



Customer Case Study

HP IT Elevates Employee Experience and Engagement

HP Workforce Experience Platform delivers data insights to help transform employee experience and satisfaction.

Changing Times, Changing Expectations

The role of IT is changing and moving beyond devices to delivering digital transformation that influences productivity and employee satisfaction. Central to this effort within HP is the HP Workforce Experience Platform.

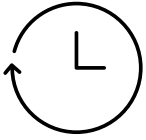
New patterns of hybrid working are now integrated into daily routines. The advancements of AI to rapidly analyze data provide a new kind of acceleration in productivity. This speed of data can change the way people work and live.

We think the win is a workforce that is empowered to help drive growth for business. We are putting people's well-being and productivity at the center of our growth strategy and integrating solutions built to empower individual employees.

“For an IT leader, it’s becoming about more than just delivering technology. The environment is changing so quickly now. It’s a lot about being human-centric.”

Niall Johnston
Chief Information Officer, HP





Give employees
back 10% of their time

Digital Transformation Delivers Results

For HP, digital transformation means delivering outcomes that help its people work with ease, using reliable technology tools to perform at their best and better serve customers.

Our goal is to be the world's most productive, secure and sustainable technology company. To do that, we have to refresh and modernize our infrastructure, data, applications and platforms to enable our customers and employees to live their best lives and work in the most productive way possible.

The key to achieving a more enjoyable future working experience is to deliver technology that meets employee needs. This type of device personalization is based on AI and data analytics.

Technology has to just work. It has to deliver what people expect, and on top of that, we want to deliver experiences, outcomes and tools that amaze our employees.

“AI is actually embedded in our products—whether it’s our printers, our PCs, or our video conferencing solutions. We’re leveraging our data to help people become more efficient and more effective.”

Scott Hallworth
Chief Data and Analytics Officer, HP





Seizing Opportunities to Innovate

There is work to do. According to a study of 15,000 CEOs and business and IT leaders, only 27 percent of employees have a healthy relationship with their work environment.

“That means 73 percent of employees feel they don’t have the correct tools and technology to be as productive and effective as they can,” notes Niall Johnston, Chief Information Officer at HP. “That’s critical for us to improve. It’s also an amazing opportunity to turn that insight into solutions, technologies and products that will influence and evolve the way people work.”

HP set goals to:

27%

Employees have a healthy work relationship



Improve the ease of technology by removing digital friction



Raise levels of employee productivity and satisfaction



Optimize device management and maintenance

73%

Employees feel they don’t have the correct tech tools

Transforming Workforce Experience

The opportunity for HP Workforce Experience Platform is to harness data to deliver the right technology for employees and proactively resolve IT issues.

Today’s IT leader needs to deliver technology solutions for different scenarios, which requires looking through the lens of the users. “We see real-time telemetry data on the health and performance of the technology and on usage patterns and routines of users,” explains Johnston. “This information helps us optimize and personalize the technology and the user experience.”

Tracking data down to an individual unit indicates how the technology is being used, and how well it performs.

This data can be used to help improve operational performance, and as valuable input for developing future products.



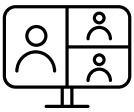
Leverages PC analytics to identify hardware and software trends in real-time



Gathers and validates employee experience feedback to drive a continuous improvement cycle



Allows to proactively identify and fix hardware and software issues



Facilitates remote management and support of conference rooms

Harnessing HP Workforce Experience Platform Insights to Drive Three Desired Improvements

Individual Employee Productivity

By identifying and assigning persona profiles to employees based on individual device and software history, each user is equipped with the right technology tools to work effortlessly and with maximum productivity. HP Workforce Experience Platform offers real data at the individual user level for informed and accurate assessment.

IT Optimization

HP Workforce Experience Platform helps IT teams reduce their TCO by making complex, real-time data easy to digest, reducing time-consuming IT tickets and automating workflows. The platform also uses AI to segment employees into dynamic personas that are used to smartly refresh devices and put an end to time-based refresh cycles that are wasteful for the business.

Employee Engagement

Moving IT away from a service desk approach for solving issues to proactive fleet management with pre-emptive actions is a transformation with significant benefits. Using HP Workforce Experience Platform, HP IT quickly identified users that were most impacted by digital friction and took actions that helped improve satisfaction rates by 70 percent. Built-in pulse surveys help confirm the sentiment improvement and provide options for future automations.





The Business Case for Engagement

There's a very strong correlation between employee engagement and results. If we can improve the daily life of employees, their productivity and their experience as a whole in the workplace, that connects to improved business performance.

The real power of HP Workforce Experience Platform is its ability to let staff focus on what they do best. By removing digital friction, companies help staff be more productive and bring their best to work.

The Power of Employee Engagement

Employees shouldn't really have to deal with technology. They should be dealing with other people – customers and colleagues. It's then that they add unique human differences – empathy, creativity, connection – all the things that are unique to what a person can offer.

