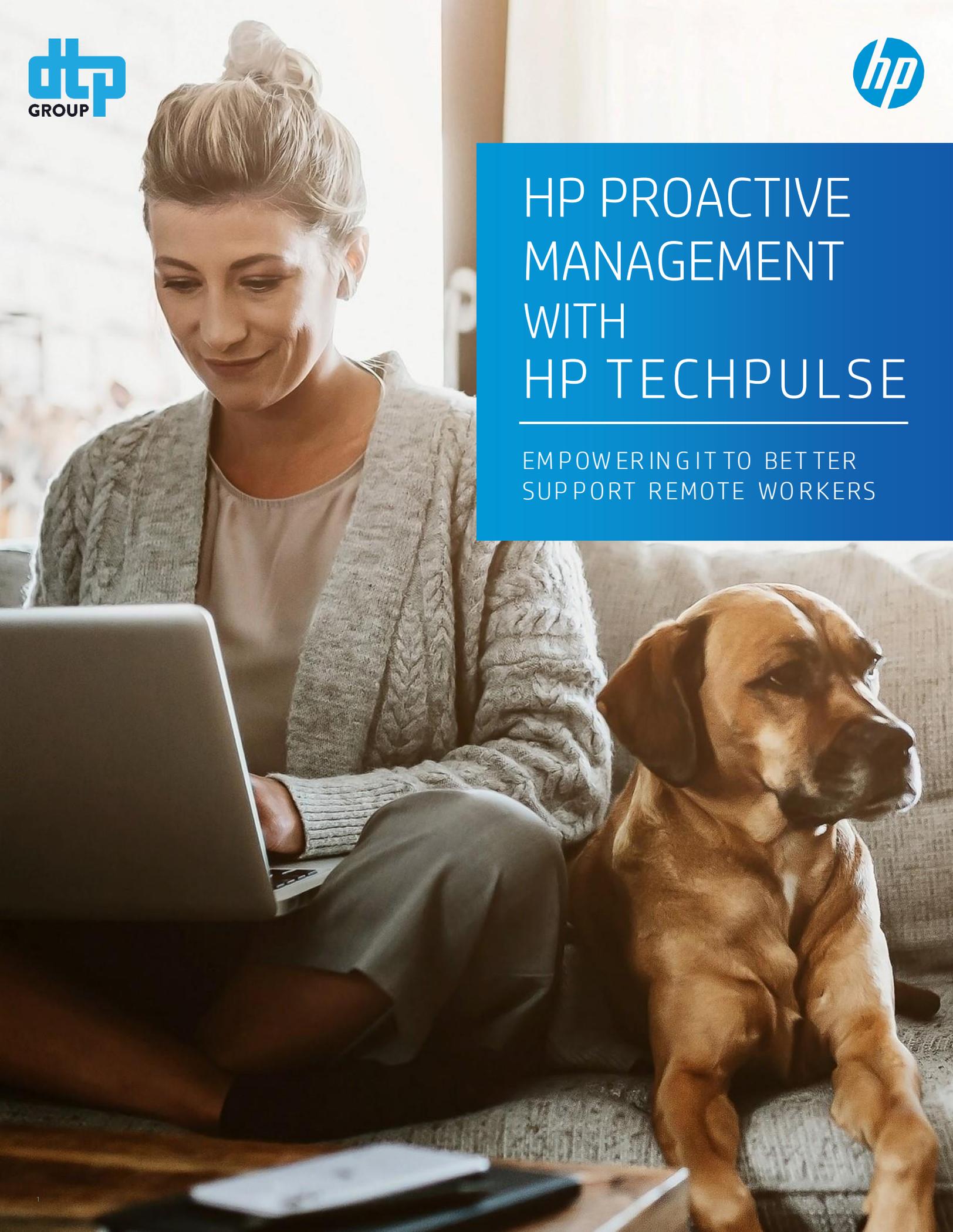# HP PROACTIVE MANAGEMENT WITH HP TECHPULSE

EMPOWERING IT TO BETTER SUPPORT REMOTE WORKERS

BACKGROUND

The number of teleworkers has exploded and many companies, schools and governments are unprepared.

IT is struggling to enable business continuity and ensure workers have reliable endpoint devices and optimal experiences when using Office, Teams, Zoom, etc.

IT teams may be overwhelmed and need a way to quickly triage the most impactful issues and minimize downtime due to hardware and software errors.

