

Data sheet

# Proactive Intelligence



Care Pack and Contractual Services, 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 dashboard for viewing and downloading reports
- 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

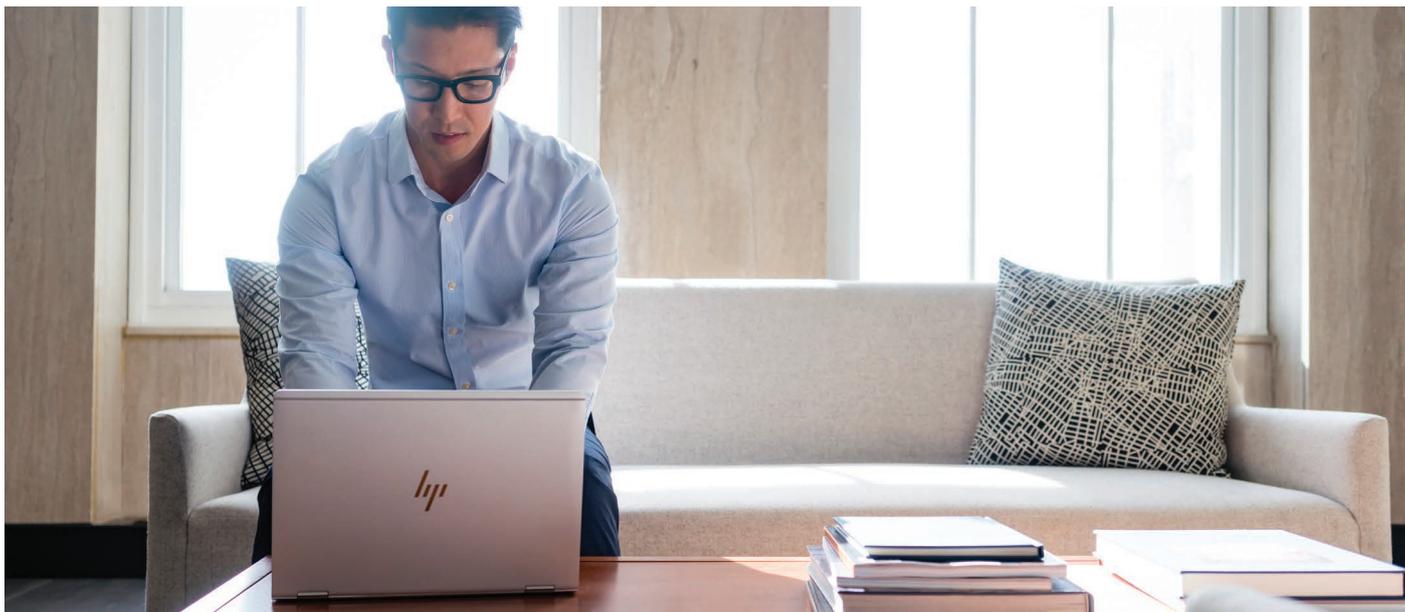
Proactive agents help optimize devices by anticipating and avoiding downtime using auto diagnosis and repair tools.

### Review reports in one dashboard

Conveniently view and download reports for hardware inventory, software inventory, hardware health, and security compliance—all in one place.

### Expert support

Highly-skilled agents provide proactive and predictive support and can also help with any reactive needs of a user or device via email.



Feature

Specification

Blue screen issue identification and support	Receive alerts with the error code, the knowledge base, and assistance with troubleshooting.
Hard disk issue identification and support	Receive alerts when your hard drive has low disk space or SMART event errors to prevent data loss.
Battery issue alerts	Receive notification for failing batteries.
Lost device protection	Perform lock, find, or data erase for lost or stolen devices.
Firewall policy	Monitor firewall status and enable Microsoft Windows Firewall on Windows PCs to prevent malicious attacks.
Virus protection policy	Monitor anti-virus status and enable Microsoft Windows Defender or security essentials on Windows PCs to prevent malicious attacks.
Self-help tool	Access a self-help tool for basic troubleshooting.
Wi-Fi provisioning	Grant and revoke access to a wireless network for managed mobile devices without exposing credentials to users.
Third party software patch management	Create or edit patch management profiles and apply patches for a wide range of popular software applications. Monitor the status of all managed patches and identify missing patches and successful or failed installations.
Remote control	Remotely connect to, manage, and troubleshoot Windows devices.
Expert assistance	Receive regular monitoring and assistance by expert proactive agents for maximum uptime.
One dashboard	Stay informed with automated reports on assets, warranty, security, software inventory, and device health available through a single dashboard.
Mobile device security policy	Apply custom security levels to tablets and mobile devices.
Password recovery	Reset a forgotten password on Windows notebooks, PCs, and tablets.



## Delivery specifications

- Proactive Intelligence is available between 8:00 am and 6:00 pm GMT/BST, Monday through Friday excluding HP holidays.<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 personal 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 via email.

## Coverage

Proactive Intelligence provides easy management for multiple brands.

- Covered PCs include desktops and notebooks from any major vendor running Windows 7 Service Pack 1 (SP1), Windows 8.1, or higher.
- Covered tablets include those with iOS 8 or higher, Android 4.0.3 or higher, Windows 8.1 or higher (x86 or Intel platforms), and Windows 10 Mobile (ARM platforms).
- Covered smartphones include those with iOS 8 or higher, Android 4.0.3 or higher, and Windows 10 Mobile.

## Care Pack terms and conditions

See [Terms and Conditions](#).

## For more information

Proactive Intelligence is offered for purchase as a Care Pack service or as part of a contract with payment term flexibility (for qualified customers).

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

Sign up for updates  
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Share with colleagues

<sup>1</sup> Proactive Intelligence may take up to 30 days to be fully activated and delivered to you. If you need assistance with installation please email [proactiveintelligence@hp.com](mailto:proactiveintelligence@hp.com).

<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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