

Customer Case Study

Bringing exceptional experiences to every workplace

HP Managed Solutions makes the Future of Work a reality with a comprehensive suite of services designed to ensure critical employee technology performs at its best.

> "We monitor and manage users' environments to minimize incidents and prevent them from disrupting their day. The ultimate aim is to enable productivity."

JP Quesada
Director – Global Services Delivery
HP

Pioneering a New Vision of Working

Every day, people across the world place their trust in HP technology as part of their working lives.

From computing and printing to meeting room environments, the workplace is transitioning from a location in which technology is used to get work done to a holistic, seamless and comprehensive employee experience.

HP's vision is to enable this future state and bring it into the present. That's why HP is reaffirming its commitment to enhancing employee technology and delivering exceptional tech experiences for your workforce, wherever they are.

And for HP, 'customer zero' is the HP global workforce. The HP on HP program is designed to build, test, implement and share these tools and technologies within the organization and out to customers globally.

HP Managed Device Services: Transforming Experiences Through Innovation

For any employee, their main device, typically a laptop or desktop computer, is critical to getting their work done. It's more than just a tool, it's an enabler of productivity, efficiency, collaboration and creativity.

HP Managed Device Services is designed to virtually eliminate IT 'incidents' by transforming the end-to-end management of multi-vendor PCs. From defining and designing the right solution to monitoring and managing the full fleet and proactively addressing issues before employees are impacted.

A global support network

Whether employees are working onsite or remote, HP's global network of Command Centers have the expertise to make sure that devices are working as effectively as they should.

Streamlining PC deployment and setup

Enterprise-level logistics and cloud services across an entire device fleet mean PCs can be supplied to users with initial setups and configurations completed, meaning they are ready to go in minutes instead of hours or even days.

IT asset disposition also handles returns and end-of-life processes, saving costs for business users and allowing them to focus on higher-value tasks and priorities.

Delivering key services remotely

The management service component of HP Managed Device Services covers everything from device security to operating system, driver and BIOS updates and license management—all overseen by service experts in global command centers.

Remote monitoring enabled by the HP Workforce Experience Platform enables issues to be identified, updates to be applied and issues to be remediated remotely by HP Service Experts—often before the employee using the PC even realizes that there may be a problem.



"The tools and dashboards allow us to see issues with customers' assets and then identify and remediate them."

Maricela Mora Bolanos
Global Deal Engagement
and Reporting Lead
HP

A Seamless Print Environment

A key component of the HP Future of Work concept and the HP on HP initiative is Managed Print Services.

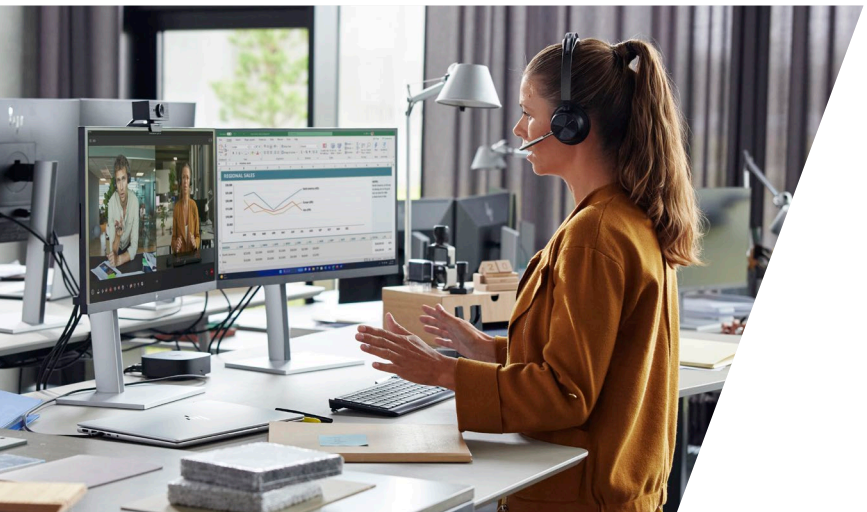
By replacing time-consuming and on-site management processes with remote monitoring by HP Service Experts and automation, HP can maximize printer availability and reliability. Printers will be ready to go where and when needed, without having to worry about whether they are functioning correctly, online or stocked with paper, ink or toner.

Remote monitoring by HP and authorized partners helps identify and resolve potential issues and vulnerabilities before problems arise. HP can also upgrade firmware, make sure that updates are properly tested, deployed and secure, and help customers transform critical workflows into digital solutions.

Effective implementation of Managed Print Services allows businesses to right size their print environments, deliver uninterrupted access to users and improve the overall employee experience whether with traditional print or digital solutions—all while optimizing costs and the deployment of key staff.

HP Managed Print Services can identify and manage issues such as:

- Firmware updates
- Hardware errors
- Fleet age
- Print preferences
- Suspicious activity
- Consumption of supplies
- Print, paper and toner usage
- Software and security vulnerabilities





Taking the Future of Work concept further still, the HP on HP project is seeing the transition of over 1,400 meeting rooms into its managed service model.

