



# Analytics and Proactive Management FAQ

## How It Works

### For HP Internal and Partners

This document answers the most common questions related to HP's Device as a Service (DaaS) Analytics and Proactive Management and how it works. There is also a Technology FAQ that provides more technical detail on the service.

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## Offering

**Q: What is the difference between HP DaaS Analytics and Proactive Management and HP's Managed Services?**

**A:** Analytics and Proactive Management is the functional capability offered in the HP DaaS plans – including rich device health analytics and proactive multi-platform, multi-device management services from HP. HP delivers these capabilities with their Managed Services platform and Service Agents. In the future, additional capabilities for HP DaaS may be provided through HP's Managed Services platform and service team. The service we talk about with customers is HP DaaS and its analytics and proactive management capabilities.

**Q: Which devices and platforms does HP DaaS Analytics and Proactive Management support?**

**A:** System requirements:

- PCs (desktops, notebooks, workstations) from any major vendor running Windows 7 Service 1 (SP1) and Windows 8.1 or higher
- Tablets with iOS 10 or higher, Android 4.4 or higher, Windows 8.1 or higher (x86 or Intel platforms), and Windows 10 Mobile (ARM platforms)
- Smartphones with iOS 10 or higher, Android 4.4 or higher, and Windows 10 Mobile

Click [here](#) to check for requirement updates.

**Q: What are the Analytics and Proactive Management capabilities of HP DaaS?**

**A:** HP DaaS Analytics and Proactive Management includes two elements: First, the unique analytics technology monitors and analyzes device health and uses machine learning to proactively identify and predict issues before they become a problem for users and IT teams. Second, highly trained HP Service Agents perform a multi-device, multi-OS device management service so that companies can offload day-to-day IT management functions allowing staff to focus on more strategic projects for the company.

DaaS continually monitors the fleet and reports device problems, or potential problems, and alerts the HP Service Agents so they can help customers better manage their fleets and optimized IT configurations. The level of services performed by HP Service Agents varies based on the HP DaaS plan selected and may include:

- Asset inventory (hardware and software)
- Device health monitoring for hard disk drives and batteries
- Detection of device overheating and thermal issues
- Device CPU utilization
- System crashes
- Firewall and anti-virus setting monitoring
- Security compliance
- System updates (patch management) for both Microsoft and third-party applications
- Application deployment to Windows PC, iOS and Android devices

Refer to the HP DaaS plans and the Analytics and Proactive Management datasheet for more details at: <http://hpredirect.com/DaaS>.



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**Q: What happens when a problem is identified?**

- A:** Once potential problems are identified, our highly-trained Service Agents provide advice on how to resolve problems before they impact device performance or operations:
- Service Agents notify the customer IT Admin via email about any potential issues or predicted events that can cause downtime and help fix these issues before they occur.
  - HP Analytics and Proactive Management also includes self-help tools for Windows PC devices. The end user can use it to launch diagnostic tools for touchpad, keyboard, disk or display problems allowing them to do quick fixes without creating a support incident.

**Q: How are incidents and alerts handled?**

- A:** System performance and availability monitoring occurs on a continuous basis. Upon detection of an issue, HP Service Agents are alerted to respond to the issue.

**Q: How are HP DaaS updates handled?**

- A:** HP DaaS Analytics and Proactive Management is updated regularly to automatically deliver the latest features and updates to customers. The Managed Services team also notifies customers, via email, of scheduled or unscheduled updates and changes to the service. Customers are notified at least eight hours in advance of a planned service interruption.

**Q: How is the client-side agent deployed to managed devices?**

- A:** The HP Managed Services agent is designed to support mass deployment across Windows enterprise environments. To deploy large numbers of clients to Windows devices, the customer can set up a file share to distribute the HP DaaS Analytics and Proactive Management agent to end users. The customer IT Admin can then leverage their existing software deployment infrastructure or use logon scripts to deploy and configure the client across large numbers of devices. Alternately, individual users can manually install the agent and connect using their user credentials or the company-wide PIN code provided.
- Customers can also deploy the client agent to iOS and Android devices using their existing mobile app software deployment infrastructure, or users can download the app directly from Apple or Google Play stores.

