Datasheet

HP Workforce Experience Platform

Maximize Employee Productivity, Minimize IT Costs



Overview

HP Workforce Experience Platform (WXP) provides IT visibility and control over your digital ecosystem. Its AI-powered predictive analytics and actionable insights[1] drive down costs, strengthen security, and improve efficiency, so your employees can thrive.

Software Benefits

- **Stay one step ahead with proactive management across your devices:** WXP enables you to anticipate emerging issues across PCs, Macs, collaboration tools, digital workspaces, and applications. Leverage comprehensive insights to address problems in your IT environment before they have an impact.
- **Reduce IT service costs with streamlined operations:** AI-powered automation helps streamline operations, resolve challenging IT issues, improve efficiency, and lower IT service costs. Free your IT teams from endless help desk tickets and instantly boost their productivity.
- **Act on insights to boost workforce performance:** Provide IT with alerts and remediation tools to proactively anticipate and resolve issues, unlocking time for higher-impact work. Reducing tech-related frustrations for employees enhances workforce productivity and engagement, helping drive business growth.
- **Assess change and measure impact:** Monitor and manage the health of your digital ecosystem from a single modern interface. Customize your analytics, reporting, and surveys, creating a continuous feedback loop to optimize every aspect of your workforce experience.

Software Highlights

- Proactively solve IT issues with advanced endpoint management and insights.
- Cut IT support hours and costs using AI-powered automation.
- Strengthen endpoint security with proactive remediation.
- Enhance employee satisfaction with actionable pulse survey feedback.
- Optimize expenses with data-driven hardware refreshes.
- Maximize IT efficiency with third-party integrations.

Delivery Specifications

HP Workforce Experience Platform is a customer self-managed or partner-managed software solution. Platform access is granted after purchasing a plan and HP completing the license entitlement.

Device enrollment can be done by customers with HP-provided self-deployment instructions or by submitting a support request to HP Support through the platform.

Plan Summaries*

Standard	Pro	Elite
Get essential tools and support for PC fleet visibility and control.	Enhance your digital experience strategy and resolve issues quickly with advanced remediations and employee engagement tools.	Overcome your most complex IT challenges and streamline operations with cutting-edge AI capabilities.
▪ Fleet health analytics and insights ▪ BIOS policy deployment ▪ Windows 11 readiness ▪ Employee surveys ▪ Essential third-party integrations	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	All that's in Pro, plus: ▪ AI-powered natural language search (unlimited queries) ▪ AI-driven sentiment analysis

The Starter plan includes basic telemetry for PCs and is included with purchase of select HP solutions.[2]
*Please see the feature detail below and contact your HP sales representative for complete HP service definition.

Compare Plans

	Standard	Pro	Elite
Experience Score and Analytics			
System Health	●	●	●
OS Performance	●	●	●
Security	●	●	●
End-user Sentiment		●	●
Network Health		●	●
Applications		●	●
Fleet and Lifecycle Management			
Smart PC Refresh AI-enabled Get actionable device recommendations that help you understand which devices should be refreshed now, which can remain in service longer, and which are candidates for future upgrades.		●	●
Employee Engagement Surveys Leverage end-user feedback on device satisfaction to help inform device refresh prioritization.		●	●
Hardware Warranty Analyze usage patterns by device age to prioritize refreshes for underperforming older hardware.	●	●	●
Analytics, Reporting and Custom Dashboards Leverage pre-configured reports or custom dashboards across hardware, software, and device utilization analytics to focus on the KPIs that matter most.	Limited Analytics	●	●
Employee Sentiment and Engagement			
Custom Surveys (One time)	●	●	●
Employee Notifications (Standard)	●	●	●
Custom Surveys (Recurring)		●	●
Employee Notifications (Urgent)		●	●
Employee Sentiment Survey (Recurring)		●	●
Sentiment Analysis and Topic Modeling AI-enabled			●

