



# Maximise employee productivity, minimise IT costs

## HP Workforce Experience Platform

### Solution brief

## Transform IT from a cost centre to a business accelerator

Employees perform best when their technology simply does what it's supposed to. The HP Workforce Experience Platform (WXP) empowers IT teams to deliver seamless technology experiences while also maintaining the time and budget to focus on strategic initiatives that drive business success.

An AI-powered enterprise solution, WXP goes beyond basic monitoring, analysing data from diverse sources, including employee sentiment analysis. It prioritises the digital employee experience, providing deep insights into usage patterns and productivity obstacles so that issues can be resolved proactively and with predictability.<sup>1</sup>

For those who want an experienced partner to analyse WXP insights, prioritise fixes based on impact and proactively manage their IT ecosystem, HP offers a full suite of professional and managed services. HP Managed Services teams can help monitor and maintain your technology investments and maximise the value of WXP.



### Optimise your workforce experience

#### Unlock full visibility and control.

Make faster, more strategic decisions with a full view of your ecosystem – PCs, Macs, printers, video endpoints and more.

#### Stay ahead of issues.

Prevent and resolve IT issues with proactive monitoring, remediation and automation tools to reduce employee downtime and boost productivity.

#### Maximise the impact of your budget.

Optimise IT operations and free up time to meet your service goals. Reduce tickets, enhance compliance and stretch your budget further.

#### Deliver an exceptional employee experience.

Engage employees with desktop surveys and targeted communications to align tech with employee needs and reduce digital friction.

#### Strengthen security and compliance.

Fortify security and compliance more easily with automatic configuration management, status reports, dashboard alerts and recommended actions.

#### Deploy, integrate and scale seamlessly.

Simplify deployment with guided onboarding and seamless integration with existing systems.

**57%**

of CIOs report that uncertainty over how to measure employees' digital experience prevents them from doing more to improve it. (Source: HP Internal Research, 2025)

# Use cases



## Monitoring and insights

Quantify employee experience with precise metrics. Monitor device health, usage trends, incident logs and app performance to prevent issues and improve satisfaction.



## Asset management

Slash refresh costs and boost ROI by efficiently matching tools to roles, monitor power for sustainable wins, streamline support with automated governance and track warranties without any hassle.



## Remediations and automations

Safeguard devices with timely updates, maintain device performance and consistency with automated policies and tackle common problems quickly with HP-validated and custom scripts.



## Security and compliance

Spot and block security exposure proactively, enforce consistent policies across the fleet and ensure ongoing regulatory alignment with firmware, antivirus, encryption and firewall standards.



## Service desk management

Reduce help desk calls, prevent escalation of similar problems, spot threats early and resolve issues quickly.



## Business insights and employee engagement

Measure and boost employee experience, pinpoint top frustrations and quickly resolve productivity killers.



## Hardware refresh efficiency

Monitor fleet health and identify upgrade compatibility and risks, as well as prioritising hardware refreshes based on end-user need and device performance.



## Software licence optimisation

Use application usage data from WXP to better plan software purchases and renewals. Track applications that are banned or not supported under your organisation's policies. Log software usage for worry-free audits.

# HP's unique AI capabilities provide proactive assistance that saves time and stretches your budget.



## Smart PC refresh

AI analyses performance, health and lifecycle data, flagging devices for immediate refresh, retention or future upgrades. Detailed reports and persona-based profiles match tech to roles. Cut TCO, promote sustainability and keep your workforce humming without disruption.



## Fleet Explorer

This chatbot interface uses generative AI to answer queries on performance, usage and issues in seconds. Results pop up in clear, AI-generated visuals – no manual searches or report creation needed. It's proactive fleet management that streamlines workflows and keeps your IT team ahead of the curve.



## Anomaly detection

AI models track CPU, memory, GPU and temperature spikes, spotting non-standard deviations from each device's norm. Alerts hit your timeline with exact details – when, what's typical, what's off. Predict failure risks, act pre-emptively and keep employees productive – no more guesswork, just proactive fixes.



