

Agenda of Today

10.00u	Ontvangst met koffie
10.30u	De hybride werkplek
	 Intro - Thierry Delcor PC mega trends - Thierry Delcor Print in de hybride werkplek - Ivo Van Campenhout De Power of Poly - Kristof Maes Security - Jan Das HP Sustainability en Digital For Youth- Katrien Vandewaerde en Hans De Backer HP Services - Jelle De Greef
12.15u	Lunch en netwerkmoment
13.00u	De hybride en duurzame werkplek: let's make it happen - lves Ledegen, lnetum-Realdolmen
14.00u	Demo
15.00u	Afsluiting van de dag met een tasje koffie























The office has become hybrid

OFFICE BY DEFAULT



HYBRID BY DESIGN





The office has become hybrid

An office

Working From home

On the go







Seamless physical and digital world



The office has become hybrid

CULTURE FIRST OFFICE

Super-performing office for employees



A culture hub for socializing and collaboration
Flexible, dynamic and intuitive spaces for any type of work
New desired experiences that inspire employees

PRODUCTIVITY FIRST HOME

Ecosystem of devices seamlessly working together



Flexibility, productivity and deep thinking
An optimized set-up for the long-term
Clear and transparent support services and models

Optimized mobility around the working space

Wellbeing and mental health support

Equivalent digital presence regardless of location





Major area's of focus to make your journey successful



In all parts of the hybrid office



Because during a journey, things will happen







Having people interact with each other in the most efficient way





To enable you to take the right decision



Major area's of focus to make your journey successful



In all parts of the hybrid office



Because during a journey, things will happer



Collaboration



Having people interact with each other in the most efficient way

Data Driven



To enable you to take the right decision



By 2030, we intend to become the most sustainable and just technology company.





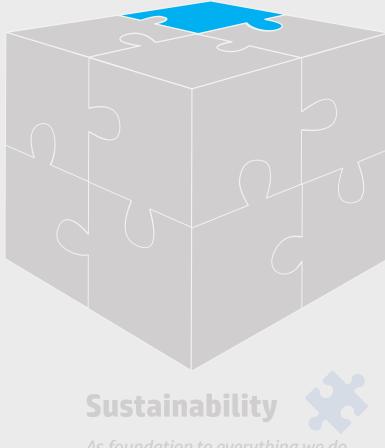




Major area's of focus to make your journey successful







Collaboration







To enable you to take the right decision



First step of the journey. Identifying the persona's

PROFILES

MOBILE TRAILBLAZER

HOME & OFFICE NAVIGATOR

FRONTLINE & BACK OFFICE HERO

POWER USER

PROFESSIONAL CREATOR

WHERE: WORK**PLACE**

WORK FROM HOME/REMOTE ONLY

WORK FROM OFFICE ONLY

HYBRID-WORK AT HOME SOME TIME, MOBILE

WHAT: TOOLS

OFFICE/COLLABORATION APPLICATIONS

BUSINESS SPECIFIC APPLICATIONS

SYSTEM SPECIFIC

HOW: NEEDS/CONCERNS





















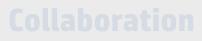
Major area's of focus to make your journey successful





