



**Workforce  
Experience**



# Enabling the future of work with intelligence at scale







# 72%

of knowledge workers  
don't have a healthy  
relationship with work\*



HP Work Relationship Index





# It's no surprise

74%

of workers don't feel their workplace has the equipment, tech, and space needed to be successful

Source: HP Internal Research

47%

of employees don't call IT when they experience issues that impact work

**Deloitte.**

34%

of employees report that they are living with ongoing problems the service desk can't fix

**FORRESTER**

State of the Services Desk, 2024 Published February 21, 2024



Devices alone will not solve the  
problems employees are facing





Solutions must  
comprehensively  
address the digital  
employee experience







# It's not so easy – IT environments are complex



No centralized platform to proactively manage all device types



Growing IT costs to deliver a satisfactory employee experience



Fragmented, delayed insights and reactive remediations



Ever-evolving cyber threats and breaches





With growing AI investments, the stakes have never been higher for employee productivity

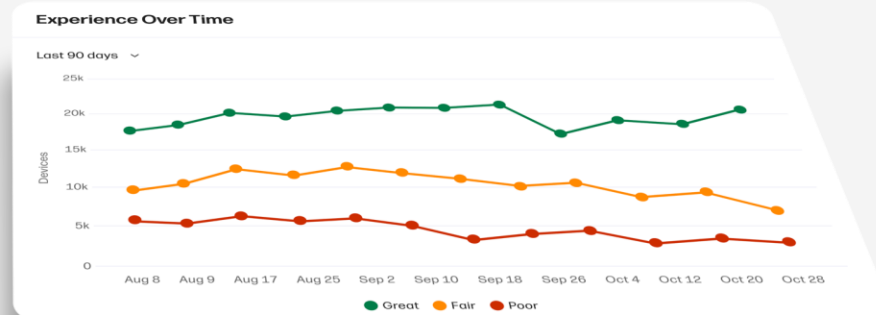
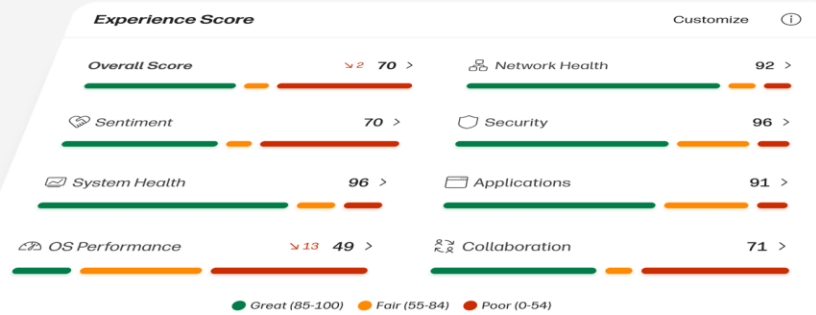






# HP Workforce Experience Platform (WXP)

## Transform IT from cost center to strategic driver



**Critical**

**Windows Secure Boot disabled on ≥ 5% of devices**

Enabling Secure Boot prevents unauthorized firmware and operating sy...

a day ago | 8.4K | 12% of fleet

**High**

**BitLocker disabled on > 3% of devices**

Enabling BitLocker protects sensitive data by encrypting your drive, enh...

a day ago | 8.4K | 12% of fleet

**Medium**

**Battery replacement needed on ≥ 5% of devices**

Replacing defective batteries under warranty avoids power issues and...

a day ago | 8.4K | 12% of fleet

**Medium**

**Windows Security updates missing on ≥ 10% of devices**

Applying security updates protects against the latest threats and vulne...

