Better analytics.
Better insights.
Better workday.

Optimize the PC computing experience with HP Proactive Insights.

Nothing is as integral to the modern employee experience as the daily interaction with workers' biggest tools: the apps and PCs they use to get their jobs done. But how can your IT teams possibly see what's going on with every employee device to make the workplace compute experience the best it can be?

HP Proactive Insights,[1] a multi-OS[2] fleet management solution that uses cloud-based, AI-powered insights to:

Hardware: Get visibility into device hard drives, CPU usage, thermal levels, and battery health, enabling you to predict potential impacts by analyzing your data against a 20+ million-device data lake.

Application: Diagnose performance issues, software errors, blue-screen-of-death crashes, and system usage, while updating drivers and patches to help ensure you have safe security profiles.

Employee: Collect, measure, and manage your employee experience through a correlation of hardware, application, and surveys across all your devices.

Monitor and manage even mixed-compute environments.[2]

Cut down the volume of help desk tickets when you address device and application issues before they cause problems—with less involvement from your IT team. The predictive insights delivered by the AI-driven HP TechPulse platform[3] help you keep track of asset inventory and manage device health and performance—even across multiple vendors and operating systems. HP devices offer the added convenience of automatic remediation through BIOS management and updates.[4] You can even set up data feeds to your IT service management (ITSM) via an API.

Proactive incident notifications: Get notifications from the HP Proactive Insights dashboard within HP TechPulse.

Predictive insights: Maximize uptime with machine learning and telemetry for your end-user devices and applications.

BIOS updates for your HP devices: Automatically address known issues such as security vulnerabilities, system stability, and performance.[5]

Redefine the relationship between employees and IT.

Save employees the frustration of a PC that suddenly stops working when you proactively identify systems at risk for disk, battery, or full-system thermal failure. Built-in feedback capabilities make it easy for workers to communicate sentiment and provide feedback on their device experience to IT. HP Proactive Insights can also measure, track, and improve your end-user satisfaction levels with insights gleaned from telemetry, automation, and employee-experience surveys.

Assign the right PC to help employees excel.

Make new-hire provisioning and refreshes of existing devices more relevant to the job at hand—and the person doing it. AI-powered HP Proactive Insights analyzes a user's device and application history to help IT select, configure, and deploy equipment that's optimal for each employee. That customization is especially important for remote and hybrid workers, who can't just run down the hall to swap out a laptop that's not well-matched to them or their tasks. You can also make your device lifecycle renewals more sustainable and efficient with expert guidance on refresh strategy, device configuration, and OS stability.

It's time to make PC performance part of your employee-relations plan.

Cloud-based analytics and optimization don't just help you manage your workplace computing experience—they help make it a better one. Our service experts provide business reviews and recommendations that help you deliver a more satisfying overall employee experience, while balancing the cost and complexity of end-user device management.[5]

Find out how at
hp.com/proactive-insights

HP Proactive Insights service features

Analytics: Get predictive analytics for multi-vendor, multi-OS inventory,[2] incidents, and system health accessed through the HP TechPulse dashboard.[3]

Accessibility: Create custom roles and permissions. Set up specific tasks and permissions based on default roles.

Asset tracking: Track last-seen approximate device location as shown on a map.

Deployment: Get automatic enrollment and bulk deployment.

Employee experience: Launch campaigns to measure and track employee satisfaction with their PCs.

Hardware and software health monitoring: Detect and track battery, hard disk, and operating system issues.

Troubleshooting: Get easy access to diagnostic tools, enabling end users to troubleshoot and resolve common issues.

Advisory service: Service experts proactively provide insights and recommendations to optimize performance.[5]

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