**HP PROACTIVE MANAGEMENT WITH HP TECHPULSE CAN HELP BY
PUTTING INSIGHTS AT YOUR FINGERTIPS AND AUGMENTING YOUR IT TEAM**

Features and benefits for remote workers

CAPABILITY	WHY THIS IS SO VALUABLE FOR REMOTE WORKERS?	WHAT ARE WE SEEING IN HP TECHPULSE DATA?
Prevent downtime with detailed hardware health monitoring	It may take longer to replace devices due to procurement challenges, replacing devices in homes, etc. HP TechPulse gives ITDMs 1-2 months of lead time by identifying devices that will have hard drive or battery failures, as well as devices that cannot be updated because of insufficient drive space.	• Devices that will experience a hard drive failure shortly • PCs that are running extra hot thermally which can lead to a device failure • Impending battery failures • Need to be mobile at home given their families are doing school from home as well
Triage machines that need BIOS, driver or OS updates for optimal productivity and security	Companies relying on an on-prem SCCM to understand current BIOS and software states have a gap in tracking devices outside the firewall. HP TechPulse provides comprehensive visibility to BIOS and software versions for onsite and remote devices.	• Out-of-date BIOS, driver and application versions with the potential of impacting productivity and security, and likely to generate help desk calls
Identify unsecured devices that do not have firewall, antivirus or encryption activated	Larger organizations typically rely on security policy enforcements and antivirus signature updates to happen behind their firewall. With employees working remotely, these policies are invalid unless employees connect via VPN. HP TechPulse provides details on devices that are out of compliance.	• More devices with firewall or antivirus inactivated or out-of-date
Right-size device replacements to optimize productivity and cost	Companies are scrambling to purchase devices for remote employees and CPU, memory and hard drive needs vary by user. HP TechPulse identifies users that need more or less powerful devices based on their usage pattern. This level of detail provides IT with device purchase recommendations.	• Devices not right sized per employee • Organizations over-paying for devices that are underutilized, or • User productivity impacted by not providing a powerful enough device
Understand if critical applications (i.e., VPN, Zoom, antivirus) are functioning effectively or need to be updated	Applications that have been reliable on-campus may not work as reliably from home due to network challenges or applications not getting updated successfully outside the corporate network. HP TechPulse provides a triaged, prioritized list of applications experiencing issues.	• Spike in crashes of VPN and video conferencing applications • Multiple versions of applications as companies struggle to keep users' devices up-to-date
Identify which users need VPN access and which ones do not	The increase in remote workers has exceeded the capacity for some companies' VPN infrastructure. Since not all users require constant VPN access, those users can be asked to avoid using the VPN freeing up sufficient bandwidth for users who do require access.	• Increasing numbers of VPN crashes at customer sites

HP TechPulse is an automation platform that delivers world-class services through meaningful insights powered by billions of data points.

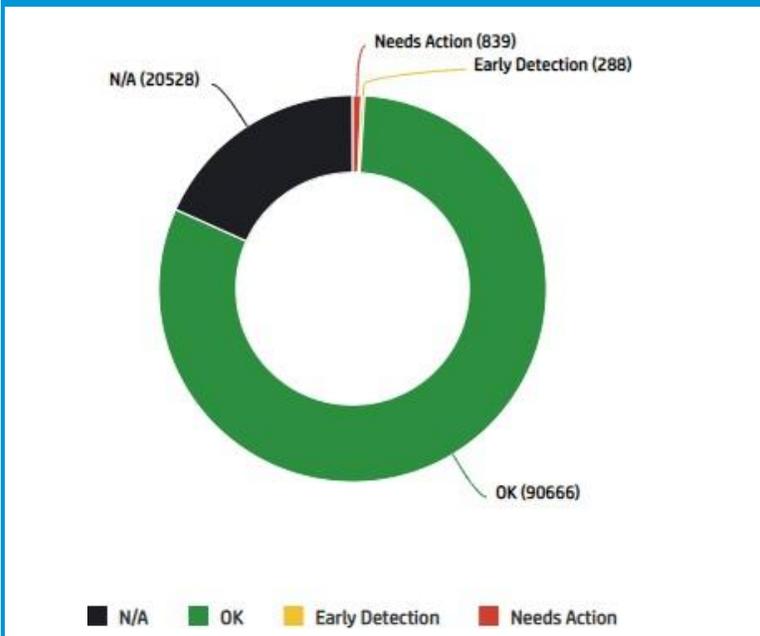# PREVENT DOWNTIME WITH DETAILED HARDWARE HEALTH MONITORING

Why this is so valuable for remote workers?

It may take longer to replace devices due to procurement challenges, replacing devices in homes, etc. HP TechPulse gives ITDMs 1-2 months of lead time by identifying devices that will have hard drive or battery failures, as well as devices that cannot be updated because of insufficient drive space.
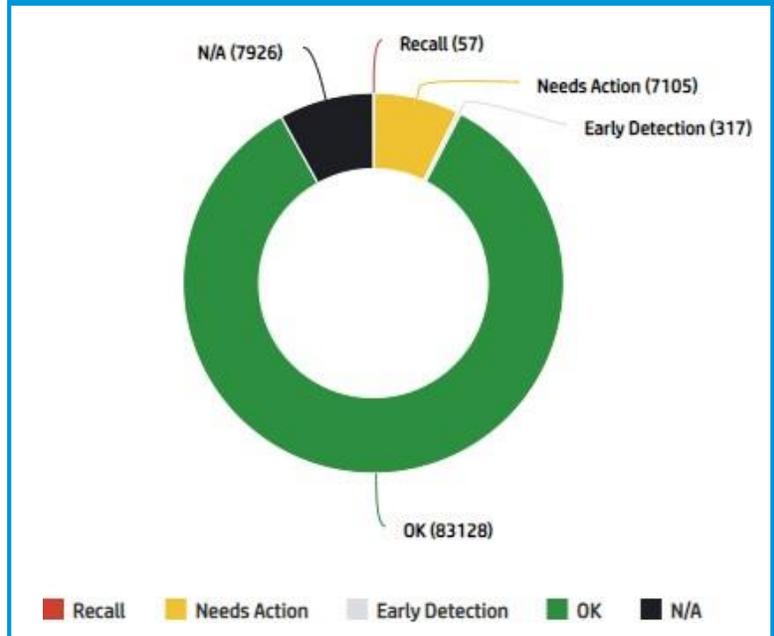
What are we seeing in HP TechPulse data?

