

# 8 steps to create turnkey workplace experience



HP Work from  
Anywhere Services





Today's CIO and senior IT leaders have a vital role to play, now more than ever before. On one hand, they must enable future growth of the hybrid enterprise, and on the other they need to ensure a resilient, efficient and secure machinery that keeps the organisation functioning - without disturbing business efficacy or employee productivity and experience. This is further exacerbated by the current fast moving and growingly complex environment, where an organisation's entire workforce is distributed, working remotely from their homes, offices or client sites.

Enabling such a large staggered employee base to be productive is now an IT mandate. From procurement, deployment and redeployment of devices, on-time technical assistance, system upgrades to personalised services and many more, it can be a formidable assignment to achieve if not approached in a planned and scalable way.

For IT, security has always been a top priority. With increasingly sophisticated cyberattacks and now, a hybrid workforce, keeping business up and running at all times has been an even greater challenge.

An organisation's IT team may be too lean to manage these actions, without severely affecting its own growth, development and ability to innovate. Agile CIO or IT leaders who have stayed ahead of the curve have maximised on energising their capabilities with the help of ecosystems - a third-party partner that enables these complex actions proactively, efficiently and repeatedly. A partner which can deliver on flexibility, cost-efficiency, scalability and seamlessness. This effectively shifts the burden of planning and logistics from IT personnel, leaving room for what they should be doing - driving innovation and bottom-line growth for the business.

# How can IT leaders be enabled to carry out their strategic business agenda?

What IT leaders need today is a partner that can offer a one-stop destination approach for hybrid work-from-anywhere services, thereby empowering their own teams to focus on more critical business solutions.

Designed to enable organisational productivity, HP WFA Services provides a suite of end-to-end services that enable the hybrid workplace and workforce, across a range of touchpoints of an employee's IT-interaction lifecycle.

Built to be Easy for IT, Empowering for the workforce, and Enabling for the business, here's how HP WFA Services can smoothen your path to the hybrid workplace.

## Easy for IT

End-to-end coverage for everything from procurement, to set up, and removal - to get the right devices, with all the right protection, to the right people at the right time.



## Empowering for the workforce

Help teams be ready from anywhere with high-performing, secure devices providing secure access to the right systems.



## Enabling for the business

Mitigate the risks of unexpected downtime and reduce business uncertainty with logistical, technical and security support.





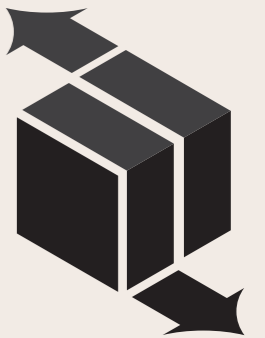


# HP Logistic Services

Onboarding new hires or meeting the changing needs of current employees requires organisations to provide them with the proper devices at the right time. HP Logistic Services makes this possible.

Covering the distribution, delivery, installation, and decommissioning of PC assets, HP Logistic Services ensures that every employee receives their HP hardware directly from the factory - without having to step out of the house.

With HP Logistic Services, you can help employees get up and running and reduce the amount of time IT teams spend on rollout and refresh projects so that they can focus on core, strategic initiatives.



## Remote onboarding demands ready-to-go device delivery

Today's fast-evolving world of work calls for rapid acceleration in technology enablement. Managing the IT requirements of a widely distributed workforce across remote locations as well as office spaces is an uphill task every IT department must overcome. With virtual onboarding being the 'new normal', managing device requirement during onboarding of new talent, and effective and on-time delivery is crucial. The lack of efficiency could result in negative 'new employee' experience and loss in productivity, in turn impacting the overall business efficiency.

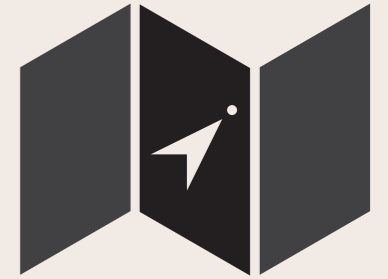
### HOW YOU BENEFIT

- Convenient delivery directly to users' home
- Improved productivity by reducing time, risks, and deployment costs
- Get new hires and employees up and running quickly with the devices they need



# HP Re-deployment Service

Prepare your hybrid workforce for uncertainty and disruptions to the way they work. The HP Re-deployment Service helps mitigate the impact of such risks by facilitating the movement of critical assets from the office to employees' homes.



