Are you getting the value you expect from your IT investments?
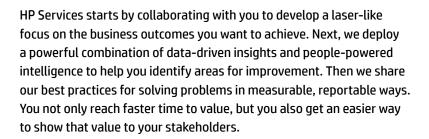
Measure the success of your IT investments.

Choosing the right partner to supply and support your computing environments can be confusing when vendors have so many different offerings. And keeping up with how your IT investments are impacting your business is even more challenging.

But what if being in-the-know didn't have to be so in-the-weeds? What if you could get x-ray vision into all the aspects of device and service performance, both at the individual and fleet-wide levels? What if you could easily model reports using targeted insights to help you reach your IT goals? And best of all, what if that information came with the guidance and support of a partner who knows your endpoints environment the best?

The data-driven Value Management Office (VMO) practice from HP Services can help you connect the dots between your technology investment goals and their related business outcomes.

Working together to:
Discover. Quantify. Optimize.

HP Services starts by collaborating with you to develop a laser-like focus on the business outcomes you want to achieve. Next, we deploy a powerful combination of data-driven insights and people-powered intelligence to help you identify areas for improvement. Then we share our best practices for solving problems in measurable, reportable ways. You not only reach faster time to value, but you also get an easier way to show that value to your stakeholders.

During the HP Value Management Office (VMO) conversation, we collaborate with you to discover, quantify, and track the business impact of your HP Services—showing you how small factors can have big effects on your success.

KEY CUSTOMER BENEFITS OF THE VMO:

- Understand the costs of current processes
- Discover options for reducing your overall device costs, creating better employee experiences, and closing the gaps on security risks
- Figure out the justifications for making an IT investment—as well as the costs of delaying it

Employee experience equals business impact.

Your workforce works only as well as your tech allows. But keeping tabs on the technology trouble spots can be challenging.

Spot app-induced productivity drains

When applications are laggy or crash often, user productivity plummets—especially when a build-up of software errors overtaxes hardware.

One **information technology company** used HP Services insights to discover which devices were behaving badly in order to reduce downtime and keep its employees moving through the workday. Using HP Proactive Insights with HP TechPulse analytics, the company was able to study app performance and software-caused hardware errors in one particularly problematic device—a device that experienced a total of 228,821 errors in June 2019 and cost $16,684 in end-user downtime.[1,2]

Get the drop on BSOD downtime

Nothing halts productivity like a system crash—the dreaded blue screen of death—which can be caused by anything from app and OS errors to network changes.

One **global electronics conglomerate** reduced its preventable device issues using HP Services insights. The organization routinely made anywhere from 100 to 1,000 monthly network changes to Wi-Fi routers, unintentionally triggering crashes in its device fleet.

By using HP Proactive Insights with HP TechPulse—which can reduce BSOD-caused productivity costs by 18%[2]—the company cut BSOD errors across the fleet, even getting a clean follow-up report with zero errors.

MEASURABLE IMPACTS:
Global electronics conglomerate

VMO initial findings

- **69 OS BSOD errors from initial report**
- **65 devices**
- **$12.88 per-device cost in end-user productivity**[3]

VMO follow-up findings after HP Services implementation

- **Reduced device-level BSOD errors**
- **Zero company-wide BSOD errors**

Keep employees—and IT—working happily

For global companies like HP, having so many people and devices in so many places makes it hard to assess the quality and impact of even its own employees' satisfaction with their technology experiences.

By working with HP Services, the **Employee Experience team at HP** adopted HP Device as a Service (DaaS) to create consistency for users and simpler lifecycle management for IT. Not only is HP now better able to ensure employees worldwide are making the best use of their PCs, but the company is saving money, too.

MEASURABLE IMPACTS:
Employee Experience team at HP

26.2% = $10M
cost savings   **over 5 years**[4]

"Having a shared vision and open feedback loop with the HP Services team enables us to be more effective for the HP employee."