Compare Plans

	Standard	Pro	Elite
Hardware and Software Asset Management			
PC HW Inventory and Management	●	●	●
PC Warranty Status (HP Devices)	●	●	●
SW Application Inventory	●	●	●
Microsoft Windows v10 to v11 Migration Readiness	●	●	●
Peripherals	●	●	●
Phones and Tablets		●	●
Software and OS Performance			
Microsoft Windows OS Health and Performance	●	●	●
SW Application Experience – Installed Applications		●	●
SW Application Experience – Web applications		●	●
Alerts and Recommendations			
Recommended Actions	●	●	●
Alerts and Alert Management		●	●
Remediations and Compliance			
BIOS Policy Management (HP Devices)	●	●	●
Driver Policy Management		●	●
Scripting (Script Library and Script Execution)		●	●
Remediation with AI AI-enabled Quickly move from detection to resolution by analyzing fleet data and recommending the most effective policy, script or device update for the issue at hand.		●	●
Analytics and Reporting			
Reports (Custom and Scheduled)	●	●	●
Custom Dashboards	●	●	●
AI-powered Natural Language Search AI-enabled		Limited Queries	Unlimited
Device Timeline with Real-Time Data		●	●
Anomaly Detection AI-enabled		●	●

Compare Plans

Remote Connect*			
In-Band Remote Connect Secure, consent-based, real-time remote control for resolving high-volume, everyday user and software issues.	Not included*	●	●
Out-of-Band Remote Connect Hardware-level remote access for Intel® vPro™ devices with KVM control to diagnose and recover devices when the OS is unavailable or unresponsive.	Not included*	●	●
Integrations			
Service Now – Event Management and HW Asset Management	●	●	●
Power BI / Power Automate / Tableau	●	●	●
MS Intune Integration	●	●	●
Splunk	●	●	●
Microsoft Teams	●	●	●
MS Entra ID Account Connector		●	●
Support			
Basic Support and Onboarding Case Tracking (through WXP Portal)	●	●	●
WXP Enhanced Onboarding Service**	Included 1000+**	Included 500+**	Included 500+**
WXP Premium Support***	Not Included	Included 2500+***	Included 2500+***

* HP Remote Connect is included in WXP Pro and Elite plans. HP Remote Connect is also available separately for purchase.

** The WXP Enhanced Onboarding Service is included with WXP Pro and Elite when purchasing 500 or more licenses and included with WXP Standard when purchasing 1000 or more licenses. The WXP Enhanced Onboarding Service is available separately for purchase by customers not meeting minimum purchase requirements. See the WXP Enhanced Onboarding Service datasheet for additional details.

*** WXP Premium Support is included for no additional cost to customers purchasing 2,500 or more active licenses of WXP Pro or Elite. WXP Premium Support is also included for no additional cost to customers purchasing 1,000 or more licenses of WXP Standard, Pro, or Elite AND 1,000 or more licenses of the following HP Wolf Security software products: HP Wolf Pro Security, HP Sure Click Enterprise, HP Protect & Trace. See WXP Premium Support datasheet for additional details.

Roles and Responsibilities

	Customer	Authorized partner	HP
Onboarding			
Provide customer IT Device Admin contact information	●	●	
Provide customer access into WXP		●	●
Authorize certified partners to access or manage the account (if applicable)	●		
Support			
Follow online knowledge-based articles for support	●		
Account Management			
Add/remove users/devices from WXP	●	●	●
Renew, change or cancel WXP admin account		●	●

Systems Requirements

PC Operating Systems

Desktops or notebooks from any major vendor* running the following operating systems:

- Windows
  - Windows 10 (Version 20H2 or higher)
  - Windows 11
- MacOS
  - MacOS Catalina (Version 10.15) or higher
- Chrome OS
  - HP Chromebooks running Chrome OS (Version 76 or higher with Chrome Enterprise or Education Upgrade)

Support Restrictions

* Your PC does not need to be manufactured by HP, with exception of Chromebooks, where only specific HP models are supported.

- Windows Servers are not supported
- Analytics is not supported in a virtual machine

Mobile Operating Systems

Smartphones and tablets from any major vendor* running the following operating systems:

- Android 9.0 or higher
- iOS 13.7 or higher**

* Your mobile device does not need to be manufactured by HP.

** iOS support requires an integration with Microsoft Intune.

HP Insights Agent

The service requires that the HP Insights Agent is installed on PCs for collecting device telemetry. HP Insights Agent is available for Windows, MacOS and Android. The agents can be accessed at https://workforceexperience.hp.com/software

For instructions on bulk-agent deployment please contact HP Support.

Web Browsers

PC

- Google Chrome - latest version
- Microsoft Edge (Chromium-based) - latest version
- Firefox - latest version
- Safari - latest version

Note: HP Insights support for Internet Explorer ended effective December 31, 2020.

