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Managing device fleets in a hybrid ecosystem

HP Device Services, delivered by Data#3

Best-in-class endpoint management services to optimise today's evolving workplace

Productive employees need productive PCs

While the difference between small and enterprise businesses is disparate in many ways, one common theme remains universal – the pace of change.

The past few years have brought about an unrivalled pace of change across almost all aspects of operation. Least of which being a sudden imperative to completely transform device fleet management to adapt to a disparate and remote workforce.

If a productive PC is a productive employee, then the importance of reconsidering traditional device management processes has never been more important. Operational architectures that deliver you insights, visibility, full lifecycle management and enhanced security capabilities, are what will futureproof your fleet for the evolving workplace.
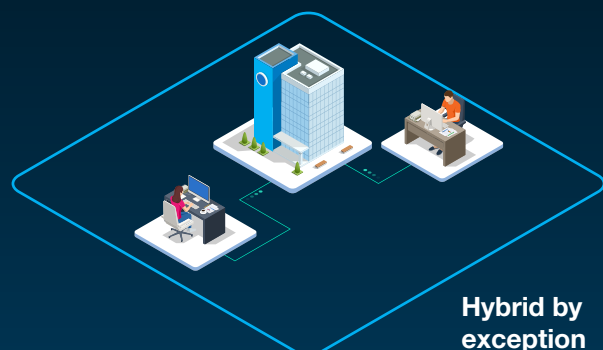
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46% of IT professionals plan to bring in external services for device management.[1]
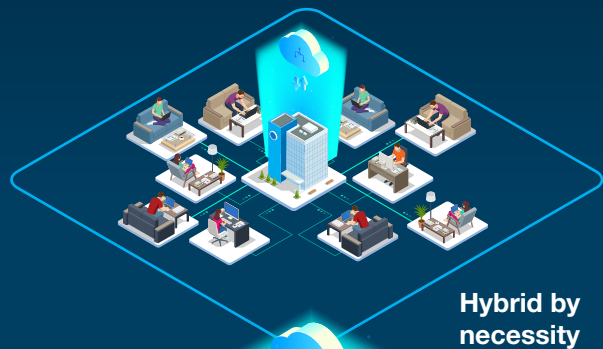
The workplace as we know it continues to evolve – from a necessity during pandemic times, to a preference in today's hybrid-minded culture. This hybrid ecosystem continues to present challenges for IT teams and has many IT Managers searching for solutions that enable the IT department to image, deploy, secure, monitor, optimise and renew or fix employee devices, no matter whether they are on-premises, or remote.

In this paper, we highlight how HP Services, delivered by Data#3, ensure that device fleets can be managed to operate at optimum levels – resulting in more hustle, and less hassle.

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[1] Forrester (2020), The New Frontier Of Endpoint Management, [online], https://images.marketingcontent.ext.hp.com/Web/HPMartech/%7B609c27e4-9898-4f3b-be4d-aa2eb2080ef3%7D_HP_Mdrn_Mgmt_Post_production.pdf

Adapting to the workplace of tomorrow

Hybrid by exception

Hybrid by necessity

Hybrid by design

Recent years have forced many organisations to move through many working models; **hybrid by exception**, **hybrid by necessity**, and now **hybrid by design**.

Traversing these different models has brought with it an increased number of remote devices, escalating security threats, data management, governance and compliance challenges; as well as an increase in cloud-hosted solutions.

With many organisations rushing to adapt, infrastructure that was set up during a time of crisis was often reactionary, short-sighted and non-strategic.

The shift to a "new-normal" hybrid workforce has prompted organisations to invest in partnerships and solutions which provide full-circle device fleet management – from procurement, deployment and management services, analytics, security and eventual end of life disposal.

"70% of business leaders believe that improvements in PC quality are needed to support hybrid work more successfully."[2]

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[2] Forrester (2021), Understanding The Role Of Modernized PCs In Hybrid Work Environment Optimization, [online], https://query.prod.cms.rt.microsoft.com/cms/api/am/binary/RWKiwr

Optimise the employee device experience

What if you could manage your remote device fleet, as if it was on-premises? With **HP Services, delivered by Data#3**, you can optimise today's evolving workplace with best-in-class endpoint services.