a day ago | 8.4K | 12% of fleet

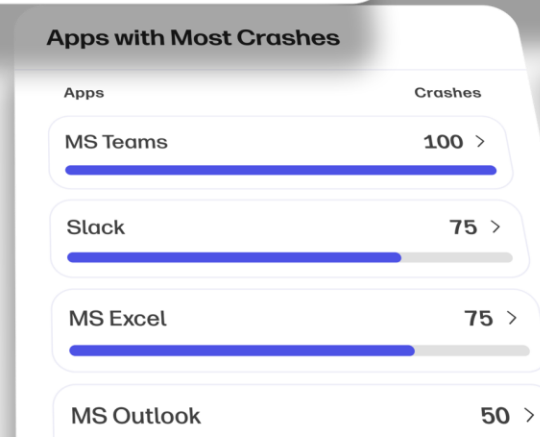
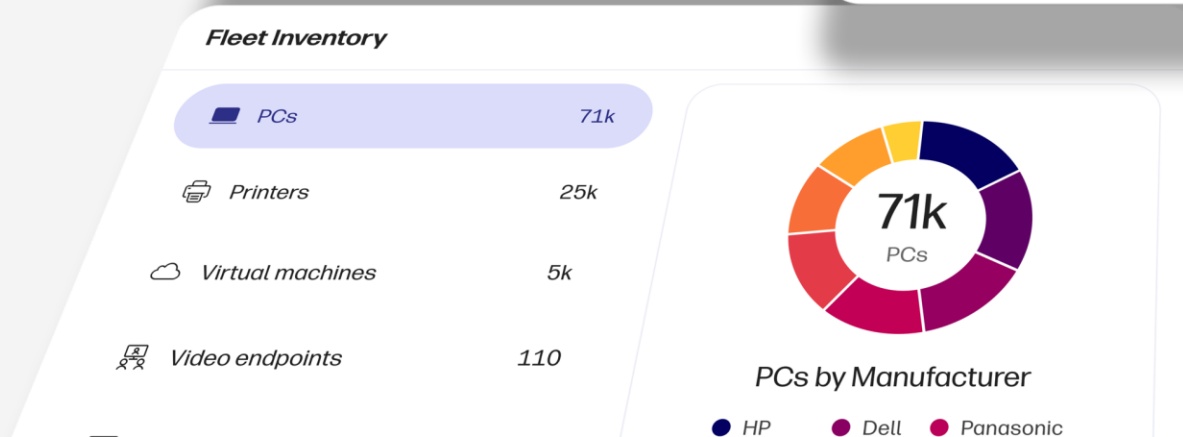
**Medium**

**Critical Windows updates missing on ≥ 10% of devices**

Installing the latest updates fixes vulnerabilities and ensures your syste...

a day ago | 8.4K | 12% of fleet

[View the full list of alerts](#)



**Send Feedback**

We want to hear your thoughts

Share your experience to help HP improve it

HP Confidential. For HP and Channel Partner use with customers under CDA









WXP learns from billions of  
datapoints across

**26,400+**

business customers







across

180

countries

# 24.6M

Endpoints sending

# 700 GB

Telemetry Data Daily

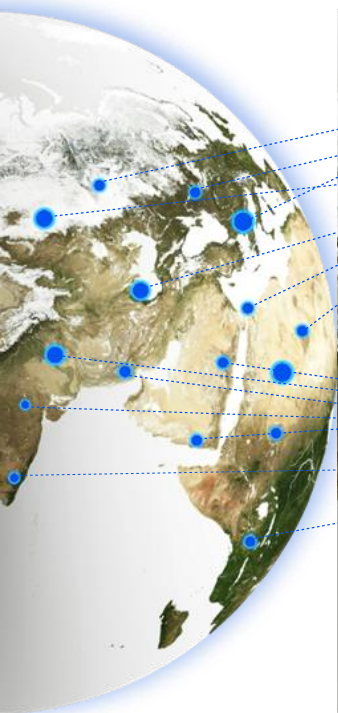
# 4PB

Data lake





# AI is the engine of the platform



Leveraging existing LLMs

OpenAI ANTHROPIC

Developing unique AI

Anomalies

Simulation  
n

Personas

And many more capabilities



## Recommendations

Identifying issues from device data and survey survey results to share recommended actions actions