Because during a journey, things will happen









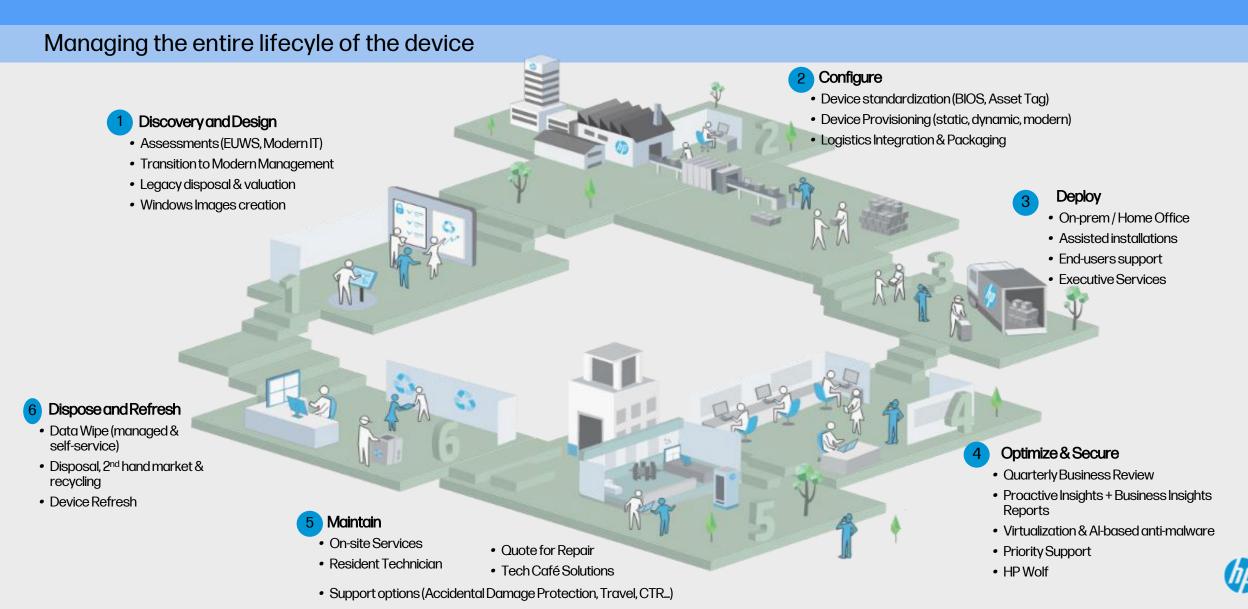


Security

Every IT Decision Is a Security Decision



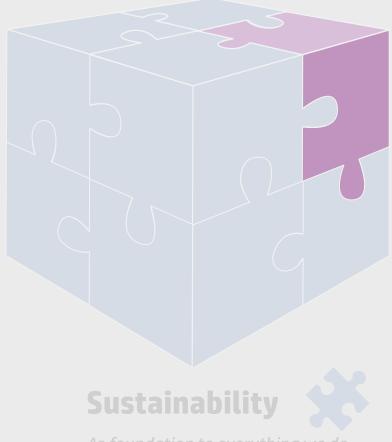




Major area's of focus to make your journey successful











Collaboration is key

















DELIVERING THE FUTURE OF WORK

Major area's of focus to make your journey successful



In all parts of the hybrid office

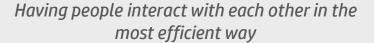


Because during a journey, things will happer



As foundation to everything we do

Collaboration

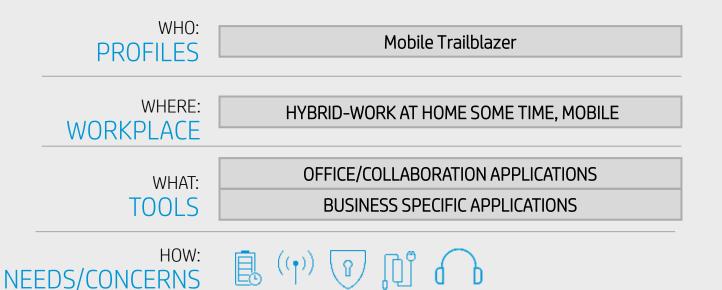


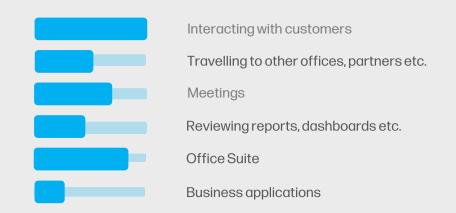
Data Driven

enable you to take the right decision



One concrete example of a persona







WHICH: Bundle: Mobile Ecocsystem Bundle Home Office Services

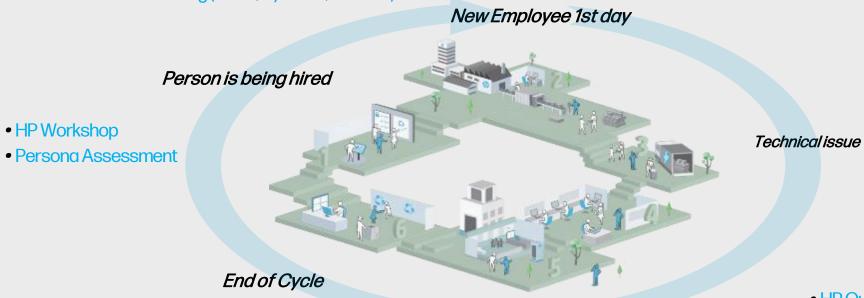
Travel Break and Fix, WHICH: Home installation, **Proactive Support** Security Suite



