**Data sheet**

# HP Computrace Support Service

## HP Care Pack services

## Service benefits

**Risk assessment**

This service enables you to monitor device activity and status, and receive alerts if predefined conditions occur. Examples include non-compliant device location, the status of complementary security technologies such as encryption and anti-malware, offline device control, blacklisted applications, rogue employees, and so on.

**Lifecycle security**

The service will apply a layer of security across the entire lifecycle of each device and receive alerts if predefined conditions occur. Examples include securing new devices in transit, and validating end users, hardware/software inventories, blacklisted applications, certified end-of-life data delete protocols, and so on.

**Risk response**

You can remotely invoke security commands and other measures to avoid a significant security incident. Examples include end-user messaging, locking a device until its status is confirmed, definitive proof that endpoint data and corporate networks were not accessed while a device was at risk, remote retrieval and deletion of endpoint data, chain of custody, internal investigations, and so on.

## Service overview

The strategic global relationship of Absolute Software and HP Care Pack services provides HP customers with world-class hardware technology and endpoint security and management for their devices.

Absolute Software is the industry standard in persistent endpoint security and management for computers, laptops, tablets, and smartphones—and the data they contain. Absolute Software, a leader in device security and management tracking for more than 20 years, has over 30,000 commercial customers worldwide. Absolute Computrace provides organizations with actionable intelligence to prove compliance and deliver comprehensive visibility and control over all of their devices and data, anywhere, anytime.

HP offers multiple service levels of Computrace products to meet your business needs. Not all service levels are available in all countries and regions.

**Table 1.** Computrace products and features

| | Asset administration | Data and device security | Geotechnology | Endpoint forensics | Theft recovery*** | Service guarantee |
|---|---|---|---|---|---|---|
| Computrace Complete | • | • | • | • | • | • |
| Computrace One | • | • | • | • | • | |
| Computrace Data Protection Basic* | •[1] | • | | | | |
| Computrace Data Protection | • | • | •[2] | | | |
| Computrace Mobile Basic** | • | • | • | | | |
| Computrace Mobile Standard | • | • | • | • | •[3] | |
| Computrace Absolute Track | • | | •[2] | | | |
| Computrace Mobile Theft Management Standard** | •[1] | | | • | •[3] | |
| Computrace Mobile Theft Management Premium** | •[1] | | | • | •[3] | • |

\* Computrace Data Protection Basic is available only on the following products: HP ProBook 11 EE, HP Pro Tablet 10 EE, and HP Pro Slate 10 EE. For further information, contact: HPSchoolPack@absolute.com

\*\* Computrace Mobile Theft Management Standard and Premium are services available for North America education customers, and only on Chromebook, iPad, and iPad Mini products.

\*\*\* The optional subscription service of Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: absolute.com/company/legal/agreements/computrace-agreement. If Data Delete is utilized, the Recovery Guarantee payment is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either create a PIN or purchase one or more RSA SecurID tokens from Absolute Software.

For additional information, contact: absolute.com/en/support/absolute-computrace

[1] Does not include software asset reporting

[2] Does not provide geofencing capabilities

[3] Provides basic theft recovery services only

**Persistence technology**
HP devices have Persistence technology embedded in their firmware. Once activated, Persistence triggers an automation reinstallation process if the software client is removed from a device. The software client reinstalls even if the firmware is flashed, the device is reimaged, the hard drive is replaced, or if a tablet or smartphone is wiped clean to its factory settings. No other technology can do this. This level of persistence provides HP customers with the means to secure each device and the sensitive data it contains—and in the event of theft—to recover the device. For a complete listing of HP devices with Persistence technology embedded in the firmware, visit: absolute.com/hp

