

Looking ahead to the Future of Work



The future of work is personal

and hybrid work is here to stay



Employees are working from wherever they want...



Across more devices than ever before...



Expecting a seamless and secure experience, every time.

76% of Fortune 500 execs believe that how their teams work is more important than where they work. *Atlassian*

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Analytics and Digital Experience

REACTIVE

Incident Resolution

INCIDENT

IT teams spend **45%** of their time fixing recurring problems.

UNREPORTED ISSUES

66% technology issues they are not reported by employees

PROACTIVE

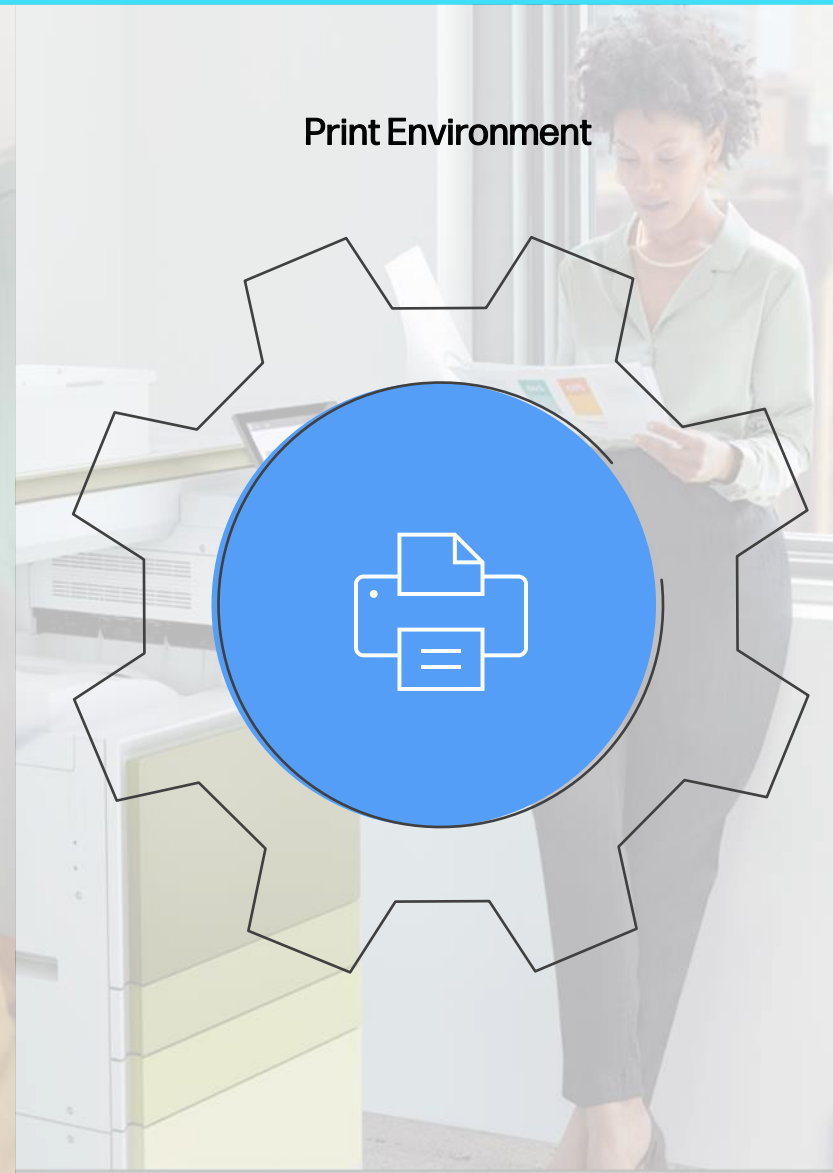
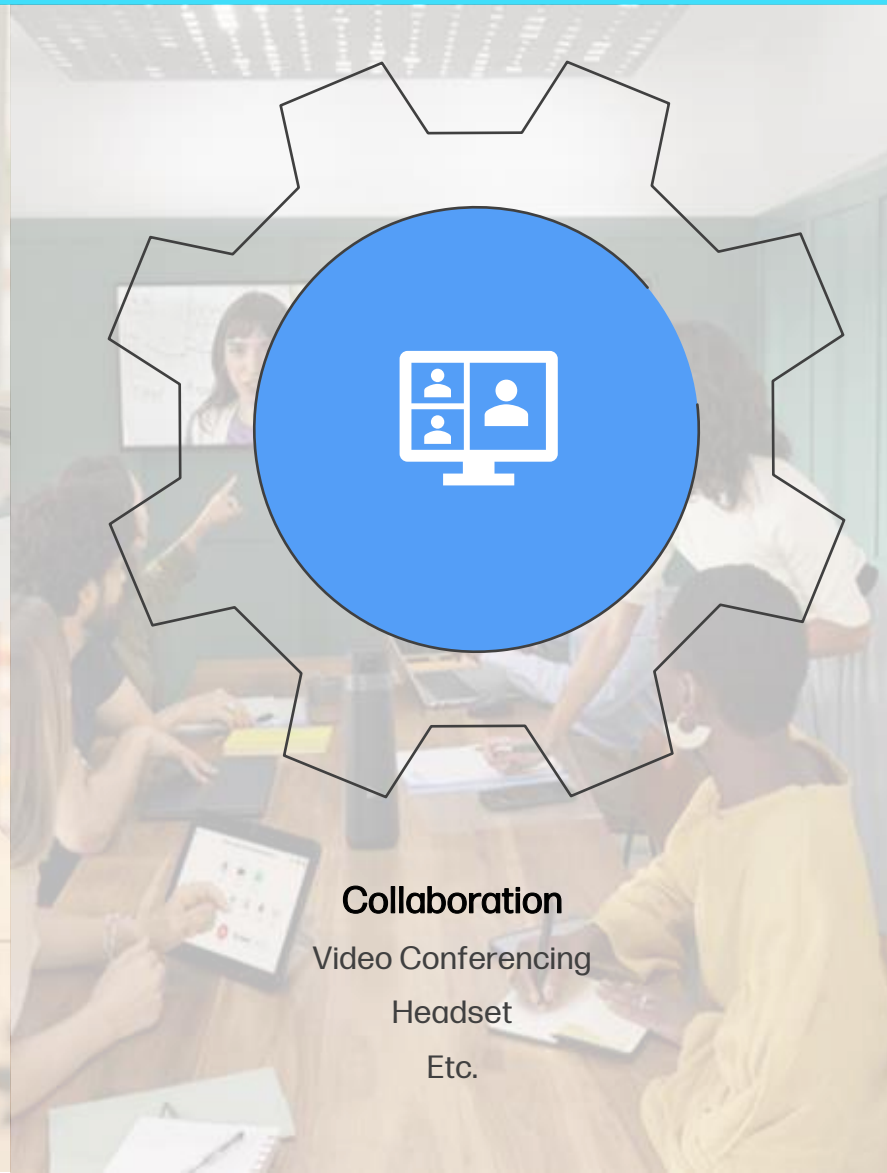
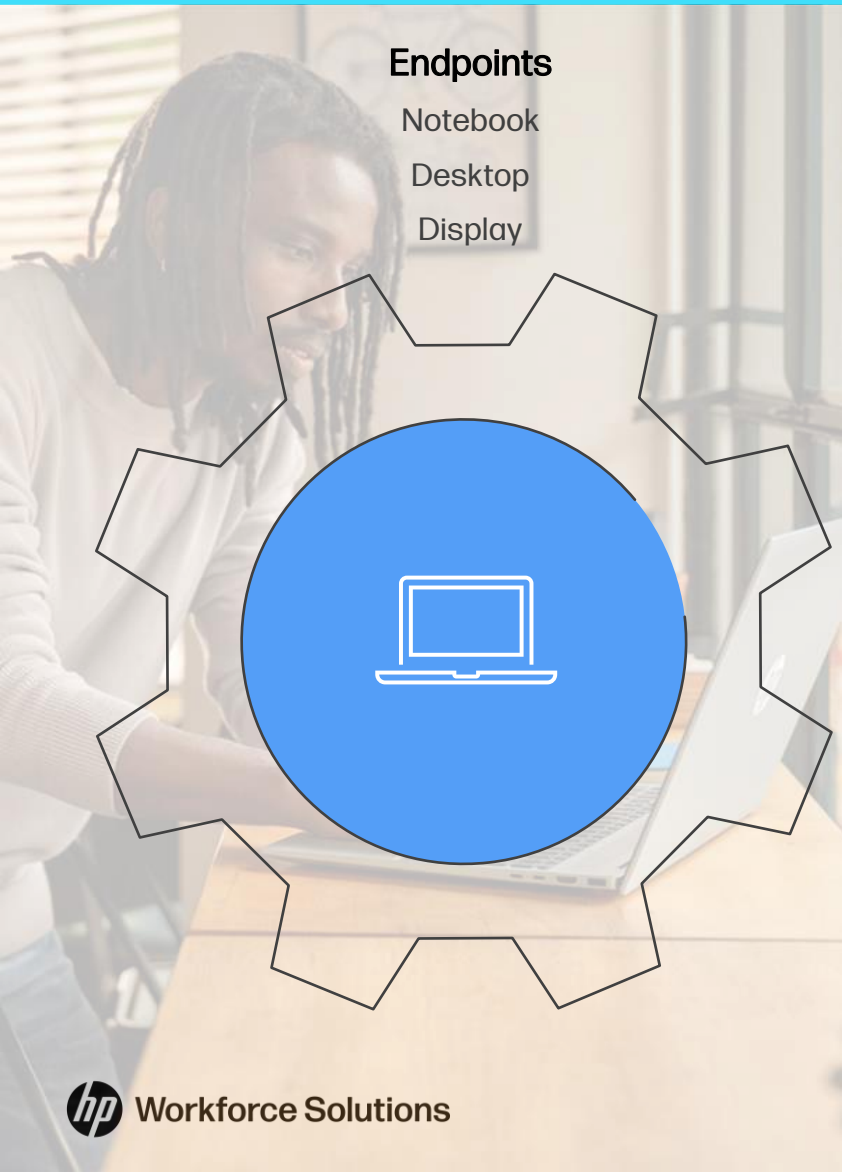
Predict, Prevent & Automate