— *Lynda Jarratt, HP Head of Employee Experience and Services*

RECOMMENDED HP SERVICES
to monitor and manage your computing environment

Effective device management is essential to employee experience. Choosing HP Proactive Insights and HP Proactive Endpoint Management for predictive analytics can reduce the frustration—and the loss of productivity—involved in emergency maintenance and avoidable downtime.

HP PROACTIVE INSIGHTS

Manage device health and performance, track assets, and resolve issues before they affect employees. HP Proactive Insights uses cloud-based and AI-driven predictive insights delivered by HP TechPulse to help you equip your employees with the right technology; monitor your multi-vendor, multi-OS fleet; and improve employee experience.

HP PROACTIVE ENDPOINT MANAGEMENT

Get all the benefits of HP Proactive Insights, plus HP Service Experts who know how to streamline costs and complexity, lower the IT management workload, drive better device performance, and improve employee device and app experiences—regardless of manufacturer or OS.

Security risks should not evolve into security breaches.

From outdated patches to physical loss, the lessons of hindsight are not something any IT team wants to learn.

Start with a bottom-up approach

Endpoint devices need protection at their very foundation, because out-of-date, device-level BIOS versions can ultimately lead to network-level exposures.

One **fast-food franchise** needed a way to automate the manually tedious analysis of BIOS status across its HP fleet. Using HP Proactive Insights with HP TechPulse, the company discovered that many devices had outdated BIOS versions, posing a costly security risk.

Eliminate risks from out-of-sight, out-of-mind devices

An estimated 25% of breaches occur through lost or stolen devices,[2] making it vital for IT to have up-to-the-minute visibility into all devices, across the whole organization.

An IT manager at a **healthcare conglomerate** had an unexpectedly high number of non-reporting devices. Using insights from HP, the IT team was able to find and reclaim unused devices being kept as spares in remote offices and conference rooms—eliminating the security risk and saving money by freeing the devices for repurposing.

MEASURABLE IMPACTS:
Fast-food franchise

62%
of devices needed a BIOS refresher

$89,320
potential security risk averted [2,5]

MEASURABLE IMPACTS:
Healthcare conglomerate

179
non-reporting endpoint devices

$12,753
security risk avoided [6]

Bring device security up to par with Windows 10

Did you know that up to 60% of breaches are the result of outdated security patches[7] and no-longer-supported OSs, like Windows 7 and 8?[8] Older devices that can't be upgraded to Windows 10 pose a particular security risk and should be replaced as soon as possible.

But determining which devices have compatibility issues can involve a complex matrix of factors, including OEM lists, hardware spec analyses, release numbers, OS build numbers, and device performance metrics.

Using a vendor-agnostic report from HP TechPulse, a **charity for horses** quickly found 64 of its 105 devices were not running a supported Windows OS, posing $10,813 of risk that the organization could avoid.[2,9]

A **restaurant membership organization** used HP reporting to find that its device fleet had a mix of Windows 7 and Windows 10 as well as some unsupported versions of Windows 10—eliminating a $9,969 of risk to the company due to outdated patching vulnerabilities.[2,8]

RECOMMENDED HP SERVICES
to reduce security risk

Being able to automate protection for all the endpoints in your fleet is critical to closing the gaps in your security strategy. Choosing HP Sure Click Enterprise and HP Proactive Security helps you defend against cyberattacks, without increasing the IT workload.

HP SURE CLICK ENTERPRISE

Malware is getting better and better at evading detection. The unique micro-virtualization technology in HP Sure Click Enterprise opens files, applications, and web pages inside micro virtual machines. Even if a file contains malware, it's trapped, and endpoints and user data stay protected.[10]

HP PROACTIVE SECURITY

Defend against cyberattacks without changing user behavior or increasing IT workload. This multi-layered endpoint security service is a managed solution that's right-sized for medium businesses.

