fingertips is a vital part of the business now."

John Barling, Head of Technology, ITV Daytime

Accelerate sustainability goals through more responsible computing

Climate change is one of the most urgent and significant issues facing society today and is a core element of HP's business strategy. To support our common sustainability goals, HP is focused on reducing the impact of every stage of the product lifecycle—from design and manufacturing to product use and repairs through responsible end-of-life processes.

Responsible asset disposition

Improve e-waste management and transition towards a circular economy by returning your end-of-use devices to HP for secure data erasure, repurposing, or recycling. HP Device Recovery Service gives your end-of-use technology a second life by securely recovering and wiping all data from the devices. If PCs can be repurposed, you'll receive any residual value to reduce the cost of your next purchase.[14] If not, HP will responsibly recycle end-of-use hardware according to industry-leading standards through rigorously audited, HP-approved partners.[19]

Further circularity goals with refurbished PCs

Support your sustainability initiatives by enabling product circularity with refurbished PCs from HP. HP refurbished PCs are fully restored with genuine HP parts to meet HP-certified standards and are covered by the same warranty as new HP products. Get the same performance and reliability as new at a lower price while using less resources by extending the useful life of existing hardware.[20]

Make an impact before you power on

Take a step toward creating a low-carbon future by offsetting the end-to-end carbon footprint of eligible HP PCs.[21] Customers can choose to offset the carbon footprint of commercial PCs through delivery or end-of-life processes. HP invests in rigorously vetted, high-quality global offset projects in partnership with Climate Impact Partners.[21,22]

Deliver the employee and IT outcomes you desire

At HP, we're focused on partnering with customers to help you identify and realize the business outcomes that matter most to you. HP Managed Devices Services[23] are designed to power the modern workplace, combining world-class devices and services in a simple, as-a-service model that can scale up and down based on business needs, allowing IT to invest with confidence.

With AI-driven analytics,[12] IT gains insight into the needs of employees to ensure devices are delivering optimal experiences fit for their workforce. HP Managed Device Services help IT reduce the cost and complexity of procuring, deploying, supporting, and refreshing devices. That means a streamlined user experience, simplified IT device management, and secured workflows.

Simplified for IT

Simplify your device lifecycle and upgrade your employee experience with an as-a-service model that includes devices, services, and success management with a predictable monthly cost.[23]

Streamlined for end users

Ensure people can perform their best from day one with devices that work best for their role. HP insights and analytics, support services, and digital experience monitoring help enhance employee productivity and ensure a streamlined work experience.[23] You get the same performance and reliability as new at a lower price while using less resources by extending the useful life of existing hardware.[20]

Built-in security

Get peace of mind knowing your HP business-class PCs include world class security[24] out of the box that can be actively monitored to help reduce security risks and compliance issues.

Managed Devices Services

Leverage device lifecycle management that brings the right devices, repair services, and AI-driven analytics in a predictable payment so your IT can plan and prioritize your budget.

Endpoint Management Service

Simplify hybrid work with unified endpoint management that lets you deliver security, BIOS, and firmware updates seamlessly from the cloud. When employees open their PCs, they are ready to go, even if they're not on the corporate network.

Experience Management Service

Maximize your investment in HP insights and analytics[5] with a data-driven managed service, providing greater visibility to enhance your employee experience. When HP manages your insights on your behalf, it gives back crucial time to your employees while delivering detailed analyses, recommendations, and results that improve the employee digital experience and boosts business growth.

Subscription Management Service

Let HP help you optimize your software licensing investments, as well as improve your digital employee experience and hardware health monitoring. You spend less time managing subscriptions and more time running your business.

"This type of (preemptive) intervention helps decrease stress for both employees and IT staff, and we can focus our abilities on more productive tasks."

Akihiko Nishida, President, Volkswagen Japan Sales

Contact an HP sales representative to discover the right Managed Device Service solution for your business

Expertise you can trust to bring your innovation potential to life

HP Professional Services accelerate business innovation and transformation by helping to identify ways for you to reduce costs, enable growth, and alleviate risk by aligning your technology strategy with business priorities to achieve your modern workforce and innovation goals.[26]

Create a blueprint to drive new capabilities—with a team of certified HP Experts[23] by your side to design and configure innovative technical solutions across cloud services, workflow automation, and endpoint security. Then, leverage the implementation expertise of HP to help your IT team put your plan into practice, and keep everything running smoothly with ongoing management support.

From your hybrid workforce to security to modern IT, HP Professional Services helps you build a world-class technology innovation strategy.

[26] HP Subscription Management Service for Microsoft 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.

Enhance computing capabilities for your anywhere workforce

When IT is at its best, so are your people. Give your workforce the devices they need, the smooth, continuous endpoint experiences they want, and comprehensive solutions from HP. It all adds up to worry-free computing for anywhere, anytime work.

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