POTENTIAL & UPCOMING PROBLEMS

96% of IT leaders experience issues during new technology rollout

From passive and reactive to a proactive and predictive experience for IT

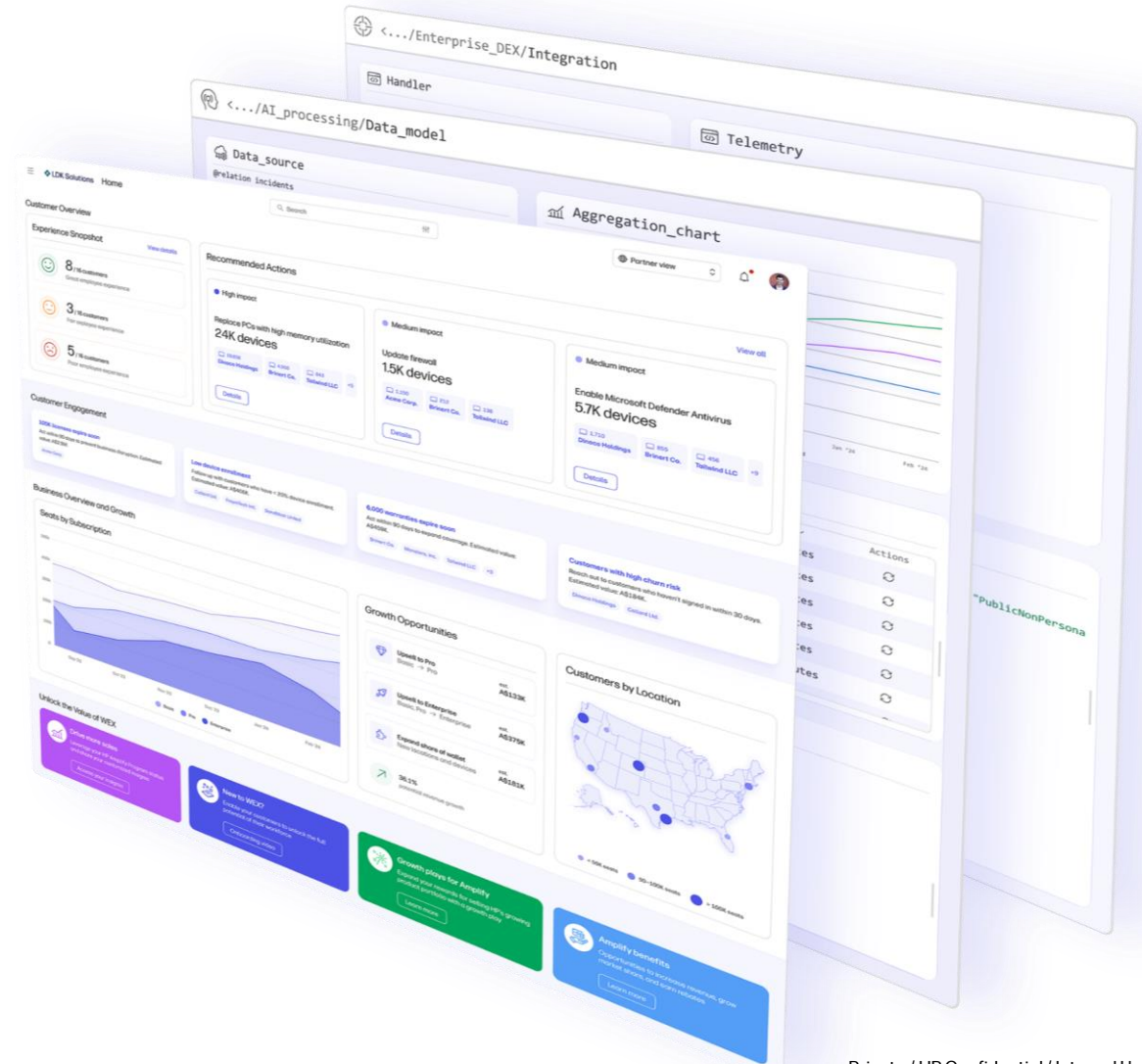
The modern digital workplace



Workforce Experience Platform

Managing all Endpoints in a Single Pane of Glass

One platform to
manage all your
devices.



Workforce Experience Platform

Managing all Endpoints in a Single Pane of Glass

1. "What's happening?"

- Cross-platform telemetry¹ at every touchpoint
- Real-time employee sentiment
- Billions of data points

2. "What does it mean?"

- Automation and informed management decisions
- 360 degree visibility
- Single pane of glass

3. "Actions to take?"

- Actionable insights
- Enhance employee experience
- Manage costs and speed ROI

Workforce
Experience
Platform

← Increased likelihood of breach

Security configuration and version checked →



Threat mitigation
and cost avoidance

← CPU under strain & battery life sub-optimal

Laptop replaced →



Uninterrupted
experience

← Poor bandwidth detected

Resolution optimized & AI voice enhancement active →



Seamless
collaboration

How we help keep employees productive

Collaboration experiences

Monitoring platform, data quality, audio, camera, and networking.

Asset management

Asset inventory management with right-sizing of the fleet and warranty extension or PC refresh recommendations.



Management

Health & performance

Proactive remediation of hardware and software issues to keep employees up and running.