One cycle of that persona

- Device standardization (BIOS, Asset Tag)
- Device Provisioning (static, dynamic, modern)

- Delivery On-prem/Home Office
- End User Support
- Executive Services



• HP Care Pack

- HP Accidental Damage Protection
- HP Call to Repair
- Proactive Insights
- Business Insights Reports
- HP Tech Café

- Data Wipe (managed & self-service)
- Disposal, 2nd hand market & recycling
- Device Refresh

Oops, he clicked

- HP Sure Click Enterprise
- HP Wolf

• HP Quarterly Business Review

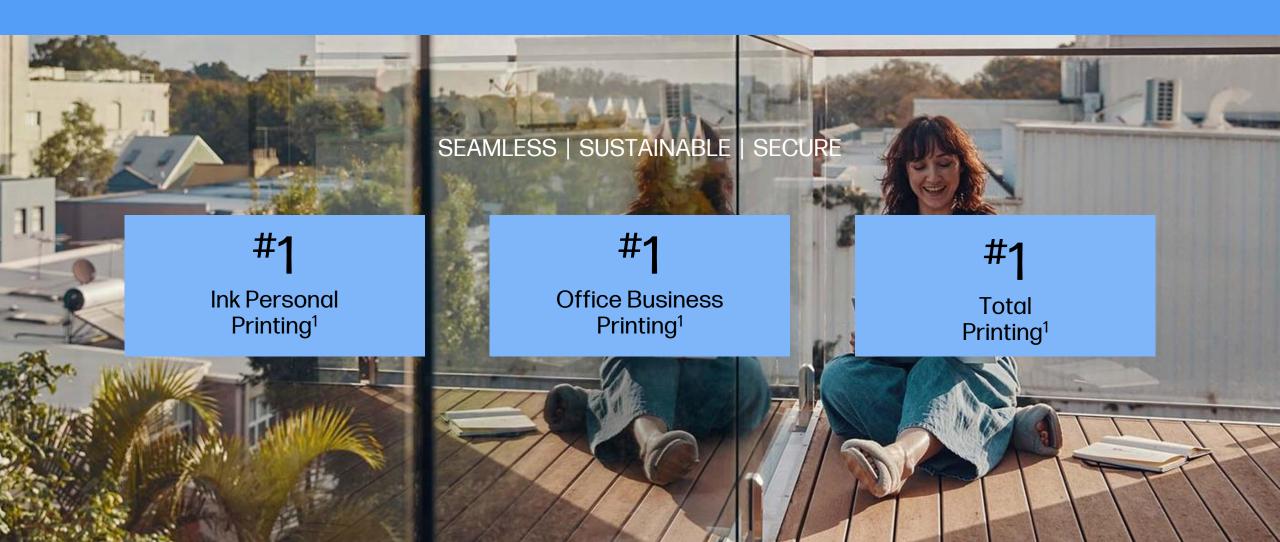






HP is the World's #1 printer vendor

The smartest, most connected and accessible, secure printing ecosystem in the world

