HP TECHPULSE:
Optimise IT and predict the future

Device management with AI-powered analytics

The device dilemma

Your end user devices are no longer one part of the workplace. They are the workplace. The adoption of hybrid working and increased workplace flexibility has placed even greater importance on device choice for each individual, and reinforced that this technology is the centre of their working universe.

While offering choice has many benefits, it creates an increasingly diverse and complicated device estate that places additional management and maintenance demands on your IT team. This in turn sees that they must dedicate more time to device monitoring and administration. Time that could be better spent working on new projects that are more valuable to the business.

Managing a mixed device estate and keeping ahead of device issues before they impact users and drain IT teams of time requires a new approach. HP TechPulse helps you identify, predict and address potential issues to optimise the user experience, spending and IT resources.

At-a-glance

HP TechPulse delivers powerful, AI-driven predictive analytics across your entire device estate. Whether multi-vendor, or multi-OS, it provides simple and effective access to crucial device metrics that help you monitor and manage device health, performance, and security.

Using intelligence and telemetry gathered from billions of data points, it not only helps you to monitor devices in real-time, but makes intelligent predictions that identify potential issues and challenges before they emerge, enabling your team to action proactive resolutions before the user is impacted by IT issues and unwanted downtime.

Why HP TechPulse

PROACTIVE DEVICE MANAGEMENT

Use actionable device insights and AI-powered incident alerts to prioritise device management and proactively resolve potential issues. Leveraging HP's cloud-based tool, you can easily monitor each device both inside and outside of the office.

OS OBSERVABILITY

Access real-time data on the status of the operating system installed on each and every end user device. Check the OS version in use, stay ahead of potential updates, and analyse performance to ensure every device is fit to run at its maximum.

COMPLIANCE AND SECURITY

TechPulse's intelligent AI-driven analytics will monitor the status of security tools such as anti-virus and anti-malware installed on each device, alerting you to potential updates and license issues to avoid unwanted vulnerabilities or software renewals.

Why predictive analytics?

- With the right insights, accessible in a single cloud-based tool, your team can follow actions that will ease the burden of day-to-day device management.

- Understand how your users are using their devices, with in-depth understanding of application usage and device performance.

- Better inform future device choice by using AI-powered insights to right-size devices for each user, identify power users, and avoid expensive overprovisioning.

- Explore the user experience with automated campaigns scheduled through the TechPulse platform. Gain insights into how your users feel about the devices in their hands.

- Dig deep into application usage, and explore the top applications across device type, to achieve a better picture of your application estate.

- Reduce the total cost of ownership (TCO) by taking a deep dive into device health to optimise performance and extend lifecycles.

TechPulse on your terms

Unique to HP, TechPulse can be activated and integrated into existing IT administration processes. If you're a ServiceNow user, the insight derived can also be imported to generate a single dashboard for all incidents and estate health.

You can choose to access TechPulse's intelligent predictive analytics to help manage your own device estate with Proactive Insights, or extend the capabilities with a full endpoint management service, delivered by HP Service Experts, with Proactive Endpoint Management.

Proactive Insights

Access the full power of HP's TechPulse platform, with predictive analytics for your entire device estate, easily administered through a simple self-service portal.

Whether you self-manage or employ additional support from Servium, you can harness the complete monitoring and reporting capabilities of TechPulse to help reduce the cost and complexity of multi-vendor, multi-OS device management.

Proactive Endpoint Management

Extend the value of TechPulse as delivered through Proactive Insights by leveraging the knowledge and expertise of HP Service Experts.

Enjoy complete access to TechPulse's intelligent predictive analytics as part of a comprehensive managed service that includes full Endpoint Management delivered through industry-leading Unified Endpoint Management (UEM) tools. Regular engagement from the HP team sees that your device estate is managed proactively, with informed analysis of reports and insights that help guide future device choice and best planning for your estate.

What's included?

Provided by HP TechPulse (managed by you or your IT partner)	Proactive Insights	Proactive Endpoint Management
Analytics Get predictive analytics for multi-vendor, multi-OS inventory, incidents, and system health accessed through HP TechPulse dashboard.*	●	●
Accessibility Create custom roles and permissions. Set up specific tasks and permissions based on default roles.	●	●
Asset Tracking Track last-seen approximate device location as shown on a map.	●	●
Deployment Get automatic enrolment and bulk deployment.*	●	●
Employee Experience Launch campaigns to measure and track employee satisfaction.	●	●
Hardware and Software Health Monitoring* Detect and track battery, hard disk, and operating system issues.	●	●
Troubleshooting Get easy access to diagnostic tools, enabling end users to troubleshoot and resolve common issues.	●	●
Performed by service experts and Unified Endpoint Management*		
Advisory Service Service expert proactively provides insights and recommendations to optimize performance.*	●	●
Application Deployment Microsoft Windows, Apple DEP, and mobile apps.*		●
Application Management Application updates, including whitelisting and blacklisting.		●
Bring Your Own Device The user can designate whether a device is organizationally or personally owned.		●
Bring Your Own License Enable an existing Microsoft InTune or Google Chrome Enterprise license.*		●
Device and Protection Management Security and app management policies can be enforced, and updates and patches managed remotely.		●
Incident Management Service experts use incidents to diagnose, identify issues, and provide recommendations.		●
Network and Wi-Fi Management Device network configuration management and Wi-Fi provisioning.		●
Remote Troubleshooting Service experts can remotely troubleshoot Windows devices.		●

*Terms and conditions apply. Please contact your Servium Account Manager for details.

Extend TechPulse with Device as a Service

Using the powerful AI-driven insights provided by TechPulse you can review and right-size the device choices for each user, and there's no better way to tackle a device refresh than with Device as a Service (DaaS) from HP.

With DaaS, you can give your users the freedom to choose the devices that are right for them, whether that be a workstation, desktop, or notebook. Even better, you can roll up the delivery, deployment, and replacement of those devices into a single service that includes TechPulse, paid for on a monthly subscription or a single one-off fee.

Put TechPulse to the test

Explore the benefits of TechPulse and access real-life analytics and data for your existing device estate with a free 60-day trial.

See the power of AI-driven predictive analytics in your own environment, with HP Service Experts on hand to review findings and show you what's possible.

To learn more about the free 60-day trial, contact your Servium Account Manager or get in touch with the team You can email us using **hello@servium.com**, or call us on **+44 (0)303 334 3000**.