**Q: Do the analytics integrate with third-party IT Service Management, help desk ticketing or systems management solutions such as Remedy, System Center Configuration Server (SCCM), etc.? If not, is there a plan for doing so in the future?**

- A:** HP DaaS's analytics provides reports that can be downloaded and imported into external systems by the customer. Additional third-party system integration options may be incorporated in a future release.

**Q: Which HP solutions integrate with this platform, for example, CE dispatch, HP Asset Management, HPE Financial Service asset financing, etc.?**

- A:** Currently, this platform leverages the HP Warranty & Entitlement systems. Integration with other HP systems may be added in a future release.



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**Q: Are there any additional features available on an HP device versus a non-HP device?**

**A:** HP DaaS Analytics and Proactive Management supports both HP and non-HP manufactured devices. On HP devices, customers can also take advantage of additional monitoring and reporting capabilities including:

- Disk drive health status information
- Battery health
- Thermal incident detection
- Warranty data

**Q: Are both cloud and on premise solutions available?**

**A:** Although the HP DaaS agent supports both on-premises and off-premises devices, the administrative console and automation service is hosted in the cloud. No on-premise server is required.

**Q: What third-party components or software programs are used within the Analytics and Proactive Management solution?**

**A:** Nearly all of our Analytics and Proactive Management solution was developed by HP. HP has also licensed some best in class technology solutions from a few third-party vendors. All third-party technology is reviewed for compliance with the licenses and associated terms and conditions. HP does not share its customer data with any third parties in accord with HP's Global Privacy Policy.

**Q: What does the Entitlement status mean?**

**A:** Entitlement means that the device is under warranty or active contract. Currently, that information is provided for HP devices only.

**Q: Can the platform scale enough to handle large numbers of devices?**

**A:** Yes, the platform can scale to meet the needs of large organizations. Today, 40M devices are reporting.

**Q: Would onboarding a customer with a large number of devices cause a performance issue?**

**A:** To ensure minimal user and network impact during deployment, HP recommends that the customer deploy the agent to devices in batches 50-100 devices at a time.

**Q: Are there plans to embed HP's Analytics and Proactive Management as a persistent agent in the HP device system BIOS like Absolute?**

**A:** At this time Analytics and Proactive Management does not use the persistence model for the agent. However, this may be added in a future release.

**Q: Is Absolute included in the DaaS Analytics and Proactive Management service?**

**A:** No. Absolute is a different Care Pack option offered by HP. Absolute is primarily a device security solution that does not include unified device management like the DaaS offering does.



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**Q: Can a partner manage a fleet on behalf of the customer?**

**A:** No. Currently Partners can not use this service to manage on behalf of their customers. Partner management capabilities are planned for future releases.

**Q: What version is HP DaaS Analytics and Proactive Management on today?**

**A:** There is no version numbering like a software product. The service delivers frequent system updates and enhancements. New functionality is generally released every 3-4 months, and minor updates are released on a more frequent basis.

**Q: Are there instructions explaining the components involved in the onboarding work for each of the offers?**

**A:** In summary, the Onboarding process works like this:

1. The customer purchases an HP DaaS plan.
2. The Managed Services team creates the license key and sends it along with customer details to the HP Service Agent.
3. The HP Service Agent sends a welcome email with subscription information and questionnaire along with .csv files for iOS and Windows 10 Mobile to the customer's designated IT Admin for completion.
4. The customer IT Admin completes the questionnaire, and if necessary, adds .csv files, agrees to Terms and Conditions, and returns them to the HP Service Agent.
5. The HP Service Agent creates the customer account and password, enters the license key, and completes any required customization along with creating reporting and admin accounts and importing .csv files, if necessary.
6. The HP Service Agent creates unique PINs if a .csv file is received.
7. The HP Service Agent emails the instructions and files for enrolling customer devices to the customer IT Admin.
8. The customer IT Admin then performs the steps required to enroll customer end-user devices. The agent must be installed on each device, which is an easy, self-guided process.

HP recommends that you forward the URL to every user so that they can install the agent on their device(s).

**Note:** Another option when all the customer devices are on the same local network is to push the installation centrally. To do so, the IT Admin needs to provide credentials or a companywide PIN for users to activate the agent after its installation.