HP Proactive Insights is an IT service that allows you optimise your employee device experience through the power of predictive analytics and AI-driven insights.

There are many benefits of being able to foresee hardware and application issues in real-time, manage service needs from a central dashboard and resolve problems through automation.

Proactive device management means, less burden on IT teams, better employee experiences, practical support, safeguarded data and overall clarity of how your fleet is performing.

Data-driven companies are 58% more likely to beat their revenue goals.[3]

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Data#3 and HP Proactive Insights

An anywhere and always-on digital workforce presents IT teams with several challenges. HP Proactive Insights, delivered by Data#3, provides a single-pane-of-glass platform, overcoming common visibility challenges allowing you to:

- **Get proactive remediation** and actionable recommendations, immediately.

- **Leverage telemetry insights** collected from millions of devices, no matter where they are.

- **See real-time device health** analytics across hard drives, CPU usage, thermal levels, and battery health.

- **Improve employee experience** and engagement, by ensuring devices remain productive.

- **Deploy apps and software** in a timely, consistent and scalable way.

- **Remediate hardware issues** with automatic BIOS updates on HP Enterprise endpoints.

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Services that solve your device challenges

Whether you're preparing for a major fleet upgrade, trying to mitigate risks associated with a lack of visibility and asset management, or are looking for technical support – the full-circle ecosystem of services offered by HP through Data#3, will ensure that your IT team are working efficiently and that your end-users are enabled with a device that does what it should!

With six best-in-class endpoint management services, Data#3 and HP align to deliver you a seamless device management experience.
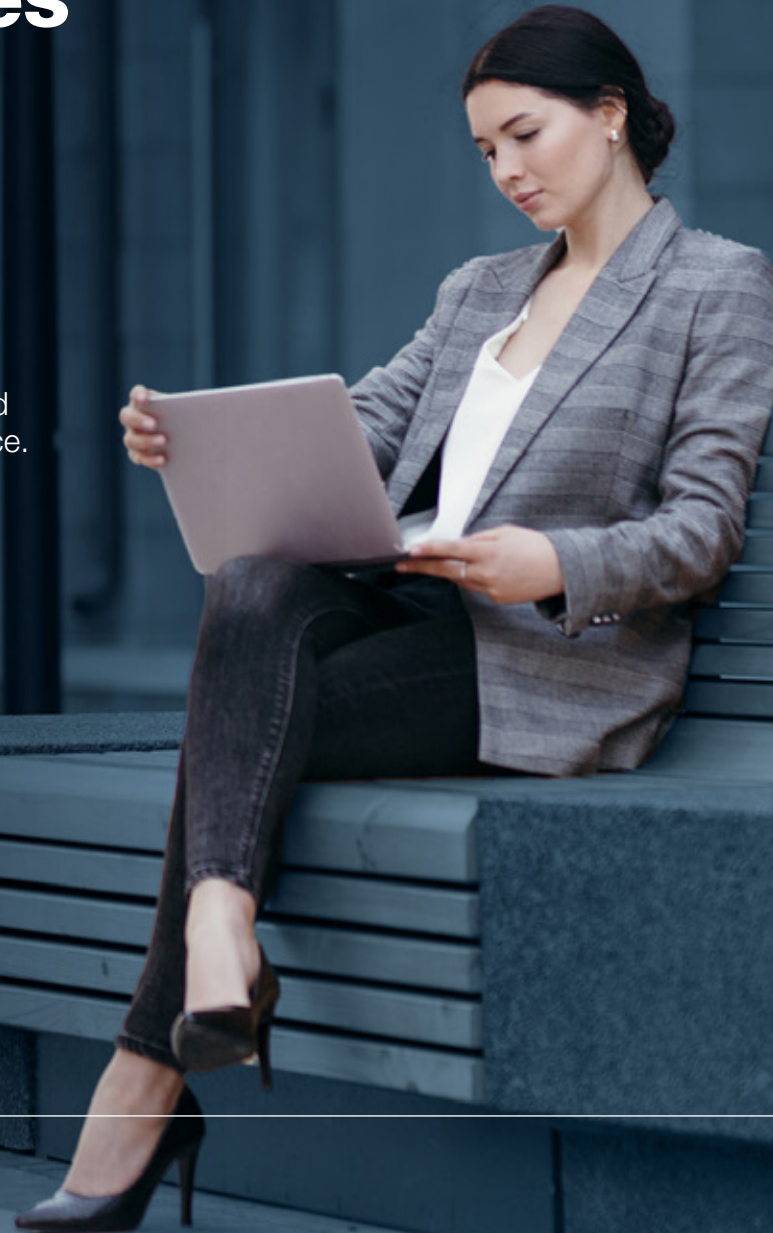
Set-up