Devices in the office are packaged and picked up by HP for delivery to each user's home address. Delivery is country-wide, covering metro and non-metro locations, so you can rest assured that your employees will receive their devices no matter where they are.

HP Re-deployment Service takes care of the heavy lifting required to transport assets from the office to your employees' homes, minimising disruption to mission-critical operations so teams can stay productive and focused on business priorities.

## Device re-deployment at scale is complex and inter-dependent

As IT departments of organisations navigate the business continuity challenges posed by remote working, a top hurdle they face is to ensure the right devices and hardware reach the right location where an employee is based, on time and in a cost-effective and scalable manner.

**86%** of ITDMs think that empowering a distributed workforce with seamless access to applications and high-quality collaborative experiences is extremely important.<sup>1</sup>

### HOW YOU BENEFIT

- Smooth and convenient movement of devices from office to users' home
- Heavy lifting taken care of by HP so teams can stay productive and focused on priorities
- Minimise disruptions to business operations with an efficient and streamlined process





# HP Desk Side Support

IT teams need support to monitor, manage, and maintain a distributed fleet of devices for a hybrid workforce. HP Desk Side Support provides this much-needed assistance by helping users to troubleshoot and overcome technical difficulties.



Remote or on-site users are supported depending on the severity of the issues they face. It begins with first-level remote troubleshooting after users send an incident notification to HP's Remote Support Team. An engineer will be assigned to provide more significant support on-site to take action on issues of greater complexity.

HP Desk Side Support relieves the pressure on IT teams to tend to every single problem that users encounter, helping to reduce device and operational downtime. With experts, efficient service, and comprehensive support delivered to the user's residence; HP Desk Side Support ensures that IT teams and users alike can remain productive and focused on key business initiatives.

## Day-to-day technical glitches need real-time solving

A hybrid workplace requires agile and remote resolution of all IT issues employees face. An efficient and nimble troubleshooting mechanism to solve day-to-day technical issues, while providing timely assistance is no more a good-to-have but a must-have for every strategic IT department.

IT leaders cited security management (51%) and improving IT operations and systems performance (43%) as large part of their annual agenda<sup>2</sup>

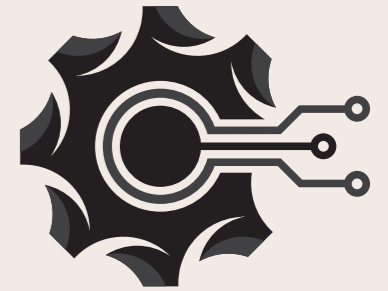
### HOW YOU BENEFIT

- Knowledgeable experts, efficient service, and comprehensive support that relieves the pressure on IT teams
- Support provided to user's residence when required
- Reduced device and operational downtime



# HP Moves, Adds, and Changes Services (IMAC)

Meeting the constantly changing hardware and software requirements for employees moving into, between, or out of roles can be time-consuming and overwhelming. HP Moves, Adds, and Changes (IMAC) Services eliminates the complexity of managing such transitions.



The IMAC service packs and ships departing users' devices to a staging location. They are then reconfigured to the requirements of the new user.

Additional components can be installed, hardware and software can be modified, and on-site or remote OS migration services for Windows 10 are also available. The device will then be delivered to the new user - ready to use.

HP IMAC enables convenient transition and device staging by taking care of transportation and re-configuration for departing and new employees. IT teams have less worry and more confidence as users will have everything they need to succeed in their new roles.

## IT needs across employee lifecycles are multi-dimensional and intricate

IT departments are tasked with numerous cases of relocations, onboarding and exit management of employees - such as device upgrades and reconfigurations, collections, redeployment and more. These complex challenges with multiple moving parts call for critical attention to effective time, resource and cost management, while maintaining scalability.