## Delivery

**Q: What is the role and benefit of the Account Delivery Manager (ADM)?**

**A:** The Account Delivery Manager (ADM)'s mission is to ensure customer success and satisfaction. When purchasing directly from HP, they are the primary contact between HP and the customer and work closely with the Service Agents and hardware support teams to engage with the customer on a regular basis and address issues as they arise.

The Account Delivery Manager is the single point of contact for customers. They are available from 8:00 am to 5:00 pm local time, Monday through Friday (excluding holidays). In some cases, the Authorized DaaS partner may provide the Account Delivery Manager role. The ADM is responsible for:

- Customer Engagement and Collaboration
- Account Transition and Set-up
- Account Planning
- Strategic Business Reviews
- Fleet Management
- Contract Management

**Q: Is there an internal HP team that manages the implementation of HP DaaS?**

**A:** In addition to the Account Delivery Manager, regional teams of HP Service Agents monitor and manage the fleets on a day-to-day basis on behalf of customers. The level of service offered depends on the plan selected. If an Enhanced or Premium DaaS plan is purchased, HP Service Agents are responsible for implementation and support. If a Custom plan is created, then implementation follows the Statement of Work (SOW) defined for that engagement.

**Q: Does HP's DaaS Managed Services platform integrate with Active Directory (AD) or LDAP directory systems?**

**A:** HP's Managed Services platform supports user authentication using Azure Active Directory, or HP's native identity provider. On-premise Active Directory and LDAP systems are not supported.

## Security

**Q: What data is collected by the system?**

**A:** Only device and user data needed to perform IT management tasks is collected. No personally identifiable information (PII) is collected and stored.

Device data collected includes:

- Device virus protection status (AV software name and whether active or inactive)
- Device firewall status (firewall software name and whether active or inactive)
- Device security settings (passcode/screen lock timeout – iOS and Android devices only)
- Device location
- Device last seen date (last time connected)
- Device limited warranty (HP Windows devices only)
- Device battery health



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- Device hard disk health
- Available disk storage
- Hardware (processor, RAM, etc.)
- OS version
- Installed applications managed by the App Catalog service
- Log and alert event data (warranty alerts, etc.)

User data collected includes:

- User email address, role, title, company, address, phone, language
- Number of concurrent failed logon attempts (resets to zero when a user logs on)

For more information, please review the following documents.

- [HP Managed Services Terms and Conditions](#) (Click on the link then see the bottom of that page.)
- [HP Personal Data Rights Policy](#)
- [HP Privacy Policy](#)

**Q: Can any data elements be turned off or restricted?**

**A:** Some device-specific data collection can be disabled, including the device location. Operations-specific data needed to support the product will still be collected. In addition, customers can disable reporting of software inventory on devices designated as personally-owned (aka “employee-owned”) to protect user privacy. Customer data is safeguarded. HP does not sell or share it with anyone. HP is governed by an HP Global Privacy Policy, described thoroughly in the security white paper (see link below), which can give more insights around the same. The data collected is completely stored and owned by HP.

For more information, please review the following documents:

- [HP Managed Services Terms and Conditions](#) (Click on the link then see the bottom of that page.)
- [HP Personal Data Rights Policy](#)
- [HP Privacy Policy](#)
- [HP DaaS Security White Paper](#)

**Q: Has a third party completed an audit of the HP DaaS Analytics and Proactive Management solution? If so, are the findings documented and available for review?**

**A:** HP has achieved ISO certification across the Remote Monitoring and Management Services environment. The ISO 27001 certification is awarded upon the completion of an external audit by an accredited external certification body and is asset based (information, processes, people and technology).

For more information, refer to the [HP DaaS Security White Paper](#).

**Q: Is the information transmitted and/or stored by HP DaaS encrypted?**

**A:** Data is secured at several levels, providing server authentication, data encryption, and data integrity. Because the Transport Layer Security (TLS) protocol is implemented beneath the application layer, it is a passive security mechanism that does not rely on additional steps or procedures from the user. This allows client applications and their users to have little or no knowledge of secure communications and still be better protected from attackers.



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These features help secure data from incidental corruption and from malicious attack, and are intended to avoid common web-based threats. In addition to the encryption for network communication between the agent and the server, HP encrypts some of the “data at rest” (data stored in our server database). The user’s login email and password are also encrypted through the TLS protocol upon logging in.

