

HP Touchpoint Manager

IT management made simple



HP Touchpoint Manager



Focused on the needs of limited IT



Quick to deploy, easy to use



One solution, all devices



Outstanding value and flexibility

HP Touchpoint Manager's single, simple-to-understand dashboard gives your IT staff easy access to cloud-based monitoring, management, and troubleshooting tools.¹

Focused on the needs of limited IT

With an intuitive dashboard that delivers real-time insights and alerts, HP Touchpoint Manager keeps you connected to the people and systems that power your business.

- Manage data, devices, and users individually or in groups wherever you have network access and deploy fixes with remote control.²
- Track device inventory and health, and get a head start on troubleshooting issues.
- Use point-and-click wizards to perform maintenance tasks with greater ease and in less time.

Quick to deploy, easy to use

HP Touchpoint Manager gives you the ability to find and fix problems before they impact productivity—so you can keep your business up and running from virtually anywhere.

- Receive real-time alerts to get a head start on troubleshooting and avoid catastrophic failures.
- Eliminate repetitive tasks and enable employees to support themselves for common IT issues such as password reset.
- Avoid overhead costs of deploying multiple solutions to support your environment.
- Quickly troubleshoot with remote control of managed Windows devices.²



One solution, all devices

HP Touchpoint Manager strengthens and simplifies enforcement of security and mobility policies by enabling you to deploy a single, unified security model across PCs and mobile devices.

- Secure data on company- and employee-owned devices by enforcing security policies, including passwords.
- Quickly detect and respond to device security policy violations with helpful alerts and geo-mapping capabilities.
- Remotely find, lock, and wipe lost or stolen devices.³
- Create or edit patch management profiles, and apply patches for a wide range of popular software applications.
- Designate devices as personal or company-owned, and apply differentiated policies.
- Provision Wi-Fi access to groups of users and/or devices.
- Distribute approved mobile applications to managed devices/users.

Outstanding value and flexibility

With HP Touchpoint Manager, you get a single IT manageability solution with term-based licensing and pricing that help you make the most of your existing IT resources.

- Avoid the extra expenses of licensing multiple solutions or hiring outside consultants to manage your IT environment.
- Pay for only what you need—easily add or reduce services as your company requirements change.
- Get frequent service updates at no additional cost.

HP Touchpoint Manager features include:



3rd Party Software Patch Management

Create or edit profiles to apply patches for popular software applications like Adobe Acrobat, Java, and Chrome.



BOYD Policy

Designate an enrolled device as either personal or company-owned to limit IT access to personal devices.



Erase Device Data

Remotely remove data from a managed mobile device, notebook, or desktop PC.³



Find Device

Pinpoint the location of a missing device on an online map.³



Firewall Policy

Monitor and enable the Microsoft Windows firewall service on Windows computers.



Groups

Quickly apply policies to groups of users and/or devices.



Hard Disk Health

Monitor hard drives on managed notebooks and desktops, and get notified if a drive is full or needs to be replaced.



Knowledge Base

Provide knowledge articles and community resources.



Lock Device

Perform a screen lock (PIN block) or Windows logoff on a managed device if it is reported lost or stolen.³



Microsoft Patch Management

Create or edit profiles to apply patches for Microsoft Windows updates and Microsoft application updates, like Office.



Microsoft Windows Application Deployment

Deploy applications in the MSI or .exe file types to managed Windows devices.



Mobile Application Deployment

Create, distribute, and manage curated bundles of mobile applications from the App StoreSM for iPad[®] and iPhone[®] devices and Google Play for Android[™] devices.



Mobile Device Security Policy

Apply custom security levels to tablets and mobile devices.



Password Recovery

Reset a forgotten password on Windows notebooks or desktops.



Phone and Chat Support

Receive real-time phone and chat support in addition to self-help services.



Proactive Alerts

Get notified about issues such as virus protection policy enforcement, hard disk health, battery, and firewall protection policy enforcement.



Remote Alarm

Sound an alarm to locate a nearby missing Windows or Android mobile device.³



Remote Control

Gain remote control of employees' Windows-based devices, including initiating chat and file transfers.²



Smart Battery Health Monitor

Get notified when a managed Windows computer needs a replacement battery.³



Software Inventory

View the applications installed on a managed device.



User and Device Inventory

Provide a list of monitored PCs and mobile devices and users, as well as detailed device information.



Virus Protection Policy

Detect whether antivirus software has been enabled on a Windows device. If not, automatically enable and monitor Microsoft Windows Defender or Microsoft Security Essentials.



Wi-Fi Provisioning

Grant and revoke access to a wireless network for iPad, iPhone, and Android devices without exposing credentials to users.

HP Touchpoint Manager product specifications:

Features		
Basic	BYOD Policy, Erase Device Data ³ , Find Device ³ , Firewall Policy, Groups, Hard Disk Health, Knowledge Base, Lock Device ³ , Microsoft Patch Management, Mobile Device Security Policy, Proactive Alerts, Remote Alarm ³ , Smart Battery Health Monitor ³ , Software Inventory, User and Device Inventory, Virus Protection Policy	
Pro	All Basic features plus 3rd Party Software Patch Management, Microsoft Windows Application Deployment, Mobile Application Deployment, Password Recovery, Phone and Chat Support, Remote Control ² , Wi-Fi Provisioning	
System Requirements		Browser Requirements
PCs	Desktops/Notebooks from any major vendor running Windows 7 Service Pack 1 (SP1), Windows 8.1 or higher ⁴	Google Chrome for Windows: Version 47.0 or higher, Internet Explorer for Windows: Version 11 or higher, Firefox for Windows: Version 43 or higher, Microsoft Edge for Windows: latest version
Tablets	iOS 7.1 or higher, Android 4.0.3 or higher, Windows 8.1 or higher (x86 or Intel platforms) ⁴	Safari on iOS: 7.1 or higher, Chrome on Android: Version 47 or higher, Firefox on Android: Version 43 or higher, Microsoft Edge for Windows: latest version
Smartphones	iOS 7.1 or higher, Android 4.0.3 or higher ⁵	Safari on iOS: 7.1 or higher, Chrome on Android: Version 47 or higher, Firefox on Android: Version 43 or higher

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¹ HP Touchpoint Manager requires purchase of a subscription and supports Android™, iOS and Windows 7 SP1 or Windows 8.1 or higher operating systems and PCs, notebooks, tablets and smartphones from various manufacturers. Not available in all countries see www.hp.com/touchpoint for availability information.

² Remote control is supported on devices with Windows 7 SP1, Windows 8.1 or Windows 10 (x86/x64) operating systems.

³ Subject to various environmental features including that the lost product be powered on and have Internet access. The service is not a guarantee.

⁴ Your PC does not need to be manufactured by HP.

⁵ Devices running the Windows Phone OS are not supported in version 1.0 of HP Touchpoint Manager.

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