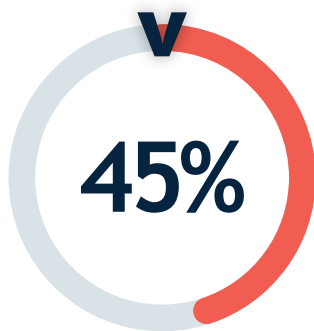
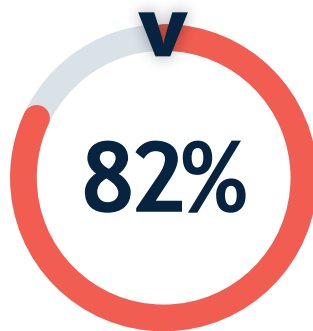


# CAUGHT COLD BY UNEXPECTED DEVICE ISSUES?

End user hardware issues, support requests, and device downtime catch IT teams off-guard and disrupt business operations, but what if you could see them coming?



of IT issues aren't reported to IT teams.<sup>1</sup>



of workers want to see their business improve their IT experience.<sup>1</sup>



of productivity are lost to IT issues each year.<sup>1</sup>

Sources: <sup>1</sup>Nexthink (2020) The Experience 2020 Report: Digital Employee Experience Today.

## Proactively respond with device analytics that:

- Aggregates billions of data points collected from user devices.
- Tracks battery life, storage space, and hard drive health.
- Measures utilisation rates to inform your device strategy.
- Supports the collection of end user feedback.
- Works across different device manufacturers and operating systems - even mobile.
- Enhances security by monitoring policies across your device estate.

# HP Proactive Insights

Make device issues a thing of the past, and bring your strategy into the future.

By aggregating statistics from all the client devices in your environment, support can shift from a reactive model to a proactive one - minimising downtime and improving employee IT experience.

HP Proactive Insights leverages the powerful HP TechPulse analytics platform to collect information on everything from battery life to security status, giving you a single pane of glass from which you can monitor all endpoints in your environment, across teams, locations, and even including mobile devices.

This enables proactive support for devices, as well as driving more informed IT decision-making.

## With Proactive Insights on your side, you can:

- Identify potential hardware and application issues before they cause downtime.
- Track utilisation rates to ensure that provisioning meets the actual needs of your users.
- Easily gather feedback from your employees and combine it with analytical insights to guide device strategy optimisation.
- Monitor all the devices in your estate - including smartphones and tablets.
- Enhance organisational security with the ability to easily root out devices which aren't following security policies.

### The Results



pre-emptive visibility of potential issues.



devices in the HP Proactive Insights data lake for comparison.



Put Proactive Insights to the test with a free 30-day trial of the platform across a selection of your endpoints.

## Make the most of Proactive Insights with DaaS

HP's Device-as-a-Service (DaaS) platform allows you to take full advantage of Proactive Insights' management capabilities and TechPulse analytics to enhance user experience even further.

With DaaS, you can simplify your device refreshes, using Proactive Insights to identify what devices will work best for different users, and provision them as part of a single service, covering everything from delivery and deployment to replacement and disposal.