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- PCs that are running extra hot thermally which can lead to a device failure
- Impending battery failures
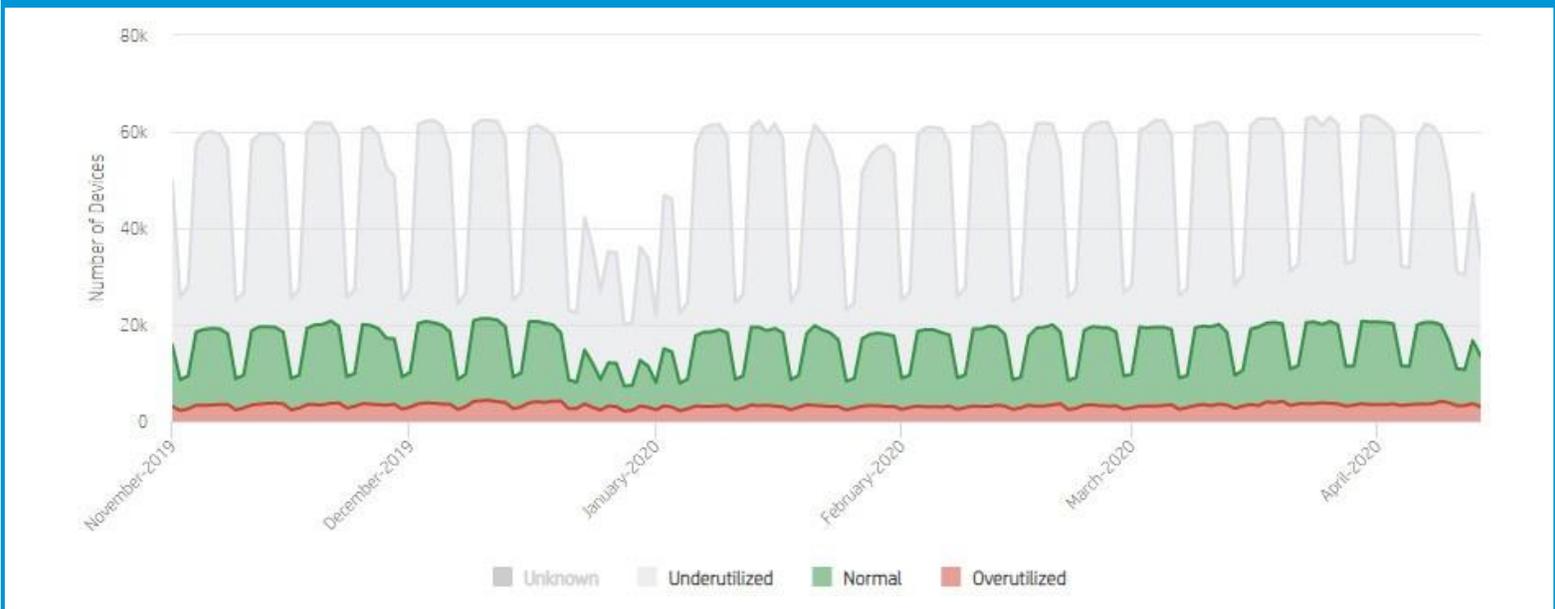- Need to be mobile at home given their families are doing school from home as well

Devices needing a disk replacement summary

Needs Action (839)
Early Detection (288)
N/A (20528)
OK (90666)

N/A   OK   Early Detection   Needs Action

Devices needing a battery replacement summary

N/A (7926)
Recall (57)
Needs Action (7105)
Early Detection (317)
OK (83128)

Recall   Needs Action   Early Detection   OK   N/A

Which devices have the right performance capabilities by user?

Number of Devices

80k
60k
40k
20k
0

November-2019   December-2019   January-2020   February-2020   March-2020   April-2020

Unknown   Underutilized   Normal   Overutilized

HP TechPulse identifies failures before they happen,
giving you time to replace devices, as well as "right-size" them.

TRIAGE MACHINES THAT NEED BIOS, DRIVER AND OS UPDATES FOR OPTIMAL PRODUCTIVITY AND SECURITY

Why this is so valuable for remote workers?