Mobile

- Chrome on Android v8.0 or higher - latest version
- Safari on iOS 13.7 or higher - latest version

HP Retail & Industry Point of Sale Solutions (RIS)

Supported RIS Platforms

WXP supports HP Retail & Industry Solutions platforms shipping with one of the following Microsoft Windows operating systems:

- Windows 11 Pro
- Windows 11 Enterprise
- Windows 11 IoT Enterprise
- Windows 10 Pro
- Windows 10 Enterprise
- Windows 10 IoT Enterpris

Supported RIS Peripherals

The following peripherals that meet Unified POS specifications are supported:

- Receipt Printers: HP-branded and Epson-branded sold by HP and third-party models
- Barcode Scanners: HP-branded, Datalogic-branded, and thirdparty models
- Magnetic Stripe Readers (MSR): HP-branded and third-party models
- Additional peripheral types such as 2x20 displays and cash drawers might be supported for limited functionality.

Note: Some features are limited only to peripherals that support the Manageability Stack in Unified POS (UPOS).

Peripheral analytics features require installation of the HP Retail Peripheral Agent, which can be downloaded from the enrolled devices' support pages under the "Support- System Management" section. Consult the knowledge base https://learn.workforceexperience.hp.com/docs/en/retail-installing-the-rpos-agent-for-retail-peripheral-reporting for instructions on how to set up and use the Retail Peripheral Agent.

Network Requirements

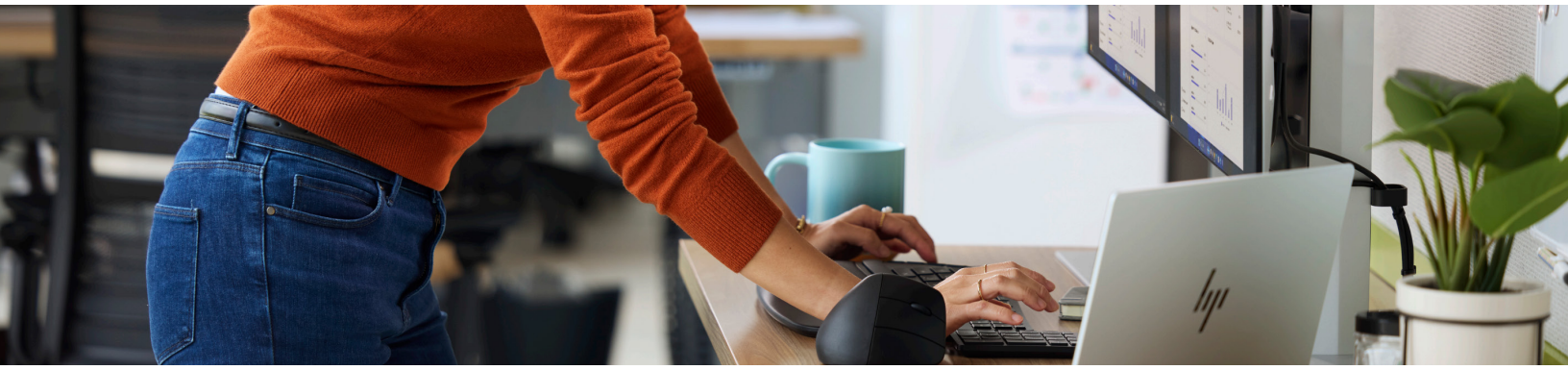
An Internet connection is required for communications between the managed device and the cloud management service.

View the full list of Workforce Experience Platform Services System Requirements.

Additional HP Solutions

Additional HP solutions such as WXP Print Management, WXP Collaboration, HP PC and Print support services, HP Protect and Trace with Wolf Connect, and more are also available.

Organizations seeking an experienced partner to proactively manage their IT ecosystem can rely on HP's global team of Service Experts. HP Managed Services teams can help monitor and maintain your technology investments and maximize the value of WXP. Please contact your HP representative or Channel Partner.



For more information, visit www.hp.com/wxp and www.hp.com/us-en/privacy/ww-privacy.html

Workforce Experience

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. WXP 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. WXP Collaboration license required for audio and video collaboration technology monitoring.

2. Contact your HP representative or HP partner for HP solutions that include the Starter plan through the order.

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