HP Manageability Services

HP Proactive Management

with **HP TechPulse Offer**

Frequently Asked Questions (FAQ)
For Customers

This document answers the most commonly asked questions about
the HP Proactive Management with HP TechPulse offering.

Q: **What is HP Proactive Management?**

A: HP Proactive Management[1] is a cloud-based endpoint device management service that offers flexibility and scalability for customers who are burdened by the ever-increasing demands on their organizations' technology. HP Proactive Management uses automation and AI to make IT professionals' lives easier by helping them deliver a better employee experience, while optimizing the cost and complexity of end-user device management. Key benefits are:

- **Proactively mitigate issues before they affect users**. The HP TechPulse analytics dashboard displays hardware inventory and incidents, reports system health, and provides proactive incident notifications.[2]
- **Identify issues before they happen.** Insightful analytics identify systems at risk for disk, battery, or full-system thermal failure so action can be taken before a problem occurs.
- **Monitor security compliance.** Service experts monitor security compliance to help you identify and address devices that are non-compliant with encryption, firewall, and antivirus policies.
- **Open up time in your day**. Service experts can offload application deployment of curated catalogs of applications to multi-OS devices.[3]
- **Help with maintaining app policies.** Service experts implement your whitelisting and blacklisting policies to control which iOS, MacOS, Android, Windows, and Chrome apps are enabled.
- **Focus on what matters most to your employees.** An experienced service professional does the monitoring and proactive management of your multi-OS devices, yielding more time for IT to focus on key priorities by offloading the management of policy settings, OS updates, and application updates.

Q: **What value does HP Proactive Management offer customers?**

A: For customers with strained or limited IT resources, HP Proactive Management delivers multi-OS insights and services that help IT offload some of the arduous tasks of endpoint management at scale, freeing up IT resources to focus on driving improvements in the employee experience.

Q: **What plans are available with HP DaaS?**

A: HP Proactive Management has three plans to choose from: **Standard, Enhanced** or **Premium**. Whether you manage in-house or take advantage of the HP-managed service with our specialized Service Experts using leading, cloud-based unified endpoint management tools and HP TechPulse on your behalf, we'll help you deliver more proactive security, support, and management for multi-OS device environments.

HP Proactive Management makes it easy to select a plan and tailor it to a customer's needs. For specific services not addressed in a plan, there is a 'custom' agreement option.

Visit https://www.hp.com/manageability-services (live April 30th) for plan details. Any plan allows customers to add on HP Lifecycle Services, which provide a broad portfolio of solutions to meet the needs of IT managers and users, from planning and design to configuration and deployment, to workforce support, and secure eco-friendly device refreshes. Learn about the large portfolio of Lifecycle Service offerings at www.hp.com/go/services.

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[1] HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product

[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] For full system requirements, please visit http://www.hpdaas.com/requirements. iOS devices are not covered in the Standard plan.

Q: What is the pricing for HP Proactive Management?

A: Pricing is based on the service plan selected and may be either a contractual or transactional arrangement.

Q: Which HP Proactive Management plan is right for your organization?

A: HP Proactive Management plans are designed to be simple. When choosing an HP Proactive Management plan, consider a few factors:

- Do you already have a self-managed, unified endpoint management solution for security policy setting and enforcement as well as device and application management but want to take advantage of HP Proactive Management analytics and reports?
  The Standard plan may be the place to start.
- Do you want to offload day-to-day device security and management tasks to HP Service Experts, so your IT team can focus on other priorities?
  Consider the Enhanced or Premium plan.
- Do you a need a higher level of service with more sophisticated device security and application management functionality?
  Consider the Premium plan.

Q: What is General Data Protection Regulation (GDPR) compliance?

A: The General Data Protection Regulation (GDPR) is an EU-wide regulation for the protection of European citizens' data that came into force in 2018 and provided rules relating to the protection of and processing of personal data. Rules relating to the free movement of personal data can be found at https://gdpr-info.eu/art-1-gdpr/. Currently there is no certification or license required or available for GDPR.

Q: What is HP's approach to GDPR?

A: HP has a long-standing history of industry leadership in privacy and data protection. Together with our robust portfolio of products and services, we can support our customers' and partners' efforts in protecting personal data. With respect to the HP DaaS Proactive Management service, HP acts as a Data Processor. Please refer to the Data Processor section on HP Privacy Central. As a global company, it is possible that any information you provide may be transferred to or accessed by HP entities worldwide in accordance with the HP Privacy Statement and on the basis of the International Privacy Programs listed in the International Data Transfers section. The HP DaaS Proactive Management service is certified by the International Standards Organiztion (ISO), a third party, and has received ISO 27001:2013 certification. ISO provides a framework that is used to enable companies to achieve GDPR compliance.

For more information about data protection, please refer to the Data Management FAQ.