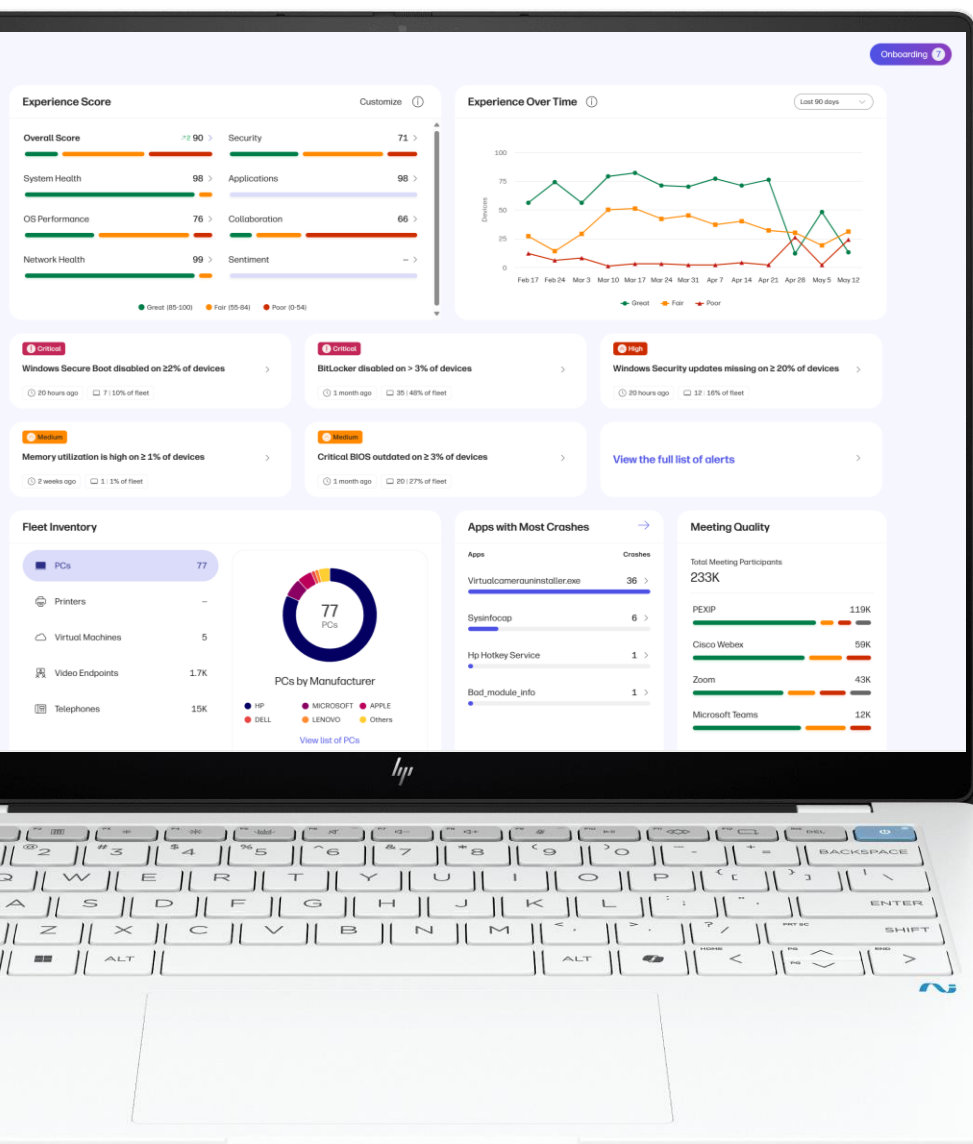
## Assistance

Taking the recommendation and making it executable by IT or an end-user in just a few few clicks

## Automation

Experience optimization with AI anticipating anticipating issues and resolving with no human human involvement