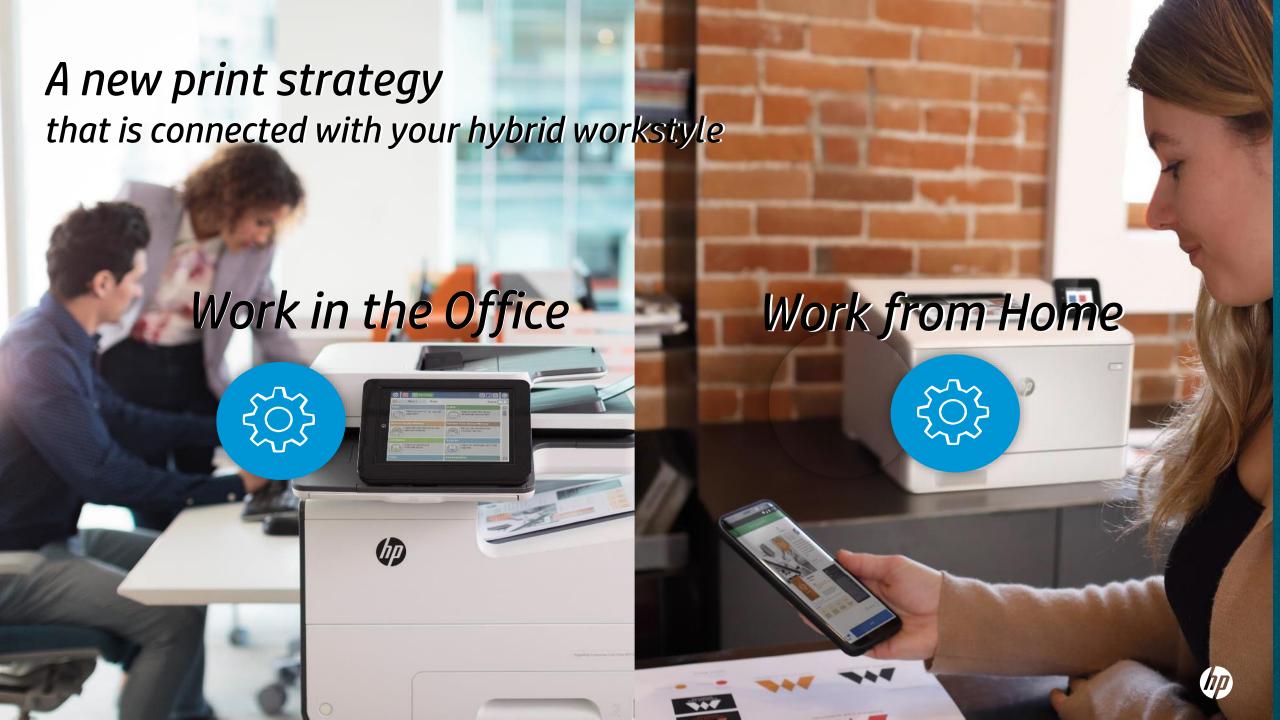






Paper, a critical part of doing business





Today: Our most powerful solution





More scalable and serviceable

HP Printing for office



Key Concepts



- 1) Security
- 2) HP Future Smart 5
- 3) HP Smart UPD
- 4) HP Workpath
- 5) Manageability
- 6) Sustainability



Protection from security threats

HP Wolf Enterprise Security provides the world's most secure printing.¹





HP Sure Start works behind the scenes, during start-up and repairs itself if compromised.



Whitelisting automatically checks firmware during start-up to determine if it's authentic code.



Run-time intrusion detection with Memory Shield active system identifies anomalies in code execution.



HP Connection Inspector automatically self-heals if it spots suspicious network connections.



Safeguard data stored on the printer—keys, passwords, certificates, and more with HP **Trusted Platform Module**.



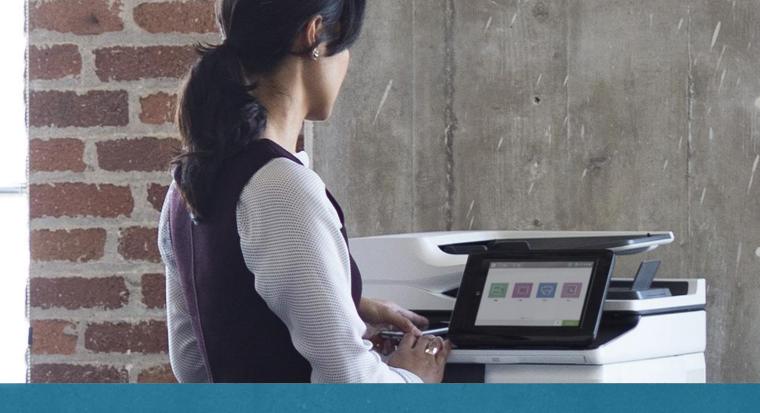
Thwart potential attacks and take immediate action with **instant notification** of **possible security issues**.²



What if your printer could evolve with the needs of your hybrid workforce?