Companies relying on an on-prem SCCM to understand current BIOS and software states have a gap in tracking devices outside the firewall. HP TechPulse provides comprehensive visibility to BIOS and software versions for onsite and remote devices.
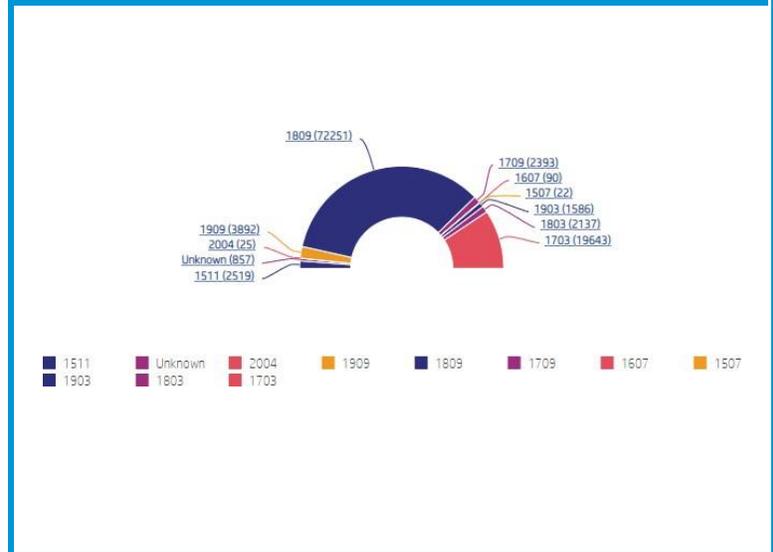
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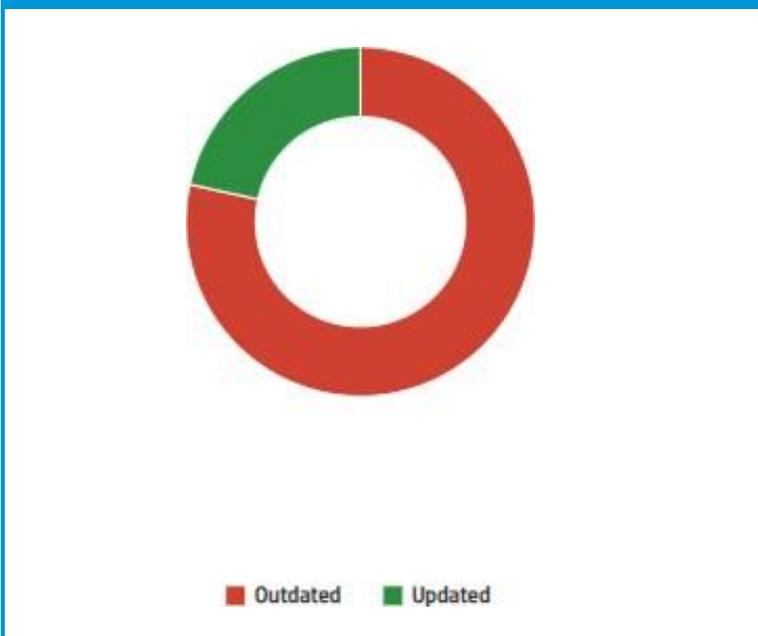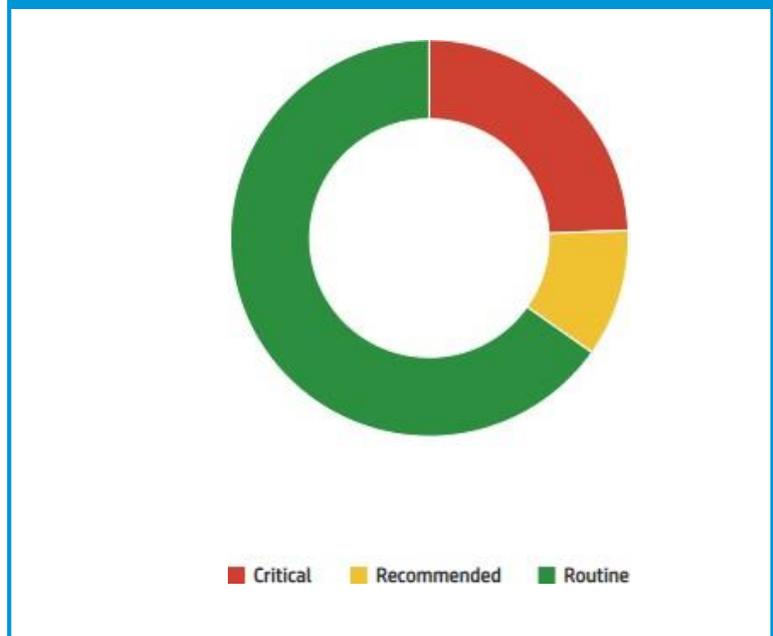
Critical BIOS updates needed
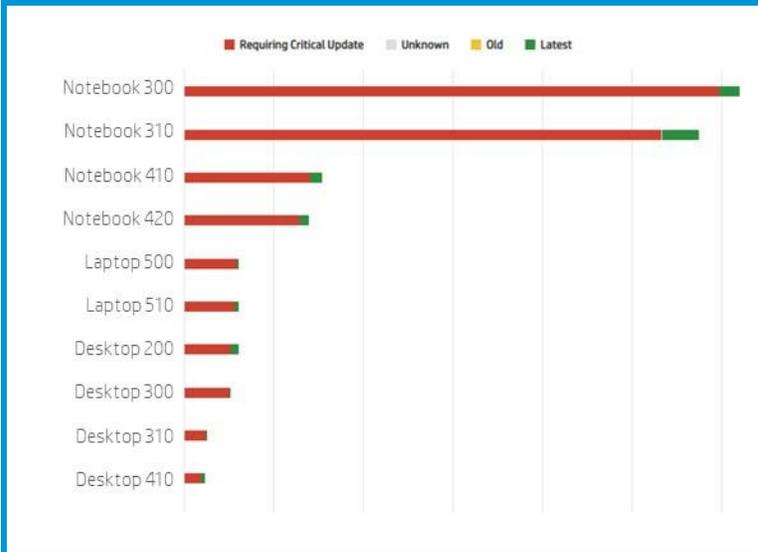
Windows 10 patch status

