

The data-driven workplace

# HP *Workforce Experience Platform (WXP)*



The digital workplace is crucial for productivity and user experience.

HP Workforce Experience Platform (WXP) combines data from devices, applications, and user feedback to provide insight into how the workplace actually functions.

These insights enable IT teams to identify issues sooner and take more targeted action on management, support, and lifecycle management.

# What is “*Workforce Experience*” and why is it important?



## **The digital workplace and employee experience**

Employees perform best when their digital workplace is reliable and predictable. Performance, stability, and ease of use directly impact productivity and work experience. At the same time, it's often difficult for IT organisations to objectively determine where bottlenecks arise and their impact on employees and business operations.

## **Insight beyond traditional monitoring**

HP Workforce Experience Platform (WXP) goes beyond traditional monitoring. The platform combines technical data from devices and applications with user feedback, such as surveys and sentiment analysis. This creates a cohesive picture of how the workplace is actually used and experienced.

## **Data-driven management of IT and workplace**

With this data-driven approach, WXP supports IT organisations in improving employee experience, deploying IT resources more efficiently and focusing more on management, support and further optimisation of the digital workplace.

## **From insight to targeted improvement**

With WXP, IT teams gain insight into patterns and structural obstacles, such as recurring performance issues or productivity losses due to unstable technology. This allows them to identify problems earlier and prioritise improvements based on their impact, rather than isolated reports.

# Use Cases of HP *WXP*

## **Monitoring and insight**

WXP provides continuous insight into the health and performance of the digital workplace. IT teams gain insight into device behaviour, usage trends, incidents, and application performance, making problems visible earlier than through service desk alerts.

## **Asset and lifecycle management**

By providing insight into usage, performance, and energy

consumption, WXP helps better align devices with their roles and activities. This helps with replacement planning, extending lifespans, and making informed refresh decisions.

## **Remediation and automation**

Common issues can be resolved automatically with policies and scripts. WXP supports both predefined and custom remediations to maintain device performance and consistency.

## **Security and compliance**

WXP helps identify security risks and configuration anomalies. The platform supports consistent policy enforcement and provides insight into the status of firmware, antivirus, encryption, and firewall settings.



## Service desk support

By uncovering the structural causes of incidents, WXP helps reduce recurrence and escalation. This reduces pressure on the service desk and shortens resolution times.

## Employee experience and feedback

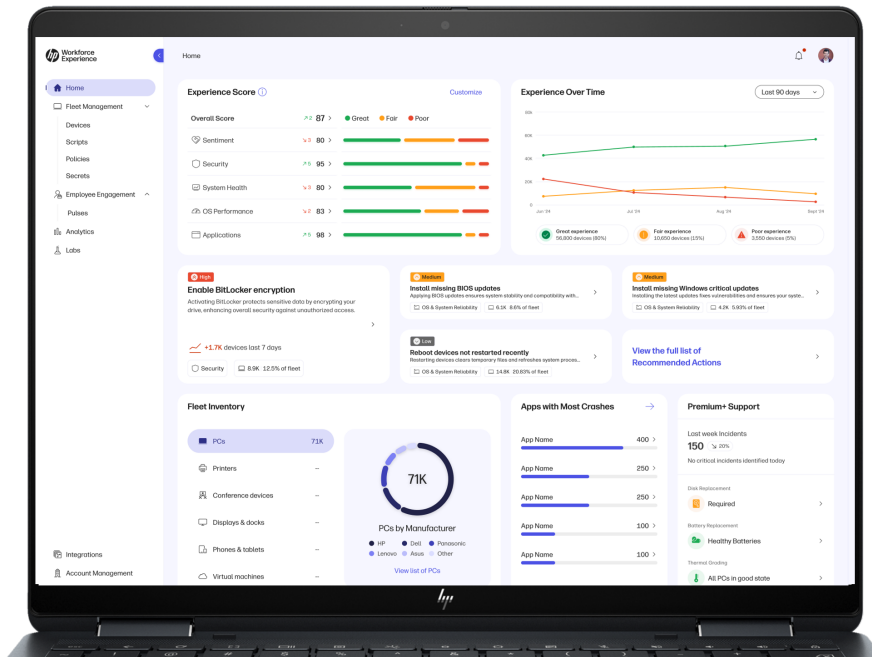
Using surveys and sentiment analysis, WXP provides insight into how employees experience the digital workplace. Recurring frustrations and bottlenecks are revealed, allowing targeted improvements to be implemented.

## Hardware refresh efficiency

WXP helps prioritise hardware replacement based on actual performance, risk, and user impact, rather than fixed depreciation periods.

## Software license optimisation

By gaining insight into application usage, WXP helps you better plan software purchases and renewals. Unused or unsupported usage becomes visible, simplifying audits and reducing waste.



# AI Support in WXP

## Smart PC Refresh

WXP analyses device performance, health, and lifecycle data. This provides insight into which devices are suitable for retention, replacement, or future upgrades. This supports informed refresh decisions and helps with cost control and sustainability.

## Anomaly Detection

AI models monitor CPU, memory, GPU, and temperature behaviour, among other things, and recognise deviations

from normal usage. This allows for early detection of potential problems and preventative action.

## Fleet Explorer

Fleet Explorer is an AI-powered search and query interface within WXP. IT teams can use natural language to ask questions about performance, usage, and issues within their device fleet and gain instant insight without manual reporting.

## Sentiment analysis

WXP analyses user feedback from surveys and categorises it into positive, neutral, and negative signals. Trends and recurring issues are quickly identified, allowing targeted improvements to be implemented based on user experience.

Want to know more  
or start a pilot?

Want to know how the HP Workforce Experience Platform can help you gain insight into and optimise your organisation's digital workplace?

→ Contact us for more information or a short demo.



# In 4 steps to a data-driven workplace

By optimising device performance and management, we ensure employees always have the right devices, creating the ultimate user experience together.

01



## Kick-off workshop

The POC for the Data-Driven Workplace starts 01 with a two-hour workshop, where mutual expectations and success criteria are established and discussed.

02



## Collecting data

After activating the platform on up to 300 devices, data and insights will be collected for 60 days. During this period, contact will be made every two weeks.

03



## Reporting

After 60 days, the consultants will present a report during a workshop in which the collected data will be explained and jointly analysed.

04



## Closing workshop

In the final 30 days, we'll prepare a Return on Investment (ROI) report for you and evaluate the POC's success. A go/no-go decision will then be made.

Register your  
organisation now



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