For more information, refer to the [HP DaaS Security White Paper](#).

**Q: What are the network and firewall requirements for the client-side agent? Will HP DaaS Analytics and Proactive Management work if my client computers are behind a firewall or proxy server?**

If your client computers exist behind a firewall, customers must configure the firewall to allow communications with the domains through the specified ports listed below.

Domain	Ports
*.hptouchpointmanager.com	80 and 443
*.s3.amazonaws.com	80 and 443

If your client computers exist behind a proxy server, make sure they support HTTP and HTTPS and do not require authentication.

- HP DaaS Analytics and Proactive Management communicates with client computers by using the HTTPS protocol. Confirm that the proxy server supports HTTPS.
- HP DaaS Analytics and Proactive Management currently only supports non-authenticated proxy servers. Authenticated proxy servers are not supported.
- If the proxy server requires authentication, add the following exceptions to the configuration:

Site	Domain	Ports
Main and SPM	*.hptouchpointmanager.com	80 and 443
Skyhook	*.skyhookwireless.com	80 and 443
Software Repo	*.s3.amazonaws.com	80 and 443

**Q: From a security perspective, where is the data hosted?**

**A:** HP DaaS Analytics and Proactive Management is hosted by Amazon Web Services (AWS), a scalable computing infrastructure and recognized leader in cloud hosting. Customer and device data are stored in AWS data centers that are geographically distributed to provide redundancy. By partnering with AWS, the service inherits a cloud infrastructure that has been architected to be one of the most flexible and secure cloud computing environments available today.

To learn more about AWS security, visit <https://aws.amazon.com/security/>.

**Q: Where can I find more information about HP DaaS security matters?**

**A:** For more information, refer to the [HP DaaS Security White Paper](#).





## Support

**Q: How do I contact my Service Agent for support?**

**A:** IT Admins can contact HP Service Agent for questions, Service Agent contact information will be provided when the HP DaaS account is created. If your customer’s Service Agent is unavailable, they should use one of the following email addresses for assistance based on the region they are in.

- [ManagedServices@hp.com](mailto:ManagedServices@hp.com) - Americas
- [ManagedServices\\_EMEA@hp.com](mailto:ManagedServices_EMEA@hp.com) - Europe
- [ManagedServices\\_APJ@hp.com](mailto:ManagedServices_APJ@hp.com) – Asia Pacific (except India)
- [ManagedServices\\_APJIndia@hp.com](mailto:ManagedServices_APJIndia@hp.com) – India

Note that additional email addresses will be added as we expand geographical support and support locations.

**Q: Who provides the customer service and support for HP DaaS Analytics and Proactive Management?**

**A:** Ongoing support for Analytics and Proactive Management is provided by HP Service Agents directly. There is no need to go through an HP partner to obtain service for DaaS Analytics and Proactive Management capabilities.

**Q: What service level guarantee does HP DaaS offer in its Service Level Agreement (SLA)?**

**A:** The SLA targets a service uptime rate of 99.9 percent for HP DaaS. We have support centers in the United States, Europe, Africa, and Asia Pacific. Details of Service Agent availability and languages supported are shown in the following table:

### Current Service Agents availability

HP DaaS Support Structure				
Location	HP New Mexico Rio Rancho	HP Tunisia Tunis	HP Tunisia Tunis	HP India, Bangalore
Coverage (hours/days)	12/5	10/5	10/5	24/7
Operating Hours	6 a.m.-6 p.m. MST, M-F	8 a.m.-6 p.m. CET, M-F	8 a.m.-6 p.m. CET, M-F	24/7
Language Supported	English	English	French	English

**Q: Is the technical support team for hardware the same as the Service Agents performing device management functions?**

**A:** No. The technical support and customer service teams are separate from the HP Service Agents performing device management functions who work hand-in-hand with an Account Delivery Manager to ensure customer success and satisfaction.



# DaaS Analytics and Proactive Management – How It Works

**Q:** Where can I find more information about HP DaaS?

**A:** Find presentations, product information, selling tools, and key contacts at the [HP DaaS Intranet site](#). Partners should go to the [Partner First Portal](#) for sales enablement and marketing materials.

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