HP Proactive Security scenario

Sample customer profile:
- **1,500 devices (mixed OS)**
- **Currently using Microsoft Defender Antivirus**
- **No isolation technology**
- **2 full-time IT security staff**

Total 3-year potential savings
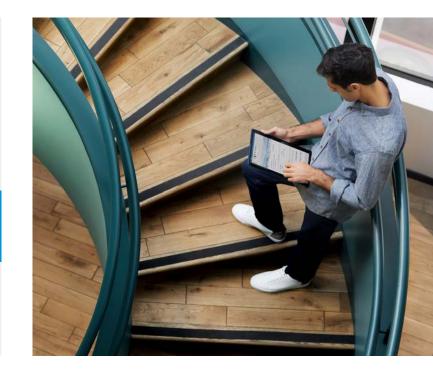### $1.45M

Reduced risk	Reduced time	Increased productivity
$1.39M	$27k	$27k

Solve problems before they happen.

IT typically has time only to react to problems—tackling them as they come up rather than being able to foresee and prevent them. But actionable, predictive insights can change their approach.

Set your own schedule for maintenance

"An ounce of prevention is worth a pound of cure" is especially true when it comes to IT. When a PC reaches capacity, a battery fails, or the device overheats, end users are down while they log a support request and await time on the IT help docket. But when IT can anticipate issues, they can resolve problems before they even impact employees.

An **industrial manufacturer** used predictive analytics from HP to create procedures for onsite technicians to early-detect problems like hard drive and battery failure, as well as thermal issues. IT could even see which devices and components were still covered by warranty. These forward-looking insights saved the company from a downtime event that could have cost up to $350 per end user.[2,11]

A **global logistics firm** needed to make hard drive clean-up more efficient for both users and the IT team. By reviewing HP TechPulse incidents to see which devices were beginning to have capacity issues, IT was able to log into an affected PC and do a disk clean-up while the user was away at lunch, using automatic ticketing to avoid up to $350 in end-user downtime.[2,12]

Repair it or refresh it?

Expired warranties can expose companies to high repair costs, so staying in sync with device dates can pay off in the long run. Tracking and timing your device refresh cycles also helps reap savings in your IT budget.

A **global minerals company** enrolled in HP Proactive Insights was able to analyze the warranty or HP Care Pack status of each device in its fleet. After the company identified 596 already-expired warranties and another 700+ warranties expiring over the next three years, IT began leveraging HP Proactive Insights with HP TechPulse analytics to help make refresh decisions and schedules.

MEASURABLE IMPACTS:
Global minerals company

discovered
596
expired device warranties

eliminated
$59,600
risk from out-of-warranty repairs[12]

Realize that IT underpins customer experience

When services are your business, your ultimate product is customer experience. IT plays a direct role in helping your employees meet customer needs quickly, providing the device support your staff needs to deliver quality service and grow the business.

European HR and payroll provider **SD Worx** needed to get control of IT to bring more consistency and service quality. "Our goal was to transform IT into something that was consistent, more effective, and more cost-efficient," said Benjamin Faillie, Cluster Lead of Infrastructure at SD Worx.

SD Worx implemented an HP Device as a Service (DaaS) solution including new devices, repair services, analytics, and predictable costs. The HP DaaS provisioning model was simple and scalable to their needs, saving the company money and improving security.

The partnership also streamlined the company's IT reporting. "When we have to report numbers, everything is predictable. Before, if I wanted a financial report it took me weeks, if not months, to get the numbers aligned, but today they are instantly available," Faillie said.

> "Everything has changed because now we have a strong partnership rather than just a client-provider relationship. HP is very well-known and respected—provides us with industry expertise, and we have a valued collaboration that is helping us scale and grow."
>
> — *Benjamin Faillie, Cluster Lead of Infrastructure at SD Worx*

MEASURABLE IMPACTS:
SD Worx

11%
savings in overall IT costs[13]

Benefits gained

- **Greater visibility into performance and costs**
- **Improved executive-level reporting**
- **More predictable financial planning**

RECOMMENDED HP SERVICES
to help simplify device lifecycle management

Getting device issues remediated quickly—or preventing them from ever happening in the first place—keeps your workforce up and running. Choosing HP DaaS and HP Active Care with HP TechPulse helps you foresee maintenance, avoid failures, and set a cadence for refreshes.

