

# Proactive Intelligence



Part of HP Care



## Service benefits

- Proactive Intelligence experts will identify and resolve device issues proactively
- Proactive Intelligence experts will help anticipate and avoid downtime
- Free up IT bandwidth to focus on critical tasks
- Stay on top of technology updates while easily enforcing policies and compliance

## Service highlights

- Proactive and predictive technical support helps users get the most out of their devices
- A consolidated dashboard and reporting tools helps you track device usage
- Support for multiple brands

## Service overview

Whether it's deploying new technology or making updates, IT managers have a lot on their plates. Often, as their bandwidth gets shorter, the amount of downtime grows longer. Proactive Intelligence provides a solution to this problem in a premium care experience. Predictive analytics help you boost productivity, while a consolidated dashboard and reporting tools help you track usage and stay on top of updates. Now you can leave the monitoring and support of your devices in the capable hands of our proactive agents, whose expert assistance and cutting edge technology tools help to proactively anticipate problems and fix them before they even occur—freeing up your IT manager to focus on other more pressing issues.

## IT and user advantages

### Get the most out of your devices

Proactive Intelligence enables users to stay engaged with work on their devices with minimal interruption by anticipating problems before they even occur.

### Enable greater productivity

Proactive agents help optimize devices by anticipating and avoiding downtime using auto diagnosis and repair tools.

### One dashboard for all proactive insights

Conveniently view the usage of all your devices on one consolidated dashboard, and use reporting tools to track key performance indicators.

### 24x7 expert support

Our highly skilled agents not only provide proactive and predictive support, but can also help with installation, set-up, synchronization, migration, and more.



## Feature

## Specification

Blue screen issue identification and support	Receive alerts with the correct error code and assistance with troubleshooting.
Hard disk issue identification and support	Receive an alert when you reach less than 10% of space to prevent further degradation.
Battery issue alerts	Receive notification for failing batteries.
System/app crash alerts	Receive notification of unexpected system shut-downs or app crashes.
Firewall policy	Monitor firewall status and enable Microsoft Windows Firewall on Windows PCs to prevent viruses.
Virus protection policy	Monitor and detect if antivirus software is installed
Single-click resolution	Proactively address potential issues using PC Tune Up, Disk Clean Up, and more.
Mac anti-virus policy	Receive alerts on Mac OS X 10.8 or greater if anti-virus software is not installed or Gatekeeper is disabled.
Browser error detection	Monitor and help fix internet browser errors with browser optimization, maintenance, and reset resolutions.
Expert assistance	Receive regular monitoring and assistance by expert proactive agents for maximum uptime.
One dashboard	Get reports on device health, usage, performance, and more on a single consolidated dashboard.
Automated reports	Stay informed with automated reports on assets, security, and device health available through the dashboard.
Entitlement reports	Stay updated on whether your products are under warranty.



## Delivery specifications

- Proactive Intelligence is available in Australia with 24x7 support.<sup>1</sup>
- Devices included in the service will all have a data agent installed to collect asset and event information related to the device. User-sensitive data including credentials, files, content, and ad data will not be captured. Collected data will be stored in a secure cloud repository.<sup>2</sup>
- Proactive Intelligence experts will provide proactive support to resolve issues before they occur, as well as reactive technical assistance.

## Coverage

Proactive Intelligence provides easy management for multiple brands.

Minimum system requirements for Windows® XP, Vista, Win 7, Win 8, Win 8.1, Win 10 (laptops/desktops) include:

- 1 GB of RAM, 333 MHz CPU or greater
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Internet Explorer 10 and above

Minimum system requirements for Mac OS X 10.8 or greater (laptops/desktops) include:

- 1 GB of RAM, 333 MHz CPU or greater
- 30 MB of free disk space

## Terms and conditions

For a full list, see [Terms and Conditions](#)

## For more information

To learn more about Proactive Intelligence, part of HP Care, contact your local HP preferred reseller or HP sales representative, or visit our website at [hp.com/go/proactiveintelligence](http://hp.com/go/proactiveintelligence)

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<sup>1</sup> Proactive Intelligence may take up to 30 days to be fully activated and delivered to you.

<sup>2</sup> Data is protected using SSL during data transfer from the device client to the web server. The data can only be accessed through the Proactive Intelligence Webservice.

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