## Sentiment analysis

AI scans survey responses, summarising comments and spotlighting trends in seconds. Positive, neutral and detractor categories give you at-a-glance clarity. Turn raw input into smart decisions – fix tech frustrations, boost satisfaction and keep your workforce engaged with continuous feedback loops.

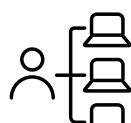
## Add-ons:



### Digital workspaces

Powered by HP Anyware<sup>2</sup>

Create, collaborate and work securely from virtually anywhere. HP Anyware provides a secure and flexible remote desktop solution for hybrid workforces that can be rapidly deployed and easily managed,<sup>3</sup> integrated into WXP for a unified view of your desktop fleet.



### Collaboration experience

Powered by HP Vyopta Solutions<sup>4</sup>

HP Vyopta delivers visibility into space utilisation and the performance of collaboration technologies, including video endpoints and telephones, to enable efficient, high-quality collaboration experiences for employees and customers.



### Protect and Trace with Wolf Connect

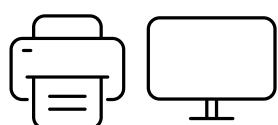
Powered by Wolf Security<sup>5</sup>

HP Protect and Trace with Wolf Connect enables IT to manage and protect remote PCs. Find, lock and erase PCs even if the PC is turned off or will not boot.



### Print Management

Integrate Print Management and WXP to manage settings and policies for HP printers, including Zero Trust cloud printer security management. Understand and remotely troubleshoot device issues, keep firmware updated and monitor your print fleet from within WXP.



### HP PC and Print Support Services<sup>6,7</sup>

Managing device maintenance for a hybrid workforce is tough, with reactive fixes causing costly downtime. HP Support Services keep your team productive with three tiers: Essential offers onsite repairs; Premium adds predictive issue detection, powered by WXP; and Premium+ provides 24/7 support and priority parts access, slashing downtime.

# WXP is offered in three tiered plans and with a variety of optional integrations to fit your organisation's needs.

## 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



Contact your HP representative or learn more at [www.hp.com/wxp](http://www.hp.com/wxp)



#### Disclaimers:

1. The Workforce Experience Platform (WXP) is available in various tiers and for multiple licence terms; 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 and Android. WXP is ISO27001, ISO27701, ISO27017 and SOC 2 Type II certified for Information Security. Activation and restrictions may apply. Select HP Solutions require an HP Insights agent for Windows, Mac and 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 platform collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required. HP Vyoptix licence required for audio and video collaboration technology monitoring. HP Anyware licence or compatible third-party virtual machine licence required for virtual machine monitoring. 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 with licences of various term lengths.

2. HP Anyware requires network access. HP Anyware licence or compatible third-party virtual machine licence required for virtual machine monitoring.

3. Intelligent automation and orchestration requires Anyware Manager Enterprise, licensed as a component of existing Anyware Standard and Anyware Professional licences with a minimum order quantity of 10.

4. HP Vyoptix licence required for audio and video collaboration technology monitoring.

5. HP Protect and Trace with Wolf Connect is available on select HP commercial G10 laptops and mobile workstation devices and requires HP Workforce Central registration, available at <https://admin.hp.com>. Devices with a mobile narrowband (MNB) card do not support Internet access. Wolf Connect Service for devices with 4G LTE and 5G modules is not included and must be purchased separately. Wolf Connect Service not available in all countries. Other restrictions apply. Please see the HP Protect and Trace with Wolf Connect data sheet for complete details and restrictions.

6. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit <https://pc2ext.hp.com>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

7. HP Premium support (onsite support with predictive issue detection and alerts for PCs only) and HP Premium+ support (onsite support with predictive issue detection, alerts and preferred access for PCs only) require an HP Insights agent for Windows, Mac and Android for predictive insights, available for download at <https://workforceexperience.hp.com/software>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform and is not sold as a standalone service. Internet access is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC 2 Type II certified for information security.

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