Driver status

Outdated drivers by criticality

HP TechPulse identifies what software, driver and critical BIOS updates are needed.

IDENTIFY UNSECURED DEVICES THAT DO NOT HAVE FIREWALL, ANTIVIRUS OR ENCRYPTION ACTIVATED

Why this is so valuable for remote workers?

Larger organizations typically rely on security policy enforcements and antivirus signature updates to happen behind their firewall. With employees working remotely, these policies are invalid unless employees connect via VPN. HP TechPulse provides details on devices that are out of compliance.

What are we seeing in HP TechPulse data?

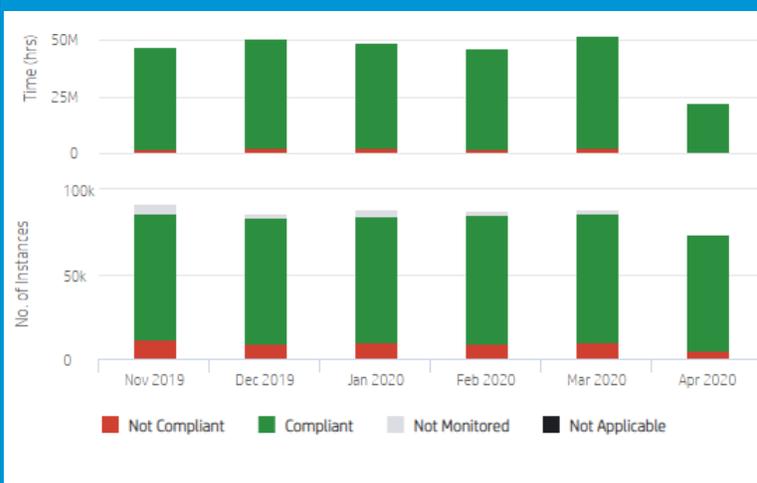- More devices with firewall or antivirus inactivated or out-of-date

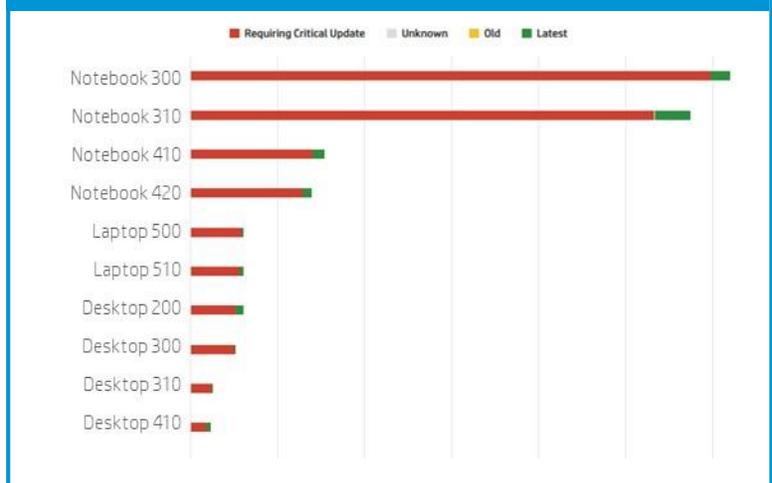### Antivirus

Firewall

Encryption

Critical BIOS update needed

Driver Updates Needed

(!) **23K** Devices with outdated drivers
Make these critical updates as soon as possible

VIEW DETAILS

HP TechPulse will tell you the state of your fleet so you know what actions are needed to improve your security position.

# RIGHT-SIZE DEVICE REPLACEMENTS TO OPTIMIZE PRODUCTIVITY AND COST

Why this is so valuable for remote workers?