HP FutureSmart 5

Make your Enterprise devices easier to use and even more productive, today and well into the future













Common User Interface

Preview

Customization

Centralized contacts

New apps



HP A4 & A3 managed portfolio guide



Color LaserJet1

20-40 ppm	41-50 ppm				51-70 ppm							
A4		A3			A4		A3		A4		A3	
				•	-	□	•	•				
Color LaserJet Color L Managed Manag E45028 MFP E4		Color LaserJet Managed MFP E786	Color LaserJet Managed MFP E877	Color LaserJet Managed X55745	Color LaserJet Managed MFP X57945 ⁶ / X58045 ⁷	Color LaserJet Managed E75245	Color LaserJet Managed MFP E877	Color Laser Jet Managed X654	Color LaserJet Managed MFP X677	Color LaserJet Managed E85055	Color LaserJet Managed MFP E877	
Up to 29 Up to 29 ppm ² ppm ²	29 Up to 23/28 ⁵ ppm ²	Up to 25/30 ⁵ /35 ⁵ ppm ²	Up to 40 ppm²	Up to 45 ppm ²	Up to 45 ppm²	Up to 45 ppm ²	Up to 50 ⁵ ppm ²	Up to 55/65 ⁵ ppm ²	Up to 55/65 ⁵ ppm ²	Up to 55 ppm ²	Up to 60 ⁵ /70 ⁵ ppm ²	
Up to 850 Up to 89 input ³ input ³		Up to 3,140 input ³	Up to 6,140 input ³	Up to 2,300 input ³	Up to 2,300 input ³	Up to 4,450 input ³	Up to 6,140 input ³	Up to 3,850 input ³	Up to 3,300 input ³	Up to 4,450 input ³	Up to 6,140 input ³	
Up to 7,500 Up to 7, RMPV ⁴ RMPV ⁴		Up to 20,000 RMPV ⁴	Up to 60,000 RMPV ⁴	Up to 15,000 RMPV ⁴	Up to 15,000 RMPV ⁴	Up to 40,000 RMPV ⁴	Up to 60,000 RMPV ⁴	Up to 30,000 RMPV⁴	Up to 30,000 RMPV ⁴	Up to 60,000 RMPV ⁴	Up to 60,000 RMPV ⁴	

Monochrome LaserJet¹

20-50 ppm									51-60 pp	m		61-70 ppm					
A4				А3					A4 A3		A3	A4				A3	
3	4	_ \$		0	2	•	•	•	9		•	- i	-	- i			
LaserJet Managed E40040	LaserJet Managed MFP E42540	LaserJet Managed E50145	LaserJet Managed MFP E52645 ¹	LaserJet Managed M42623/ M42625	LaserJet MFP M72625/ M72630 ¹	LaserJet Managed MFP E730	LaserJet Managed MFP E731	LaserJet Managed MFP E826	LaserJet Managed E60155	LaserJet Managed MFP E62655	LaserJet Managed MFP E826	LaserJet Managed E60165	LaserJet Managed MFP E62665	LaserJet Managed E60175	LaserJet Flow Managed MFP E62675	LaserJet Managed MFP E826	
Up to 42 ppm (HP High Speed) ²	Up to 42 ppm (HP High Speed) ²	Up to 45 ppm (HP High Speed) ²	Up to 45 ppm (HP High Speed) ²	Up to 23/25 ppm ²	Up to 25/30 ppm ²	Up to 25/30 ⁵ ppm ²	Up to 30/35/40 ppm ²	Up to 50 ppm ²	Up to 55 ppm²	Up to 55 ppm ²	Up to 60 ⁵ ppm ²	Up to 65 ppm²	Up to 65 ppm ²	Up to 75 ppm ²	Up to 75 ppm ²	Up to 70 ⁵ ppm ²	
Up to 900 input ³	Up to 900 input ³	Up to 2,300 input ³	Up to 2,300 input ³	Up to 600 input ³	Up to 2,180 input ³	Up to 2,180 input ³	Up to 3,140 input ³	Up to 6,140 input ³	Up to 4,400 input ³	Up to 3,750 input ³	Up to 6,140 input ³	Up to 4,400 input ³	Up to 3,750 input ³	Up to 4,400 input ³	Up to 3,750 input ³	Up to 6,140 input ³	
Up to 7,500 RMPV ⁴	Up to 7,500 RMPV ⁴	Up to 15,000 RMPV ⁴	Up to 15,000 RMPV ⁴	Up to 5,000 RMPV ⁴	Up to 40,000/ 45,000 RMPV ⁴	Up to 16,000 RMPV ⁴	Up to 20,000 RMPV ⁴	Up to 60,000 RMPV ⁴	Up to 30,000 RMPV ⁴	Up to 40,000 RMPV ⁴	Up to 60,000 RMPV ⁴	Up to 40,000 RMPV ⁴	Up to 40,000 RMPV ⁴	Up to 50,000 RMPV ⁴	Up to 40,000 RMPV ⁴	Up to 60,000 RMPV ⁴	



