



# HP DaaS Proactive Management

with HP TechPulse

Secure and manage multi-OS devices, proactively identify and mitigate issues with HP TechPulse, and let our Service Experts enforce security policies and perform daily management for you.<sup>1,2</sup>

## Optimize security and device management

Between deploying new technologies and maintaining existing ones, today's IT managers often have more work than they can handle. Multi-OS environments and multiple devices per user further complicate the situation. By 2020, there will be as many as nine billion commercial devices worldwide, with an average of four devices per user.<sup>3</sup> The growing number of devices represents a security threat as well as a logistical challenge—more than half of companies have had some level of security breach in the past year,<sup>4</sup> with 350,000 attacks occurring every day, worldwide.<sup>5</sup>

**HP Device as a Service (DaaS)** delivers modern management with analytics, reports, and insights for more proactive management and planning with HP TechPulse. Plans include our Service Experts, who utilize HP TechPulse and leading, cloud-based unified endpoint management tools to do the day-to-day management on your behalf.

HP TechPulse analytics and reports include:



- Device, software, and BIOS inventory
- CPU and memory utilization for Windows devices
- Device overheat and thermal issues
- Device health including battery and hard drive life
- Windows blue-screen errors and software errors
- Application catalog compliance<sup>6</sup>
- Security policy compliance<sup>7</sup>
- Mobility factor report
- Device replacement guide

## HP Service Experts perform functions including:



Unified endpoint management



Security policy enforcement



Wi-Fi provisioning



Protecting data on missing devices



Application whitelisting and blacklisting



Windows OS updates and patch management



Application deployment



Parts replacement on HP devices

## Monitor the pulse of your multi-OS devices

HP DaaS Proactive Management with HP TechPulse monitors the health and security of your devices and alerts you to potential issues before they become problems. Service experts provide actionable insights for your multi-OS devices—including notebooks, desktops, and mobile devices, regardless of OS—that help you reduce downtime for end-users and increase planning intelligence for IT managers.<sup>1</sup>

## See the bigger picture

Nearly 40 million devices worldwide contribute data anonymously to the HP DaaS analytics platform, providing performance data and aggregate trends across thousands of deployments. As a result, HP DaaS can help identify root causes and predict device health issues, enabling proactive management and reducing downtime.

HP TechPulse generates actionable reports that enable proactive management and planning in addition to reporting on device health and security compliance. Software reports can help you optimize your catalog and licensing. View device and OS health incidents and reports in the one-stop dashboard on the HP DaaS portal, or select a plan with security and application reports and let our HP Service Experts monitor and manage it all for you.

## Lighten the load on IT

The HP DaaS **Standard** plan provides insightful analytics and reporting to help you manage your devices in-house. The **Premium** and **Enhanced** plans include specialized HP Service Experts using HP TechPulse analytics and modern management tools to provide a comprehensive security and management service for your multi-OS, multi-vendor devices.<sup>1</sup> The one-stop dashboard also allows incident integration with ServiceNow IT service management system.<sup>2,8</sup>

With the analytics and proactive management capabilities of HP DaaS, you can avoid software licensing and training costs often associated with self-managed device management solutions. The knowledge and experience of our HP Service Experts, along with the analytics and industry-leading management tools they use, are all part of your HP DaaS plan.

**IT simplified. Resources maximized.**

Learn more at [hp.com/go/DaaS](http://hp.com/go/DaaS)

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1. For full system requirements, please visit [www.hpdaas.com/requirements](http://www.hpdaas.com/requirements). iOS devices are not covered in the Standard plan.  
2. HP unified endpoint management is provided by HP Service Experts in HP DaaS Enhanced or Premium plans. Service Experts deliver service using VMware Workspace ONE powered by AirWatch. Or customers using Microsoft Intune may have our Experts manage using licenses they already have. Please check availability of options in your country.  
3. International Business Times, July 8, 2017.  
4. Forrester Business Technographics Webinar 2017.  
5. HP DaaS plans and/or included components may vary by region or by authorized HP DaaS service partner. Please contact your local HP representative or authorized DaaS partner for specific details in your location.  
6. Application compliance available in HP DaaS Premium plan only.  
7. Security available in HP DaaS Enhanced and Premium plans only.  
8. ServiceNow license required, sold separately, and requires installation of the HP DaaS application from [hpdaas.com](http://hpdaas.com) and a valid license for ServiceNow ITSM software.

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