Companies are scrambling to purchase devices for remote employees and CPU, memory and hard drive needs vary by user. HP TechPulse identifies users that need more or less powerful devices based on their usage pattern. This level of detail provides IT with device purchase recommendations.

What are we seeing in HP TechPulse data?

- Devices not right sized per employee
- Organizations over-paying for devices that are underutilized, or
- User productivity impacted by not providing a powerful enough device

Know how much memory and CPU each user needs, for optimal performance
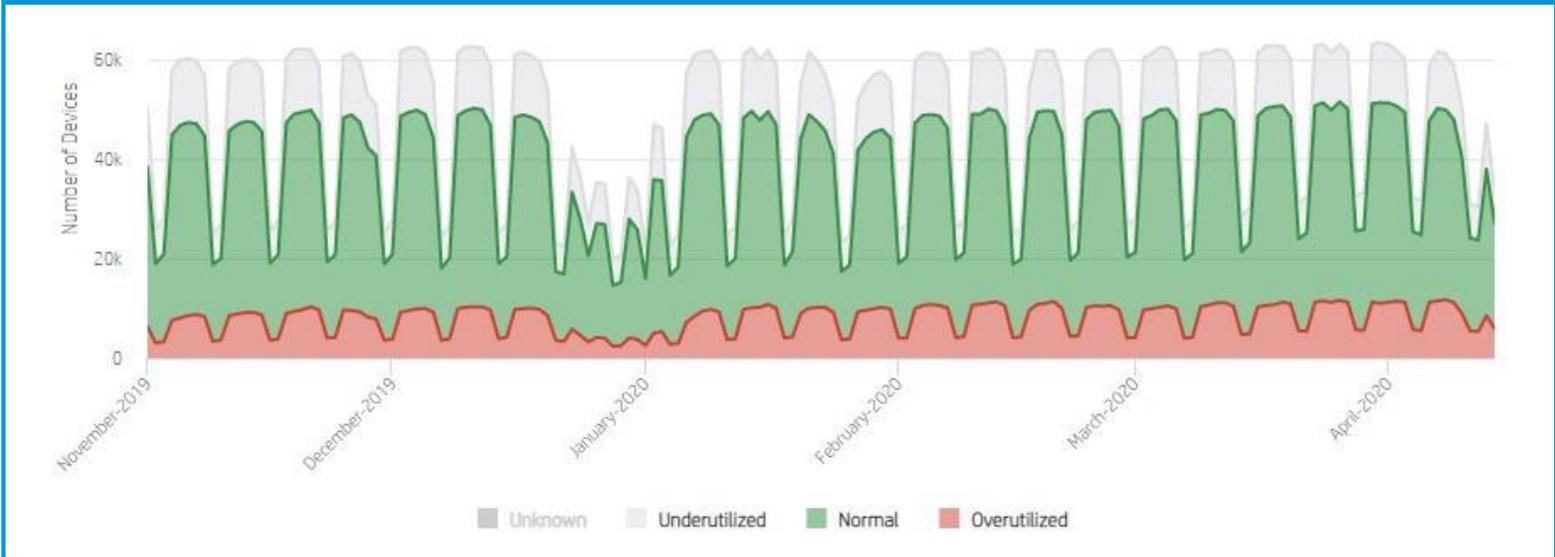
Know the HP warranty status
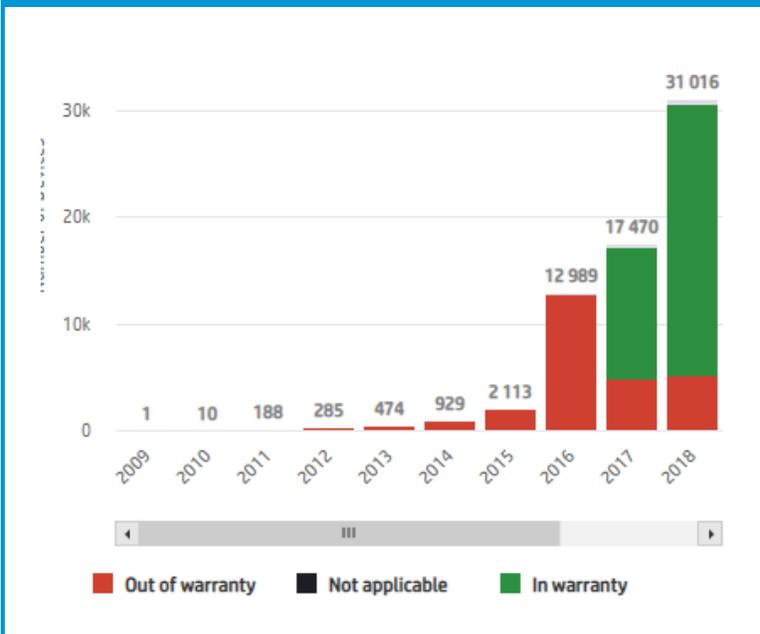
Know which devices need to be replaced: now and soon

HP TechPulse identifies the type of device individual users need (CPU, memory, disk size, how mobile they are), as well as warranty status to drive more informed replacement decisions.