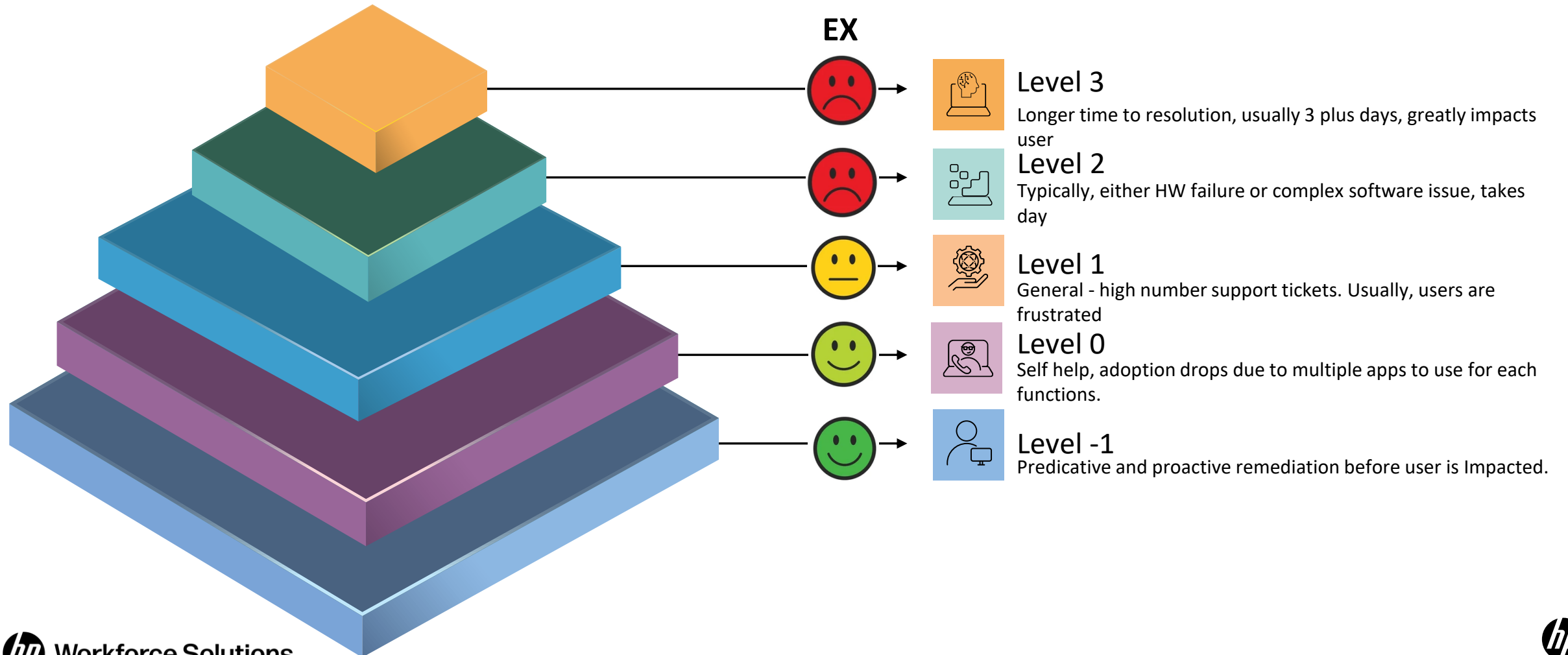
Configuration

Identifying and deployment of PC settings, drivers, and updates to optimize performance.

Security

Drivers, BIOS and OS patching to maintain and monitor security posture.

