



SOLUTION BRIEF

# HP Proactive Insights Experience Management

Enhance employee digital  
experience and increase  
business productivity



## Welcome to the ever-changing workplace

Today's work environment looks a lot different than it used to. And it's still evolving. More of us are working remotely. We're collaborating across cities, states, and countries. More employees use their personal devices. Flex work arrangements mean that people work online around the clock.

These shifts have presented new challenges for IT leaders as they work to manage technological challenges that can threaten employee productivity, collaboration, and overall satisfaction.

**90%**

Of IT executives say  
users have problems  
they can't detect<sup>1</sup>

**77%**

Of HR leaders say  
Employee Experience  
initiatives have  
increased revenue<sup>2</sup>

**87%**

Of companies have  
employee experience  
metrics in IT  
performance goals<sup>3</sup>

## Bring order to the digital chaos

HP Proactive Insights Experience Management provides insight into the entire employee experience across devices, operating systems, networks, applications and locations. HP's global network of HP service experts help proactively identify and fix technology roadblocks, making your company more efficient, while optimizing costs and improving employee productivity.

## Drive employee engagement

Collect technology experience feedback in real-time at key moments. Bridge employee sentiment data with technical insights to prioritize the problems that matter most and launch communication campaigns to keep employees engaged, informed and productive.



## Drive Digital Experience Transformation

Deliver a better digital workplace experience to every employee.



Transform digital experience management



Drive employee engagement



Reduce hardware and software costs



Achieve faster IT resolutions



Rely on fully managed HP Service

## What's included with HP Proactive Insights Experience Management

### Digital Experience Scoring & Benchmarking

View, benchmark, and monitor employee sentiment scores with an easy-to-use dashboard.

### Proactive IT Alerts

Rely on HP service experts to help manage and prioritize alerts and deliver proactive remediation.

### Digital Experience Journey Roadmap

Create a continuous improvement roadmap for your DEX program.

### Business Service Experience Monitoring

Track business-critical service quality from the employee's perspective.

### Actionable Employee Engagement Data

Collect real-time employee feedback and measure satisfaction levels.

### Preventive Automated Resolution

Remediate problems across the endpoint population quickly, and proactively prevent them.

With HP Proactive Insights Experience Management, IT teams have the resources they need to help their people do what they do best. From increasing uptime to getting the right technology to the right people, HP services enable IT to optimize the digital employee experience across the enterprise.

For more information, please reach out to an HP representative or visit [hp.com/proactive-insights-xm](https://hp.com/proactive-insights-xm) for more information.

<sup>1</sup> [https://www.ontrex.ch/fileadmin/user\\_upload/www.ontrex.ch/docs/portfolio/enduser\\_experience/Nextthink/nexthink-brochure-EN.pdf](https://www.ontrex.ch/fileadmin/user_upload/www.ontrex.ch/docs/portfolio/enduser_experience/Nextthink/nexthink-brochure-EN.pdf)

<sup>2</sup> <https://www.sap.com/documents/2020/12/00c9dcac-c07d-0010-87a3-c30de2ffd8ff.html>

<sup>3</sup> What 12,000 Employees Have to Say About the Future of Remote Work <https://www.bcg.com/publications/2020/valuable-productivity-gains-covid-19>

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