HP Proactive Management with HP TechPulse | Empowering IT To Better Support Remote Workers
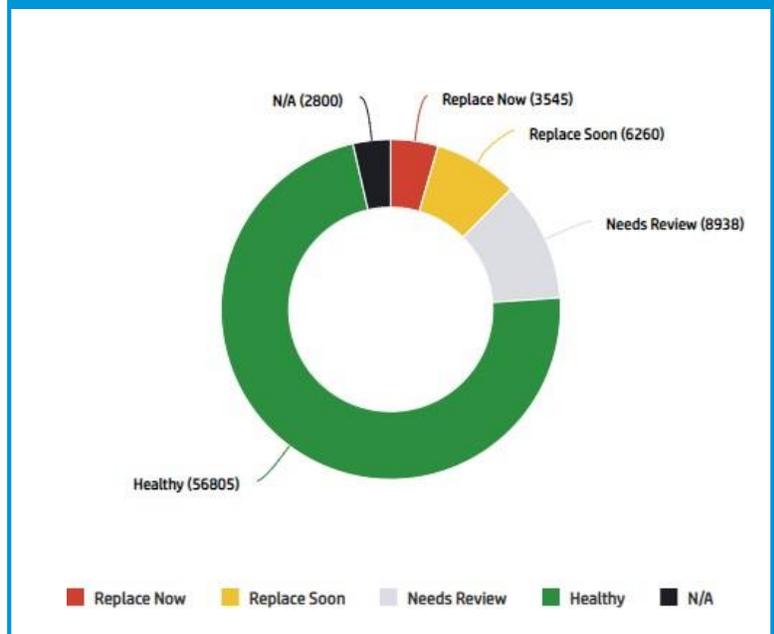
UNDERSTAND IF CRITICAL APPLICATIONS (I.E., VPN, ZOOM, ANTIVIRUS) ARE FUNCTIONING EFFECTIVELY OR NEED TO BE UPDATED

Why this is so valuable for remote workers?

Applications that have been reliable on-campus may not work as reliably from home due to network challenges or applications not getting updated successfully outside the corporate network. HP TechPulse provides a triaged, prioritized list of applications experiencing issues.
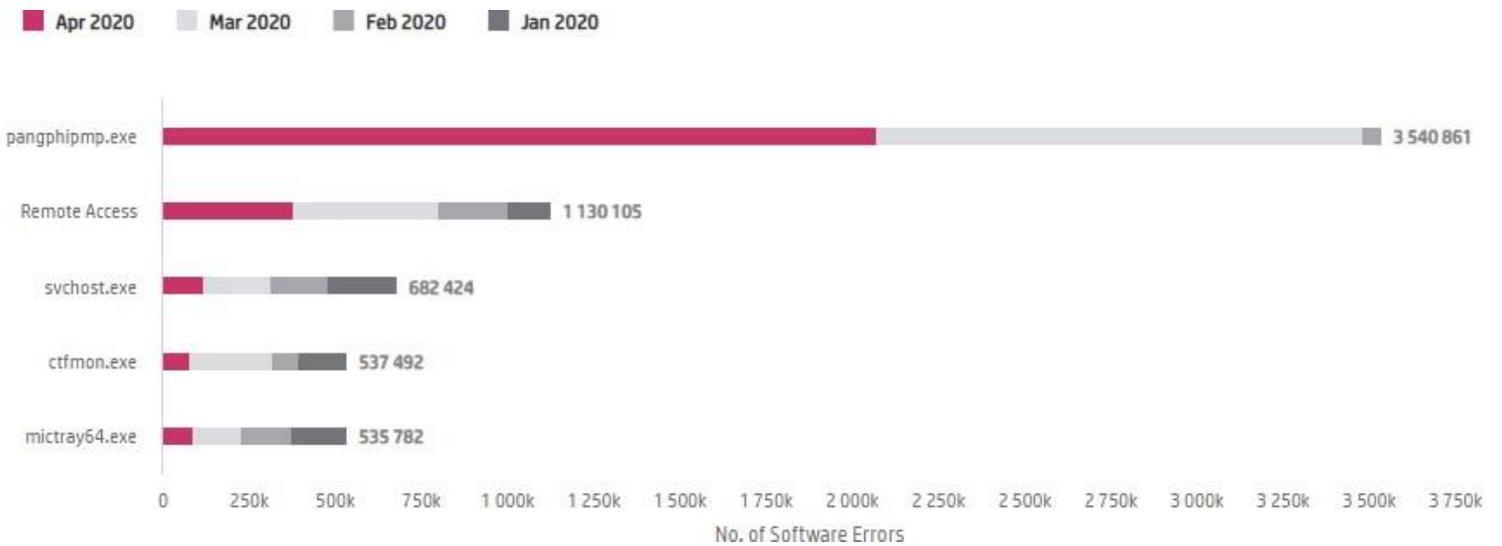
What are we seeing in HP TechPulse data?

