

# HP Device as a Service

## Analytics and Proactive Management



### Key benefits

- Analytics and insights that help you better manage device fleets and proactively optimize performance.
- Enhanced and Premium plans include an experienced Service Agent to proactively monitor and address issues before they occur.

**DaaS Analytics and Proactive Management capabilities are available exclusively through DaaS agreements via HP or an Authorized Reseller.**

### 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.

HP Device as a Service (DaaS) plans with Analytics and Proactive Management capabilities provide a solution to this problem in a premium service experience. Predictive analytics help you boost productivity, while regular reporting and a consolidated dashboard 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. Their 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 insightful and actionable analytics to improve productivity](#)

Improve IT efficiency with analytics,<sup>1</sup> proactive management,<sup>2</sup> and inventory and health monitoring that identify and predict alerting conditions.

#### [Optimize performance for your entire fleet](#)

Put asset inventory and health monitoring on auto-pilot. With HP DaaS, you can prolong the life of your investments and be alerted while we take preventative action before there is a problem.

#### [Have a security guard that's always on duty](#)

Get multi-layered, enterprise-class security from malware protection, real-time policy violation and firewall, and antivirus disruption alerts, plus find, lock, and erase.<sup>3</sup>

#### [Offload IT tasks so you can focus on what impacts the business most](#)

Let HP take care of day-to-day management tasks and reduce time supporting users so you can focus on projects that move your business forward.



Feature and specification	Standard plans	Enhanced plans	Premium plans
<p><b>Bulk device enrollment<sup>4</sup></b> Support for rapid deployment via software distribution tools and also Apple DEP</p>	✓	✓	✓
<p><b>Inventory and health monitoring<sup>5</sup></b> Device and application inventory as well as monitoring device health including battery, hard drive, CPU utilization, crashes, and blue screen errors</p>	✓	✓	✓
<p><b>Dashboard with analytics and reports</b> View detailed device and software inventory, system health, and real-time incident notifications</p>	✓	✓	✓
<p><b>Security monitoring, alerts and self-healing<sup>2</sup></b> Monitoring and alerts for devices that are non-compliant with company standards and self-healing when a Windows firewall or anti-virus is disabled</p>	✓	✓	✓
<p><b>End-user self-help</b> Easy access to Windows system repair and diagnostic utilities for commonly encountered problems that also includes the ability to request remote assistance from the same interface</p>	✓	✓	✓
<p><b>Predictive analytics</b> Cutting-edge analytics identify systems at risk for disk, battery, or full-system thermal failure so you can take action before a problem occurs</p>		✓	✓
<p><b>Device locate/alarm/lock/wipe</b> Find, alarm, lock, or erase a lost or stolen device, keeping data secure</p>		✓	✓
<p><b>Security policy setting and enforcement</b> Security policy settings and enforcement to ensure compliance</p>		✓	✓
<p><b>Automatic parts replacement<sup>6</sup></b> HP will inform you and automatically replaces battery or hard drives to ensure your fleet is running smoothly</p>		✓	✓
<p><b>Proactive Service Agent</b> An experienced HP Service Agent does the monitoring and proactive management for you</p>		✓	✓
<p><b>Remote assistance</b> HP Service Agents remotely connect to and troubleshoot Windows devices for you</p>		✓	✓
<p><b>Windows OS patch management</b> Your HP Service Agent stays on top of Windows OS patch deployments</p>		✓	✓
<p><b>Windows information protection</b> Enforces encryption policies for sensitive company documents on client devices</p>			✓
<p><b>Password recovery</b> Reset a forgotten local machine user account password on Windows notebooks, PCs, and tablets</p>			✓
<p><b>Application deployment</b> The HP Service Agents will deploy applications as specified by the customer on their behalf to managed devices.</p>			✓
<p><b>3rd-party patch management</b> HP Service Agents deliver security and software updates for Microsoft Windows and 3rd party applications such as Java, Flash, and Adobe Acrobat</p>			✓
<p><b>Wi-Fi provisioning</b> Grant and revoke access to a wireless network for managed devices without exposing credentials to users</p>			✓



## Delivery specifications

- HP's proactive Service Agents are available Monday–Friday (excluding HP holidays) from 6:00 am–6:00 pm MST in North America (U.S. and Canada) and 8:00 am–6:00 pm CET in EMEA. For the APJ region, they are available 24 hours a day, 7 days a week.
- Devices managed by HP DaaS will 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>7</sup>
- HP Service Agents provide proactive support to resolve issues before they occur, as well as technical assistance via email.

## Device coverage

- HP DaaS Analytics and Proactive Management provides easy management for multiple device types and operating systems including:
  - PCs including desktops and notebooks running Windows 7 Service Pack 1 (SP1), Windows 8.1, or higher.
  - Tablets running 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).
  - Smartphones running 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

To learn more about the analytics and proactive management<sup>1</sup> capabilities of HP DaaS, contact your local HP DaaS Authorized Reseller or HP sales representative, or visit our website at [hp.com/go/daas](http://hp.com/go/daas).

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



<sup>1</sup> Device support may vary by country. Features vary among Standard, Enhanced, and Premium HP DaaS plans.

<sup>2</sup> Self-healing capabilities available for Microsoft anti-virus and firewall solutions only.

<sup>3</sup> Security Policy and Enforcement and Find, Lock, Erase available on Enhanced or Premium HP DaaS plans only.

<sup>4</sup> Supports Windows PCs running Windows 7 Service Pack 1 or higher, iOS 8 or higher, and Android 4.0.3 or higher devices, and Windows 10 (ARM platforms). Over-the-air (OTA) device enrollment available for iOS devices enrolled in the DEP program only.

<sup>5</sup> Device health monitoring not available on Windows 10 Mobile operating system devices

<sup>6</sup> Automatic part replacement available for HP manufactured devices only

<sup>7</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 HP DaaS Managed Services Webserver.

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