HP DEVICE AS A SERVICE (DaaS)

Among today's IT decision-makers, 84% agree[14] that IT has become more crucial to the success of business. Yet IT is often stretched thinly across important initiatives, like improving employee satisfaction and efficiency to help grow the business. With HP DaaS, you get the right devices, repair services, and AI-driven analytics in a predictable payment, with flexible terms to optimize your cash flow.

HP ACTIVE CARE

Modern workers want the ability to work and collaborate easily wherever they go. Keeping them connected, productive, and secure is easier for IT with HP Active Care—a complete suite of device protection, support, and repair services. With this HP Care Pack, predictive analytics for device health, proactive ticketing, and remediation services, employees get faster resolution for device issues, while IT gets a lighter workload.[15,16]

Value discovered, quantified, and delivered.

With so many different factors involved, there's no one-size-fits-all formula for optimizing your company's IT experience. A true technology partner like HP can work with you to tailor a customized digital business analysis that you can interact with, understand, and adjust to quantify the financial benefits you expect from your IT investments.

When IT is at their best, so are your people.

Do you know where in the business you can find technology-related cost savings, improve employee productivity, or close security exposures?

Contact your Account Manager for your two-page introductory HP VMO business value analysis.
1.800.800.0014 ■ www.connection.com/HP

C1495152-0920

Sources:

[1] Economic Impact: Based on the volume of software errors outlined above, HP TechPulse insights identified a problematic device that cost the organization $16,684.86 in end-user downtime.
[2] Quantitative and financial data in this business case represent best efforts between HP and the receiving organization to arrive at insights about potential savings and opportunities for improvements. Actual results in efficiencies and outcomes may vary depending on business size, deployment timelines, technology interactions, business conditions, and other factors beyond the control of HP.
[3] Based on 17.5-minute downtime (https://www.techrepublic.com/article/it-failures-cost-uk-companies-35b-per-year-in-productivity/) and $43.75 end-user labor rate (https://tradingeconomics.com/country-list/wages).
[4] HP case study: HP implements new services approach to boost IT efficiency and employee satisfaction, May 2020
[5] Assuming the average cost of a compromised endpoint is $440.
[6] Associated non-monetized benefits include: reduced endpoint security risk; device right-sizing; reduced risk of loss/theft.
[7] 60% of breaches occur due to outdated patching status.
[8] Found 59 devices that were Windows 7 and not Windows 10 compatible. These devices posed $9,969 of risk to the company due to outdated patching vulnerabilities.
[9] Economic Impact: 64 devices are not running supported Windows OS and pose $10,813 of risk to the company. 60% of breaches occur due to outdated patching status. Associated non-monetized benefits, reduced endpoint security risk; fleet right-sizing.
[10] HP Sure Click Enterprise requires Windows 10 and Microsoft Internet Explorer, Google Chrome, Chromium, Mozilla Firefox and new Edge are supported. Supported attachments include Microsoft Office (Word, Excel, PowerPoint) and PDF files, when Microsoft Office or Adobe Acrobat are installed.
[11] Economic Impact: Assuming an 8-hour downtime per battery or disk failure – the company can avoid costly end-user downtime. The average cost of end-user downtime due to a failure is $350.
[12] Economic Impact: 596 device warranties have expired, exposing the company to a significant risk of out-of-warranty repair costs: $59,600 assuming $100 per repair. The company can leverage HP TechPulse insights to help make refresh decisions and schedules.
[13] HP case study: SD Worx transforms the delivery of IT to its 6,200 employees, October 2020
[14] HP survey (conducted April 2020 with 442 ITDMs in the US, Japan, and UK).
[15] 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 www.hp.com/go/cpc.
[16] HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications. Internet access with connection to Tech Pulse portal is required. For full system requirements, please visit http://www.hpdaas.com/requirements.