- Spike in crashes of VPN and video conferencing applications
- Multiple versions of applications as companies struggle to keep users' devices up-to-date

Top Software Errors

Application	Count
pangphipmp.exe	1 409 814
Remote Access	420 819
ctfmon.exe	244 512
rdrcef.exe	220 771
svchost.exe	194 352

Number of Software Errors

Legend: Apr 2020, Mar 2020, Feb 2020, Jan 2020

Application	No. of Software Errors
pangphipmp.exe	3 540 861
Remote Access	1 130 105
svchost.exe	682 424
ctfmon.exe	537 492
mictray64.exe	535 782

No. of Software Errors

Number of VPN errors

	JANUARY	FEBRUARY	MARCH	APRIL
COUNT	253	55,281	1,411,163	2,074,164

HP TechPulse will tell you which applications are crashing the most so you know what to address first.

UNDERSTAND WHICH USERS NEED VPN ACCESS AND WHICH ONES DO NOT

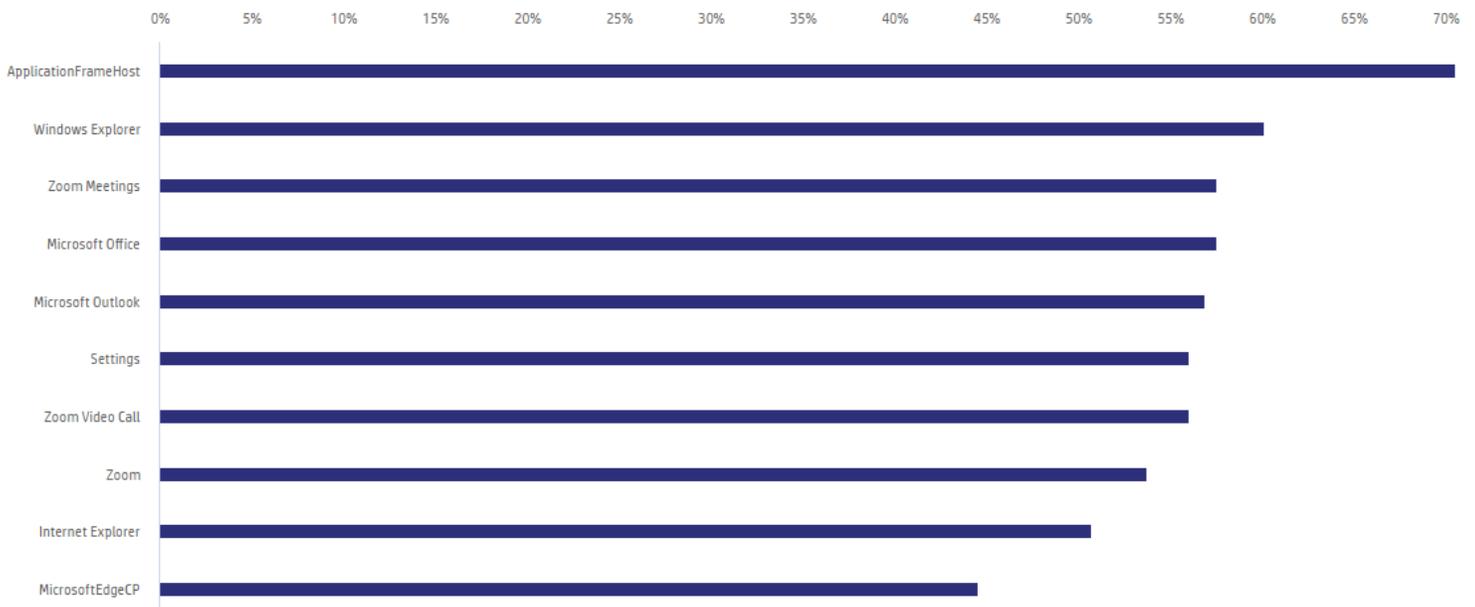## Why this is so valuable for remote workers?

The increase in remote workers has exceeded the capacity for some companies' VPN infrastructure. Since not all users require constant VPN access, those users can be asked to avoid using the VPN freeing up sufficient bandwidth for users who do require access.

What are we seeing in HP TechPulse data?

- Increasing numbers of VPN crashes at customer sites

Most popular Windows apps / services

TOP ACTIVELY USED APPS (MONTHLY SUMMARY)

App	
ApplicationFrameHost	~70%
Windows Explorer	~60%
Zoom Meetings	~57%
Microsoft Office	~57%
Microsoft Outlook	~57%
Settings	~55%
Zoom Video Call	~55%
Zoom	~52%
Internet Explorer	~48%
MicrosoftEdgeCP	~45%

Most popular web URLs

DOMAIN URL	# HITS
www.google.com	649
www.facebook.com	230
www.youtube.com	209

DOMAIN URL	# HITS
authenticator.pingone.com	190
login.microsoftonline.com	40
login.windows.net	10

Your VPN infrastructure may not support everyone working remotely.
HP TechPulse knows what applications are used by what user
so you can determine who needs VPN access and who does not.