# Why HP Workforce Experience Platform<sup>1</sup>



**Transform your digital experience**  
by better connecting your employees and their devices

**Reduce IT spend and improve support**  
by providing proactive support and streamlining IT helpdesk process

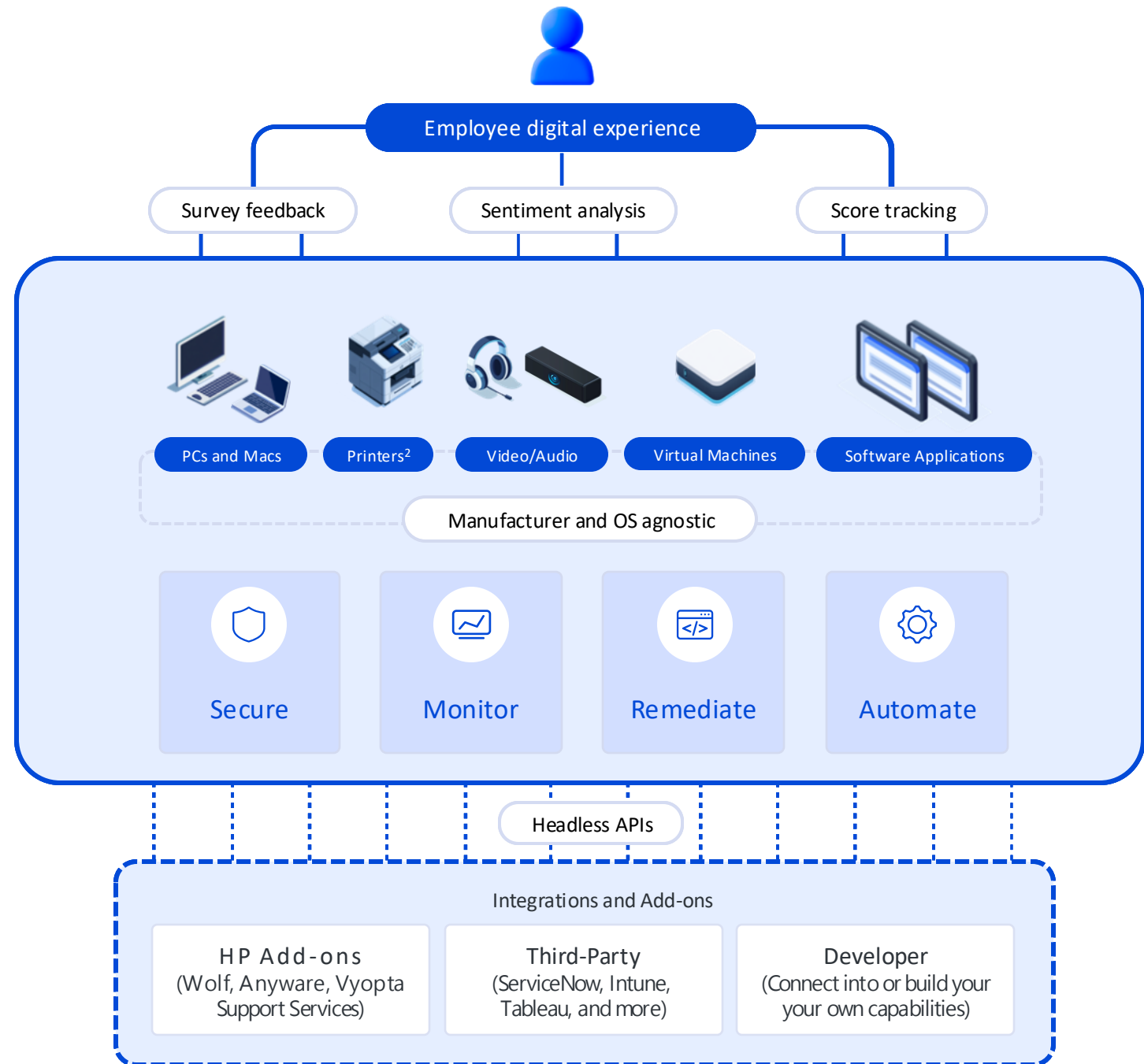
**Improve security and compliance<sup>2</sup>**  
by securing devices, applications, and documents across workspaces

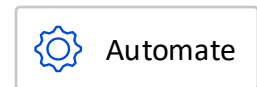
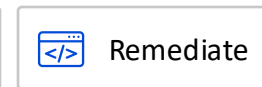
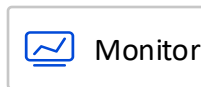
**Enhance operations and efficiency**  
by using a scalable ecosystem that autonomously orchestrates



# HP Workforce Experience Platform<sup>1</sup>

Modular cloud-based SaaS that connects into your existing infrastructure.





# Secure

Strengthened endpoint security and automated compliance enforcement.