## Specifications

**Table 2.** Service features

| Feature | Delivery specifications |
|---|---|
| Capability overview | Depending on the HP Computrace Support Service purchased, the following features may apply: |
| Asset administration | Using a cloud-based interface, customers can manage their entire deployment (desktops, laptops, and ultraportable devices) regardless of whether the device is on or off the network. With this feature, users can:<br>• Collect incredibly accurate and comprehensive information from each device<br>• Create customized policies and alerts to receive notification when a change is detected<br>Asset information includes user identification, physical location, hardware and software, antivirus and encryption status, and hundreds of other datapoints. |
| Data and device security | If the device is not secure, then the data it contains is at risk. Absolute Computrace allows IT to remotely engage with the device so that data can be safeguarded or removed:<br>• Remotely delete sensitive data on at-risk computers<br>• Produce an audit log of the deleted files to prove compliance<br>• Freeze a device and send a message to the user—even if the device is offline<br>• Remotely retrieve files from a device regardless of user or location<br>• Monitor the status of encryption on each endpoint |
| Geotechnology | The physical location of a device can often predict if it is secure or at risk, so knowing where it is (and where it's been) can be an important factor within a governance, risk management, and compliance (GRC) policy:<br>• Track assets on an Internet map, including current and historical locations<br>• Build geofences and receive an alert if a device strays from this space<br>• Investigate and determine a device's status based on its physical location |
| Endpoint forensics | The ability to understand why and how something happened is critical, especially when proving chain of custody or when criminal activity is suspected. The Absolute Investigations team can:<br>• Forensically mine a stolen computer regardless of its location<br>• Use key captures, registry and file scanning, geolocation, and other investigative techniques to understand how and why a device was breached<br>• Determine who has the device, what they're doing with it, and whether any data was accessed |
| Theft recovery | At an HP customer's request, the Absolute Investigations and Recovery Services team will work closely with local police to recover a stolen device. We successfully recover thousands of devices each year. |
| Service Guarantee | A Service Guarantee is a warranty, not an insurance policy. The Service Guarantee period will commence on the theft report date and will end after 60 days. Providing customers meet all eligibility criteria, they will receive an email including a Submission Form after the Service Guarantee period. This form, along with any other requested documentation, must be returned to Absolute Software, and payment will be made within 30 days of receipt. For more information, visit: absolute.com/service-guarantee |

# Customer responsibilities

**Product and factory installation info**
The Customer must register the covered hardware and HP Care Pack service immediately after purchase, using the registration instructions provided by HP.

In addition, to be eligible for HP Computrace support services, the Customer must work with Absolute to install the necessary software on the required Customer's device. None of the services can be provided until the Computrace Agent is installed. The Customer will receive a welcome email from Absolute (fulfillment@absolute.com) with instructions on how to download and install the Computrace Agent.

Another option is have HP pre-install Computrace on devices before deployment via factory installation. The Customer should contact an HP sales representative for more information.

The Computrace Agent must be installed by the Customer before the service can be activated. In order to use security features such as Geotechnology and Data Delete, the Customer must first sign a pre-authorization agreement and follow other instructions.

For additional information regarding customer responsibility, service limitations, and other terms, please visit the Absolute Software Service Agreement page: absolute.com/en/about/legal/agreements

**Support**
Absolute Software is committed to providing you with world-class support. Find solutions and help for your Absolute products from the Absolute online support resources page: absolute.com/en/support/absolute-computrace

**Absolute Investigations**
Absolute Software customers that engage with the Absolute Investigations team are able to adjust their infrastructure and immediately remove points of weakness, reducing the risk to the organization and precluding corporate liability.

The Absolute Investigations team provides confidential insight and resolution to a variety of business concerns, including:

• Investigation and recovery of stolen computers

• Internal criminal activity

• Corporate non-compliance

• Business issues relating to governance, risk, and compliance

To learn more, download the Absolute Investigations datasheet: absolute.com/en/resources/datasheets/absolute-investigations

# Service limitations

The various service offers provided by HP and delivered by Absolute Software are not available in all regions and/or countries. Contact a local HP sales representative for availability information.

## Coverage

**Table 3.** Computrace product coverage by geographic region

| Type of Care Pack service sold | U.S. | Americas Puerto Rico | Canada | Latin America | EMEA | APJ |
|---|---|---|---|---|---|---|
| Computrace Complete | • | • | • | | | |
| Computrace One | | | | • | • | • |
| Computrace Data Protection Basic* | • | • | • | • | • | • |
| Computrace Data Protection | • | • | • | • | • | • |
| Computrace Mobile Basic* | • | • | • | • | • | • |
| Computrace Mobile Standard | • | • | • | • | • | • |
| Computrace Absolute Track | • | • | • | • | | • |
| Computrace Mobile Theft Management Standard** | • | | • | | | |
| Computrace Mobile Theft Management Premium** | • | | • | | | |

\* Available on HP ProBook 11 EE, HP Pro Tablet 10 EE, and HP Pro Slate EE.
\*\* Computrace Mobile Theft Management Standard is a service available in North America only.

Ordering information: For more information or to order this service, contact a local HP sales representative.
For more information on HP Services, contact any of our worldwide sales offices or visit our website:
hp.com/go/carepack

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website:

**hp.com/go/carepack**

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