Employees are **230%** more engaged and **85%** more likely to stay beyond three years in their jobs if they feel they have the technology that supports them at work.<sup>3</sup>

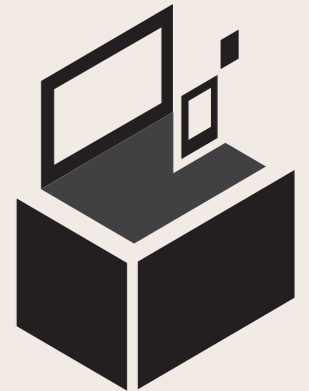
### HOW YOU BENEFIT

- Experience a smooth and convenient transition and staging of devices
- Re-configuring each device to the needs of the next user
- Minimise disruptions to business operations with an efficient and streamlined process



# HP Device Provisioning Services

Employees want hassle-free experiences with devices that work right out of the box, and these expectations fall on the shoulders of IT teams. HP Device Provisioning Services alleviates the burden by providing a comprehensive suite of services that enable faster device deployments for modern IT environments.



Meet your users' unique working needs with HP's convenient factory installation service. It enables employees to get up and running with new PCs pre-provisioned and personalised from your cloud tenant before they ship from HP. The service also updates your provisioning packages annually to keep pace with security updates or software additions and changes to the Windows 10 OS.

HP Device Provisioning Services introduces a more straightforward, flexible way to deploy pre-provisioned devices and deliver a better user experience - without requiring you to lift a finger.

## HOW YOU BENEFIT

- Improve the user experience and overall team productivity with factory provisioning
- Offload the burden of keeping your provisioning packages updated over time
- Avoid delays and bandwidth constraints when large apps are downloaded from the cloud at first boot

## Simplifying employees' IT experience is a complex process

Equipping employees with personalised set of devices, software packs, and IT tools, at the right time so they can focus on their jobs and productivity, is a key KPI for IT departments across organisations. The job is demanding and the need for accuracy, scalability and efficiency is high - leading CIOs and IT leaders to leverage third-party suite of services that can effectively deliver on the ask, respond quickly, and create a positive impact on the end-user experience.

In Asia Pacific, **87%** of CIOs have implemented new technologies, IT strategies, and methodologies aimed at improving customer service, reducing risk, increasing scale and enabling remote work.<sup>4</sup>





# HP Sure Click Enterprise

One wrong click is all it takes for unknown threats to slip past even the most robust PC security defences. Create a virtual safety net for teams in the office or at home with comprehensive containment security from HP Sure Click Enterprise.



Protect your users' PCs, confidential data, and network with hardware-enforced technology that contains and isolates dangerous file attachments, downloads, and applications.

Real-time alerts are provided on each attack with forensic analysis and threat telemetry data - supplying actionable insights to help you determine the next step. In doing so, HP Sure Click Enterprise reduces IT time spent on false positives, remediation, rebuilds, and emergency patching.

HP Sure Click Enterprise is an essential solution for the hybrid workplace, harnessing your hardware to reinforce defences for users' credentials, business data, and mission-critical workflows, all while fitting into your overall security and digital transformation strategy.

## Mitigating cyber risks is need of the hour, every hour

Protecting the organisation by being vigilant and having the necessary tools to combat security threats is a top priority for every IT department. One wrong move and the entire organisation's security maybe compromised. Mitigating cyber risks requires round-the-clock, alert systems that can trigger warnings in real-time, without affecting productivity.

**64%** CIOs said they will increase their spending on technologies related to cyber and information security in 2022, higher than the global average of 57%.<sup>5</sup>

### HOW YOU BENEFIT

- Containment and isolation of threats that might be residing in file attachments, downloads, and applications
- Hardware-enforced security technology that delivers protection for remote teams
- Advanced threat intelligence and actionable insights to help you reinforce your security strategy





# HP Onsite Call-to-Repair

Business can't wait, and neither should you. Available in your choice of a 3-, 4- or 5-year Care Package, this comprehensive service gives you peace of mind by guaranteeing diagnosis and repair of your HP device within a specified timeframe. Get even greater reassurance with priority remote diagnosis, support, and onsite service.