## Core Features<sup>1,2</sup>

- Dashboard alerts recommend actions to reduce potential security risks.
- Security reports provide key information on device/fleet security status.<sup>3</sup>
- Optional add-on: HP Protect and Trace with Wolf Connect can find, lock and erase PCs.<sup>4,5</sup>

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## Key Outcomes

- Security exposure spotted and blocked proactively.
- Audit readiness through continuous tracking.
- Devices kept up-to-date and compliant.





Secure



Monitor



Remediate



Automate

# Monitor

Real-time visibility into performance and actionable experience analytics.

## Core Features<sup>1,2</sup>

- Unified device monitoring (PC, print, virtual machines, video conferencing, and more).
- Configurable alerts to proactively monitor and address fleet-wide issues.
- Customizable reports and dashboards on performance, network health, and more.
- AI-powered natural language search.

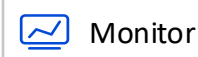
## Key Outcomes

- Reduced IT support tickets and downtime.
- Lowered TCO and improved ROI across investments.
- Simplified fleet management to make data-informed decisions.
- Monitored consumption patterns to address bottlenecks, ensure smooth performance, and support sustainability goals.





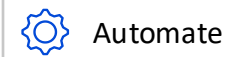
Secure



Monitor



Remediate



Automate



# Remediate

Detect and fix IT issues in real-time.

## Core Features<sup>1,2</sup>

- Receive alerts in real-time.
- Access HP-validated remediation scripts.
- Build custom scripts tailored to specific organizational needs, with scheduling options to run them at scale.

## Key Outcomes

- Resolution of common problems in one click.
- IT team freed from mundane tasks to focus on more complex and strategic projects.
- Security enforcement with timely device updates.





Secure



Monitor



Remediate



Automate



# Automate

Proactive issue detection and resolution guidance to streamline troubleshooting at scale.

## Core Features<sup>1,2</sup>

- Script scheduling for scalable detection and remediation.
- Set device policies to configure and prevent compliance drift.
- Assign policies that automate BIOS and drivers.
- Automated Pulse surveys for continuous feedback.

## Key Outcomes

- Devices that are optimally configured, operated and secured.
- Reduced IT overhead and accelerated deployments.
- Consistent check-ins to understand performance and issues.
- Compliance ensured by pushing scripts.



# HP Workforce Experience Plans

Three plans to suit your needs.<sup>1</sup>



## Standard

Get essential tools and support for PC fleet visibility and control.

### Key Features:

- ✓ Fleet health analytics and insights
- ✓ BIOS policy deployment
- ✓ Windows 11 readiness
- ✓ Employee surveys
- ✓ Essential third-party integrations



## Pro

Enhance your digital experience strategy and resolve issues quickly with remediations and employee engagement tools.

### All that's in Standard, plus:

- ✓ Advanced monitoring, alerting and remediation
- ✓ AI-driven anomaly detection
- ✓ Employee sentiment and engagement
- ✓ AI-powered natural language search (limited queries)
- ✓ Additional integrations



## Elite

Overcome your most complex IT challenges and streamline operations with cutting-edge AI capabilities.

### All that's in Pro, plus:

- ✓ AI-powered natural language search (unlimited queries)
- ✓ AI-driven sentiment analysis



# Additional Resources<sup>1,2</sup>



[HP.com/wxp](https://hp.com/wxp)



[WXP Blog](#) (product releases, strategy, future of work, tech talks)



[ROI Calculator](#) (calculate the value of an optimized digital employee experience)



[Demo Videos](#)