Fix

Protect

Optimise

Collaborate

Renew

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Productive employees depend on productive PCs

Set-up

Configuration, deployment, and cloud-delivered setup allows you to deliver a seamless device experience from every user. Take advantage of zero-touch delivery and your devices can be shipped imaged, secured and ready to use, straight to your end user.

Protect

Deploy HP Wolf endpoint security solutions as the first line of defence to strengthen your organisation's security posture and safeguard users, devices and data. Enjoy peace of mind with automated BIOS updates and integration with Microsoft Endpoint Manager for additional management features.

Collaborate

Real-time hardware monitoring and alerts provide full visibility into collaboration space technologies to ensure functionality and up-time is maintained.

Fix

Take the fastest route to resolving device issues, with thousands of infield service engineers on-call across Australia. You people will have technical support, no matter where they work from. We can also help you rapidly configure and deploy replacement devices when necessary – don't stress if your CEO breaks or misplaces his laptop, we can have a replacement to him in a matter of hours.

Optimise

Deploy apps and software in a consistent, scalable way. Intelligent automation anticipates, identifies and resolves problem, giving you tighter control over unforeseen issues before it's to late. You can't fix what you can't see is broken.

Renew

From data erasure and device repurposing to deinstallation, sanitisation and recycling. Retire or phase out end-of-life hardware in a secure and environmentally sustainable manner. Data#3 is uniquely positioned to extend on these services, helping you manage all aspects of your multilocation, multi-OS device fleet. Explore our Device as a Service offering, for a managed lifecycle for all your end user compute needs, with a predictable monthly cost.

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Customer Story : City of Fremantle

Challenge:

With a 420-strong desktop fleet approaching end of lease, an operating system that needed upgrading, and an imminent office re-location, the City of Fremantle faced the "perfect storm" with regards to its technology environment.

Solution:

Deployment of a multi-brand device fleet including HP desktops. Supported by centralised procurement, management and implementation of the new devices, as well as asset tagging, imaging, and logistics services for a successful staged roll out.

"Thanks to the services which supported the rollout of our new hardware, we have a truly mobile workforce that can now connect, share and collaborate with ease."[4]

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[4] City of Fremantle deploys new hardware and operating system to improve user experience and service delivery.

The HP and Data#3 Difference

Built on a foundation of highly skilled resources, HP expertise and proven success, Data#3 is HP's largest **Power Services partner** in Australia. Delivering services nationally to ensure your employees are enabled with a productive and powerful device – empowering their performance.

HP Services, delivered by Data#3 helps with proactively optimising your employee device experience through the power of HP Services.

From set-up, fixing, protecting, optimising, collaborating and renewing your device fleet. With a 6-point, best-in-class endpoint services offering, managing your device fleet in a hybrid ecosystem just became less cumbersome.

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Contact us for a demonstration of the HP Proactive Insights, powered by the HP TechPulse telemetry and analytics platform to see how your device fleet can benefit from a 6-point, best-in-class endpoint management offering.

Managing device fleets in a hybrid ecosystem shouldn't be a thorn in your side.

Contact Data#3 to learn more and simplify your multi-vendor, multi-OS device monitoring and management practices – because productive employees need productive PCs.

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