

Proactive Intelligence

This document answers the most common questions related to Proactive Intelligence by HP Care.



What is Proactive Intelligence?

Proactive Intelligence by HP Care enables customers to get the most out of their Personal Systems by using cutting-edge device monitoring tools and expert assistance that provide proactive and predictive support to fix issues before they occur; all of this is done remotely. The key features of Proactive Intelligence are:

- Proactively resolve issues
- Free up IT bandwidth
- Enhance productivity with predictive analytics
- Stay on top of technology updates
- Policy compliance
- Expert technical assistance available Monday through Friday from 6AM- 6PM MST (First release in US only, in August 2016)²

What is the value proposition of Proactive Intelligence?

Proactive Intelligence by HP Care is a service for customers who want a premium care experience. It includes cutting edge technology tools and expert assistance to anticipate problems and fix them even before they occur. This serves as an excellent complement to the HP Device as a Service offering. The customers benefit from:

- Enhanced productivity by optimizing uptime on devices
- Staying informed with automated reports that give insights on device health, inventory and maintenance
- Focusing on core tasks while HP manages and optimizes fleet

What is not covered under Proactive Intelligence?

Proactive Intelligence by HP Care does not replace the existing support provided by hardware warranty or HP Care Pack Service or contract, and nor does it commit to any Service Level Agreement for the same. It is not an onsite service, and provides additional tools and assistance for proactive and predictive support remotely.

How does Proactive Intelligence work?

- A data agent is installed on the Personal System devices of the end user
- The customer receives proactive expert technical assistance by proactive agents in order to resolve issues before they occur, thereby optimizing the environment using a series of analytics
- It provides a unified Console / Dashboard for monitoring the device environment in a single window
- It gives access to multiple automated reports on device health, inventory, compliance etc.

Which devices and platforms are supported by Proactive Intelligence?

Proactive Intelligence can be installed on any Personal System, including laptops, desktops and workstations from any vendor that complies with the following requirements:³

- Minimum System Requirements (Laptops/Desktops)
 - 1 GB of RAM, 333 MHz CPU or greater
 - 30 MB of free disk space
 - Network Interface Card (NIC) or modem
 - Internet Explorer 10 & above
 - Windows XP, Vista, Win 7, Win 8, Win 8.1, Win 10
- Mac Minimum System Requirements (Laptops/Desktops)
 - 1 GB of RAM, 333 MHz CPU or greater
 - 30 MB of free disk space
 - MAC OS X 10.8 & above

How does the proactive expert technical assistance work?

The customer receives a notification of an issue or a recommendation:

- Proactive agents will notify customers for any potential issues or predict events which can cause downtime, and help fix these issues before they occur.
- The mode of communication would be an email from proactiveIntelligence@hp.com to the customers' IT Admin or the Channel Partner.
- In case of any questions, customers can write back to proactiveIntelligence@hp.com
- Also, Proactive Intelligence offers the capability of self-heal with single-click resolutions around some generic hardware and software fixes like touchpad, keyboard, display problems, Microsoft Office Applications, Outlook, etc.

What information is included in the unified console and dashboard?

On successful registration to Proactive Intelligence, customers will get access to the unified console and dashboard.

- The IT Admin will get access to the unified console where he/she can view all the devices of their company, receive notifications, and also have access to some of the single-click resolutions.
- The end users who get the data agent installed on their device can view high level information about their device, and also have access to a few single-click resolutions

How do the automated reports work and what type of reports are available with Proactive Intelligence?

The customer can view the automated reports in the dashboard. These reports will be around:

- Assets
- Security
- Device Health
- Capacity utilization
- Entitlement.

What data do we collect with the data agent installed on the end user device?

We collect only the asset and event information from the device on which the data agent is installed.

- Only asset and event data related to the monitored device* is collected.
- Only Microsoft and 3rd party log files from the applications will be captured if configured to do so.

What data is not collected by the data agent installed on the end user device?

- We do not capture data from any other sources like 3rd party databases, Active Directory, Applications, etc.
- We do not capture any user-specific data like credentials, user file(s) content, etc.
- User sensitive data is not captured.

What is the difference between Helpdesk by HP Care¹ and Proactive Intelligence?

Helpdesk by HP Care is a reactive service for customers in need of expert technical assistance whenever they face any issues. Proactive Intelligence by HP Care is a service which would enable customers to get their issues identified and fixed even before they occur.

Does the customer need to buy Helpdesk by HP Care to get Proactive Intelligence?

No, it is not mandatory to buy Helpdesk by HP Care to buy Proactive Intelligence.

In which regions and countries is Proactive Intelligence available?

Proactive Intelligence will be released in US on August 31, 2016.²

What are the customer challenges addressed by Proactive Intelligence?

You need Proactive Intelligence by HP Care to address some of the below challenges faced by the customer's IT Admin and the end user.

For customer (IT Manager/ IT Admin/ End User):

- Bandwidth – where to focus IT resources?
- Productivity – How to ensure maximum uptime of devices?
- Device Complexity – How to manage the increasing complexity of computing devices (multiple software, updates, etc.)?

Who should buy Proactive Intelligence by HP Care?

All industries including healthcare, education, retail, etc. would benefit from the services provided by Proactive Intelligence.

Examples of customers that would benefit from the service:

- Customers with limited or no IT department.
- Customers or Partners managing their devices.
- Customers acquiring new devices or interested in covering existing fleet.

What happens after the sale of Proactive Intelligence?

- The customer will need to provide the email id of the IT Admin, who will be the single point of contact for the registration of the service.
- Once registered, the customer's IT Admin will receive a welcome email with a download URL to access Proactive Intelligence.
- Post this, Proactive Intelligence will need to be installed on each device. It is an easy and self-guiding process. The recommendation is to forward the URL to every user so that they can install Proactive Intelligence on their device. Another option where all the customer devices are on the same local network is to push the installation centrally. To do so, the IT Admin will need to provide their credentials.

For more information

hp.com/go/proactiveintelligence

¹ Helpdesk by HP Care offers SMBs a choice of service packages and pricing options depending on the customer's desired tenure of coverage, number of users or devices, and combination of peripherals. Coverage range from 1 to 3 years.

² Support will be expanded to additional regions. Contact your HP Sales representative for more information.

³ Support for Mobility and Printers will be added at a later time. Contact your HP Sales representative for more information.

* Monitored devices will include desktops, laptops and workstations.

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