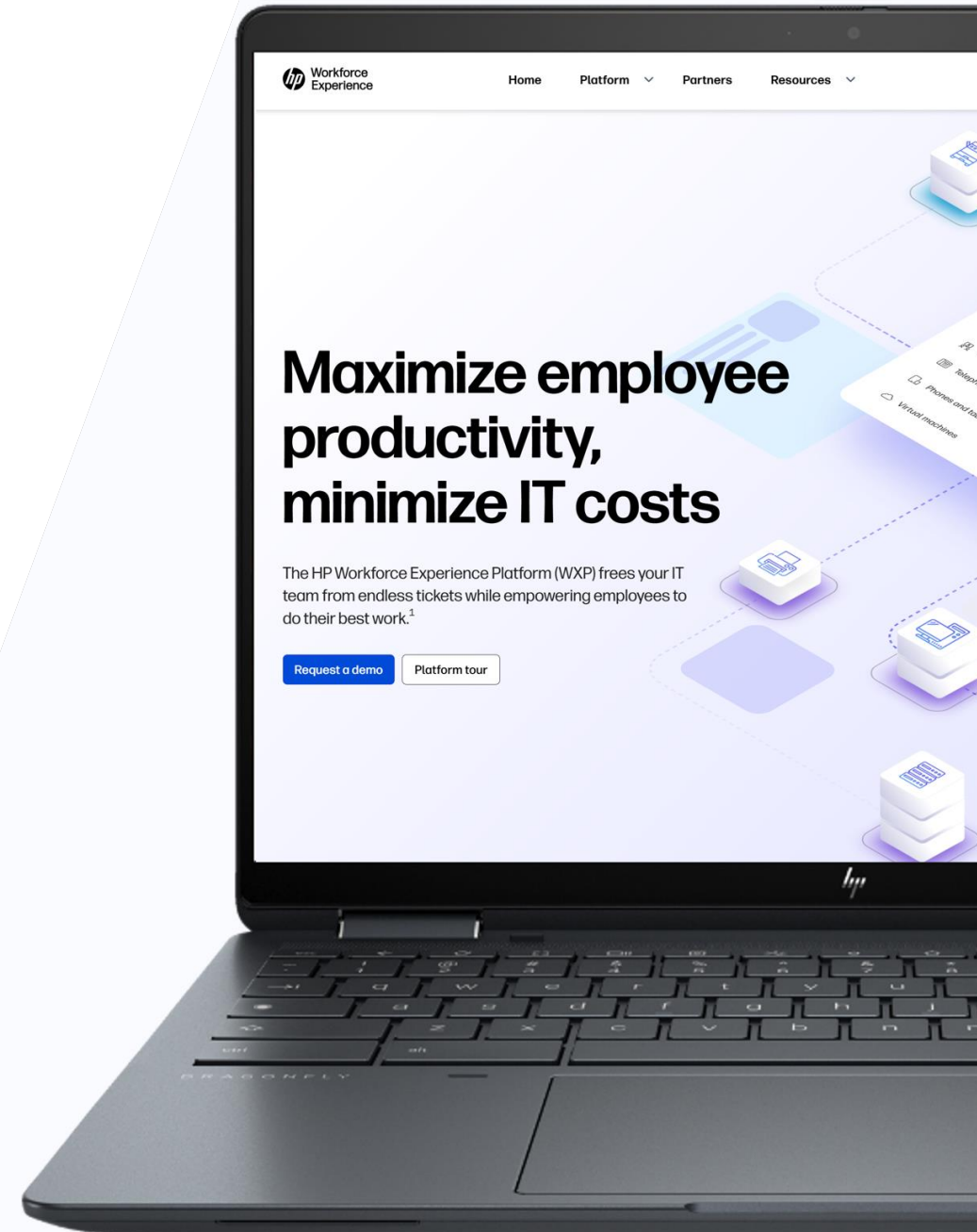
[HP IT - Customer Story \(+ Video\)](#)



[Datasheet, Solution Brief](#)



[HP Workforce Experience | LinkedIn](#)





# Workforce Experience

hp.com/wxp

1. The Workforce Experience Platform (WXP) is available in various tiers and for multiple term license durations, and some features require optional add-on solutions. WXP is for commercial customers and some features and capabilities may require additional purchase of HP services and/or commercial hardware capable of supporting the HP Insights agent for Windows, Mac, & Android. The agent is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Activation and restrictions may apply. Select HP solutions require an HP Insights agent for Windows, Mac, & Android, available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required. HP Vyohta license required for audio and video collaboration technology monitoring. HP Anyware license or compatible third-party virtual machine license required for virtual machine monitoring.
2. Print capabilities are available to select beta customers in the US only. Print is planned to be available in a future release in various tiers as an add-on solution in various term licenses.