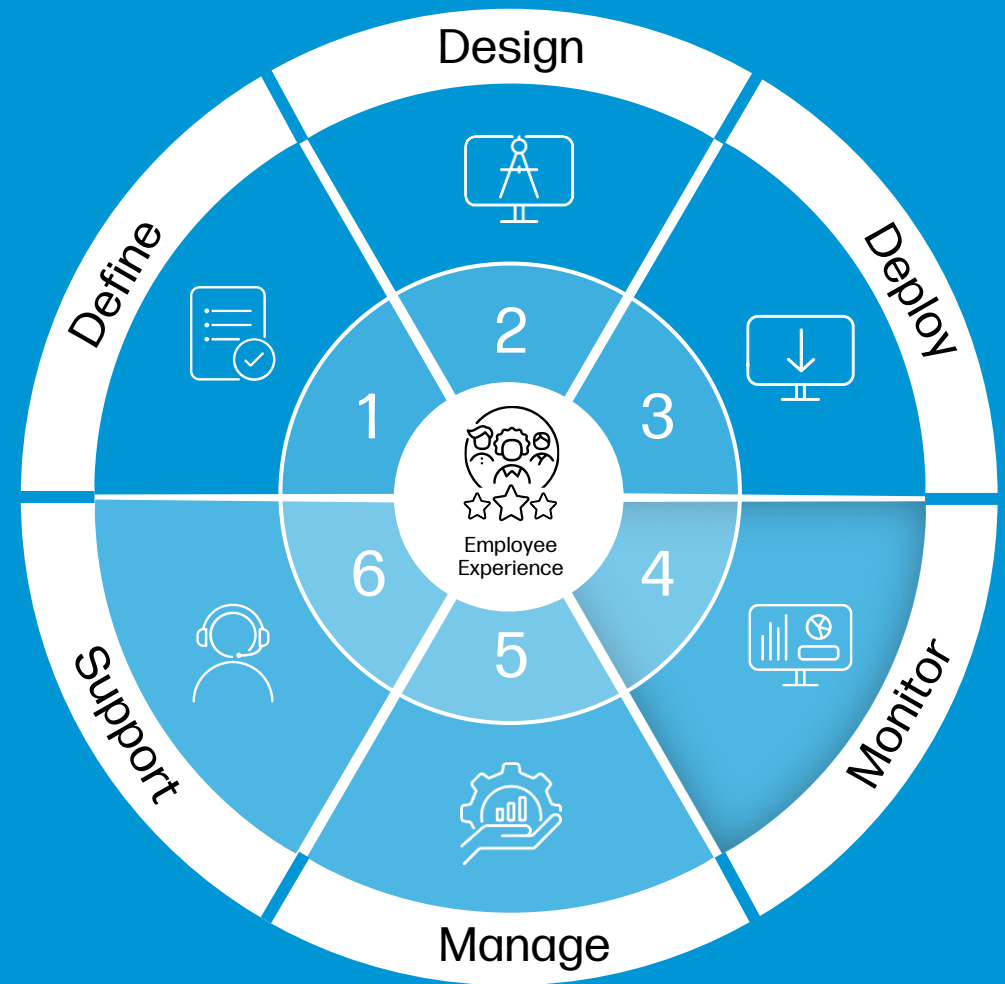
Helpdesk enablement



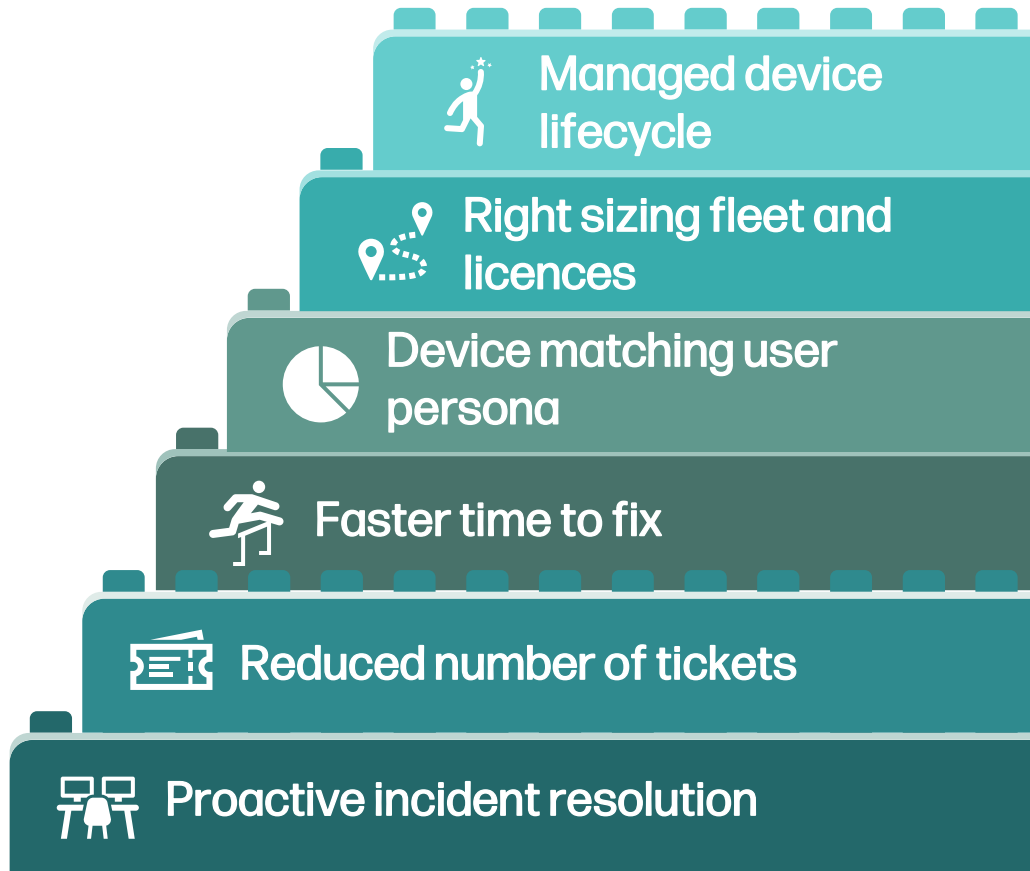
Only HP delivers
managed experiences
across end-to-end
employee tech



A proven methodology



Outcomes for a hybrid work environment



Deliver Seamless Employee Experiences



Employee Experience



Employee Productivity



Optimize IT Workflows



IT Efficiency



Endpoint Security Risk



Thank you









Our outcomes

"HP Services partnered with HP IT to solve the challenges in the new way of working. We worked together to drive our passion for an employee-centric experience."

Sharon Bottome, HP Head of Infrastructure & Employee Services

OUR SOLUTION

-  HP Adaptive Endpoint Management
-  HP Device as a Service (DaaS)
-  HP Factory Services
-  HP Sure Click Enterprise
-  Cloud Café Services (29)
-  Sustainability
 - 14,800+ computers refurbished
 - 8,400+ computers recycled

OUR SITUATION

HP Inc. creates technology products and service portfolios in personal systems, printers and 3D printing solutions.

- 55,000+ employees
- 15,000+ contractors
- 90 countries
- 655 locations



OUR OUTCOMES

>98% CSAT (+9 pts)	116,016 Employee interactions	> 70,000 AEM Users
100% Employees with access to Cloud Café	99+% PCs Refurbished as New (+30%)	100↑ Proactive interactions
74,000 Primary Devices Managed	11.9% ↓ Cold Fleet Optimization Ratio Cold stock vs PCL PC in use	3,000 PCs Remarketed
10,696 PCs Repaired		18,977 PCs Returned