This service also helps you free up busy IT resources through online case management tools and automatic resolution updates. And streamline your processes and operations, and provide comprehensive, up-to-the-minute reporting. Other value-added benefits include expedited spare parts, a 2-day onsite response guarantee, and escalation for quicker, better solutions.

## On-demand troubleshooting, on the spot is a must

In today's world of hybrid work, maximum uptime and productivity is the key to customer satisfaction and success. Your business needs the reassurance of remote assistance and onsite support for your covered hardware. Expedited replacement parts and online case management tools to track resolutions that help get you up and running quickly to further boost your competitive edge.

**90%** of APAC employers are prioritizing enhancing the employee experience over the next three years.<sup>6</sup>

### HOW YOU BENEFIT

- Optimise system uptime
- Experience more predictable repair times
- Utilize IT resources more effectively
- Streamline processes, operations, and reporting
- Online case management tools for resolution tracking





# HP Proactive Insights

Centralise device management in a single platform that provides unprecedented visibility to endpoint health. Our cloud integration makes it easy for you to manage employee devices in and out of the office.



Our proprietary TechPulse analytics platform uses advanced AI to provide actionable device information and business insights. Leveraging billions of datapoints, our deep learning processes help you predict and resolve problems before they happen, so you won't be caught off-guard.

You can also extend your IT team with service experts who use predictive endpoint analytics to recommend remediation steps aimed at improving the overall computing environment down to the device level.

## Fleet. Events. Users. And the need to see everything immediately.

With all those machines, processes and end-users spread across your enterprise - and across multiple locations - how do you keep track of it all? How can you anticipate hardware, application, and experience issues? And respond in a timely and efficient manner?

40% CIOs seeing ROI, as they empower organizations to move core applications to cloud.<sup>7</sup>

### HOW YOU BENEFIT

- Keep a watchful eye on your fleet with Hardware Insights
- Resolve software issues faster and better with Application Insights
- Enhance user experience and efficiency with Employee Sentiment



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One company to negotiate purchase of all PC needs

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One point of contact with HP (CSM)

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Deliver assets across 700+ cities

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Reduce device management cost by 51%

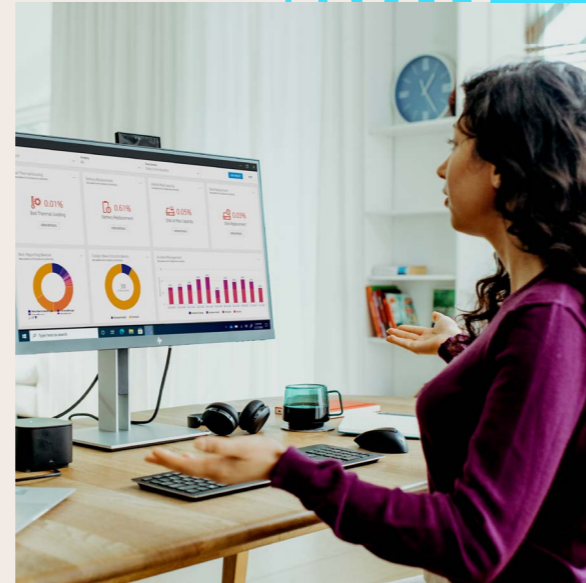
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Reduce Security risk by 25%

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Increase Employee Satisfaction by 14%

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# Work From Anywhere is Inevitable

Seventy-three per cent of workers surveyed said they wanted flexible remote work options to continue, which marks a turning point for organisational workplace strategy. The onus is now on business leaders to find and continually optimise processes to improve employee productivity and engagement.

Help your organisation confidently pivot to the hybrid workplace with HP WFA Services and mitigate the impact of disruption with solutions and services that enhance the employee experience and empower IT – wherever they choose to work.

Make work from anywhere work for everyone with HP.

Visit us at [reinvent.hp.com/work-from-anywhere-services](https://reinvent.hp.com/work-from-anywhere-services)

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