Instead of relying on onsite management and maintenance, HP is switching the emphasis to remote monitoring and proactive support, seamless operations and improved meeting experiences both for the HP workforce and its clients worldwide.

Specifically, the transition focuses on implementing remote monitoring of collaboration rooms via HP Command Centers, which provide real-time visibility into room functionality including HP Poly and third-party hardware and enable issues to be identified and addressed before they disrupt a critical meeting.

HP's hybrid support model combines internal Command Center engineers for onsite support and external vendors for locations without an HP presence, enabling next-business-day resolution. The results include optimized room availability and improved utilization and scheduling.

Additional automation is also set to boost productivity, lower costs and expand customer services.

"The ultimate objective is to be fully proactive. At the end of the day, solving issues before they even happen is what brings the real value to the customer."

Seth Morun, AMS MCS Monitoring & Support Engineer, HP

Key objectives:

Active fleet services and repairs simplify device management

Proactive analytics, repairs and refurbishments extend device lifecycles

Secure modern management supports new hybrid working environments

Telemetry to Advance the Workforce Experience

The HP on HP initiative is pioneering an important move away from physical, onsite presences dedicated to reactive device management, maintenance and repairs. HP's solution focuses on the creation and deployment of HP Command Centers, which operate as centralized hubs that monitor and manage devices, print and collaborative solutions.

Located in Bulgaria, Costa Rica and India, HP Command Centers integrate multiple teams—covering areas such as endpoint management, incident resolution and logistics coordination—into a seamless workflow. The 'follow-the-sun' support strategy also enables 24/7 global support for a smooth and seamless customer experience.

Using tools such as HP Workforce Experience Platform alongside other technologies, the centers predict and address issues before they arise, significantly reducing incidents such as 'blue screening' while delivering critical improvements to device performance.

"Telemetry is how we become proactive. It also shows us areas where we need to be preventive, and what apps or scripts to remove before they become problems."

John Buck, Program Manager, HP



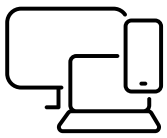
Enhancing the Service with Analytics

HP on HP is also playing a leading role in developing and implementing HP's advanced analytics and reporting capabilities. In doing so, HP's analytics teams are helping to drive important improvements in device management, order processing and fleet optimization both for itself and its customers.

By integrating data from key sources such as ServiceNow and PolyLens into centralized dashboards built and delivered by Microsoft Power BI, HP is delivering actionable insights to enhance operational efficiency, adherence to service levels and wider user satisfaction.

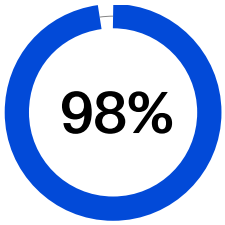
Dashboards also provide visibility into device statuses, break-fix trends and service performance, helping HP to identify issues and develop and streamline resolutions. The insights gained also enable HP to implement services such as proactive device management, tracking annual trends and outcomes to improve and refine planning, service delivery and the customer experience further still.

HP Workforce Experience Platform supports the HP workforce across the globe. The figures speak for themselves:

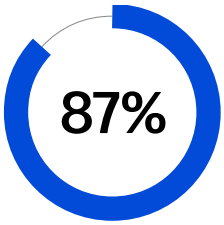


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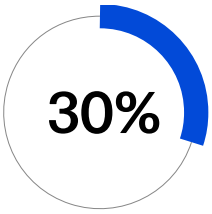
PCs managed



User satisfaction



Reduction in employee onboarding time



Reduction in support tickets

"We're enhancing our understanding of data derived from a range of different systems and using it to build a better experience."

Sujatha Satish Kumar, Reporting and Data Analytics Specialist, HP

"We are leveraging additional AI tools that will expand back into our platform and deliver the capability to detect and quantify a problem so it can be properly prioritized, root-caused and addressed."

John Buck, Program Manager, HP

HP on HP Advances AI-driven IT Productivity

The next steps for the HP on HP initiative include leveraging AI to further transform IT operations and enhance employee productivity.

- By integrating AI-driven analytics into telemetry and endpoint management tools and services, HP can move even closer toward fully proactive and predictive problem-solving.
- Identification and prioritization of device anomalies such as blue screens and resource bottlenecks can be completed automatically before they escalate into significant disruptions.
- AI can also analyze vast amounts of data quickly, offering actionable insights and reducing the need for manual interventions.
- The ultimate goal is to streamline workflows, ensure device health and empower employees with a seamless IT experience.

These innovations position HP as a pioneer in scalable, AI-enhanced IT management, emphasizing an end-to-end, data-driven approach that combines technical efficiency with improved user experience.





Moving Beyond Managing Technology

The result is a comprehensive service that covers the whole workplace experience and device lifecycle. From simple and quick provisioning to proactive maintenance to maximizing availability, the Future of Work is one that allows workers to focus on tasks instead of technology.

And by helping customers run their employee IT, their own IT teams can focus on their core business, safe in the knowledge that HP is delivering an entire end-to-end solution, from hardware to software to the services customers need to stay running.

The goal now is to continue to develop the technology further still, to holistically improve the working experience for every user.

Learn more at **hp.com/go/workforcesolutions**

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4AA8-4896ENW, July 2025