Companies with more satisfied employees are in fact more profitable, and it's because their employees are more productive and more engaged.

A Positive Impact on People and Business

The primary role of HP Workforce Experience Platform is to empower IT staff to deliver digital experiences that support both employee and business benefits.

IT used to be about meeting SLAs, hitting budgets and ensuring security. That's changed. Advanced organizations also know that an important function of IT is driving productivity.

HP Workforce Experience Platform leverages advanced AI to intelligently anticipate and take needed actions before employees are impacted by digital friction. HP IT matches devices and software solutions to meet the personalized needs of employees and to smartly refresh devices for optimized performance.

Within the first two weeks of deploying a beta build, HP had a 26 percent increase in data visibility into its fleet management with real-time data.

“All of our meeting rooms can be monitored to ensure they remain productive at all times. And if there’s a problem, we can solve it instantly and remotely. We’re seeing 100% satisfaction rates.”

Tadd Koziel,
Vice President HP on HP Program

600K+

anomalies detected by new AI in first two weeks of deployment

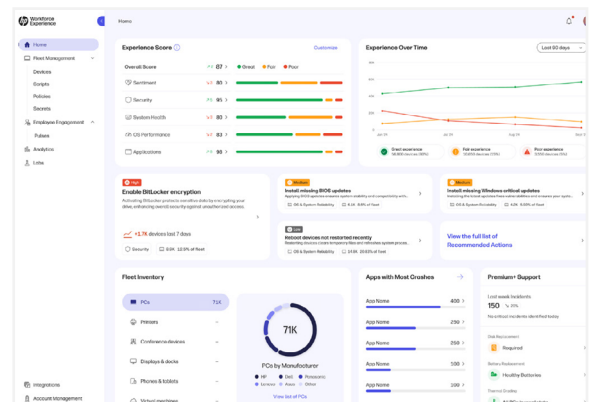
Core Process Improvements Deliver Outstanding Results

New processes now also mean HP can deliver a great experience in the moments that matter. Slow onboarding, once a source of frustration for HP employees, has been streamlined immensely and reduced from days to just a few hours.

Our goal is to get people up and productive in their first couple of hours. It also creates a real sense of what it’s like to use technology in a company that makes it. We’re super proud that we can use tools like HP Workforce Experience Platform to knock down obstacles and make people feel great about the technology at their new employer.

It’s a critical contributor to employee sentiment and one that HP builds on with a commitment to using HP Workforce Experience Platform to make ongoing improvements to fleet performance. After the pandemic, HP IT noticed some lower employee satisfaction scores and used HP Workforce Experience Platform to identify trends and troubleshoot issues. Necessary steps were taken and user experience successfully improved.

Our employee satisfaction score went up 70 percent¹. That’s a remarkable increase, and it’s only possible because we could use HP Workforce Experience Platform to focus on the core issues.



Empowering Employees to be Their Best

Impacts and Outcomes

- Increase customer satisfaction score 70 percent¹
- Targeted, personalized solutions help enhance satisfaction
- Optimize IT investments for the most impact
- Streamlined and seamless onboarding processes

Individual, Targeted, Data-driven IT Decisions

Informed decisions are good decisions – and they’re even better when they respond to a specific, measurable – and human – requirement.

“With HP Workforce Experience Platform we’re at the point where it really is true data-driven decision-making,” says Johnston. “Gone are the days of policy-driven change. We’re now able to drive change at individual employee level, linked to their use of our equipment.”

It means HP can tailor equipment refresh cycles to individual requirements, which leads to optimized running costs and frees up investment for innovation elsewhere in the organization.



1

Consolidated platform used to monitor and manage PCs, printers, collaboration tools and more

600K+

Anomalies detected by new AI models, identifying problems before they happen

81,000

PCs managed at HP and supported by HP’s endpoint management service

40%

Reduction in PC refresh costs (moved away from age-based refresh using PC performance instead)

1,500

Rooms monitored via Workforce Experience Platform (97% of room issues resolved remotely)

1,000+

remotely managed printers



From Managing to Leading

And while scores and bottom lines are important, productivity is about more than just the numbers. It's about replacing repetition with inspiration, replacing frustration with empowerment.

One of our goals is to give our employees back 10 percent of their time. Imagine if employees had four hours every week of additional time, what impact that would have on the company - and on the employees themselves.

What's so special is when our technology teams can actually make a difference to our employees. They see the impact it has on their productivity, on their satisfaction, on their enjoyment. It makes them feel valuable.

Ultimately, when given the tools, the technology, the environment and the experience, employees are freed up to find their own path and do their best work. Many of the benefits are intangible and emotional, but the outcomes are real - and transformational.

By taking away friction and repetitive processes, and by providing the environment, it frees people up from managing technology to leading the company.

Learn more at hp.com/workforceexperience.hp.com

¹Net promoter score of employees in pilot increased 26 points from 37 to 63 from Feb 23 to June 23 after receiving new PCs. 26/37=70

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

© Copyright 2025 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