Powerfully productive. Extraordinarily efficient.

HP Color LaserJet Enterprise 5000/6000

Key Concepts for Office

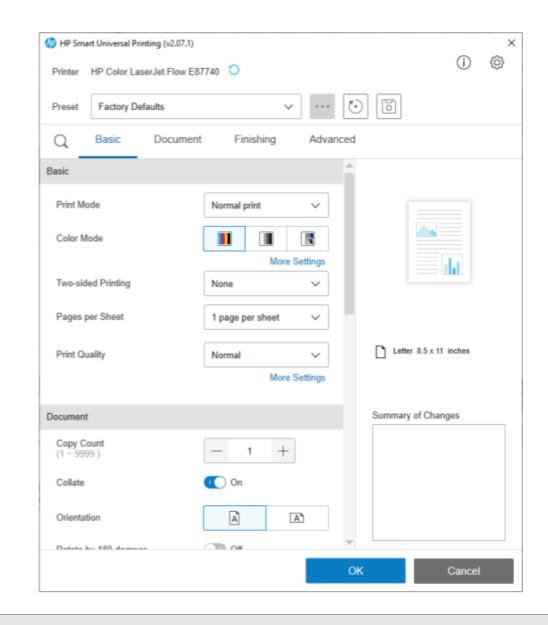


HP Smart Universal Print Driver

HP Smart UPD

Overview

- Dramatically reduces the number of drivers IT manages and improves user efficiency
- Single-driver solution that enables the customer to connect to and use HP printers (a low-end Inkjet to a LaserJet Pro, a LaserJet Enterprise to a Copier Class device), without installing individual printer-specific drivers
- Simplifies printing for users with a common user interface
- Common look and feel across universal and discrete drivers



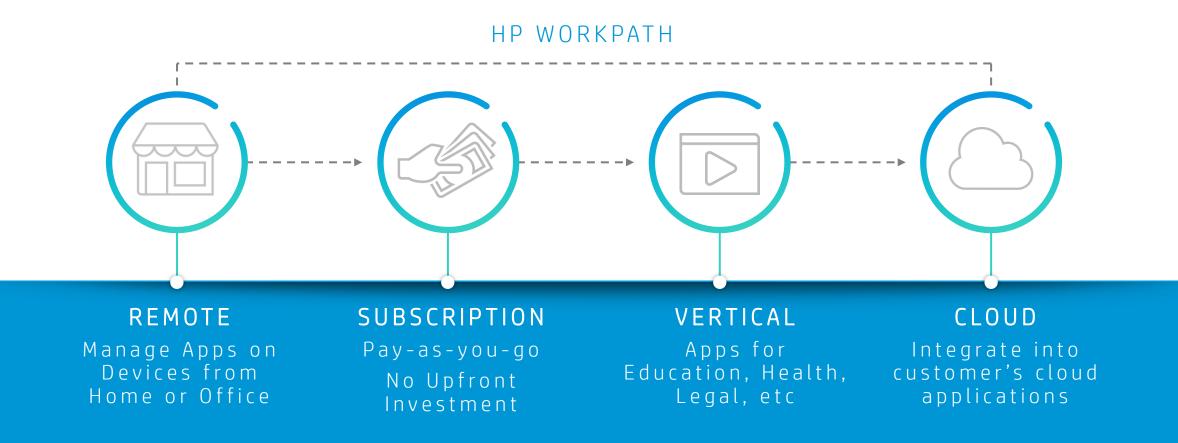
Key Concepts for Office



HP Workpath

HP Workpath

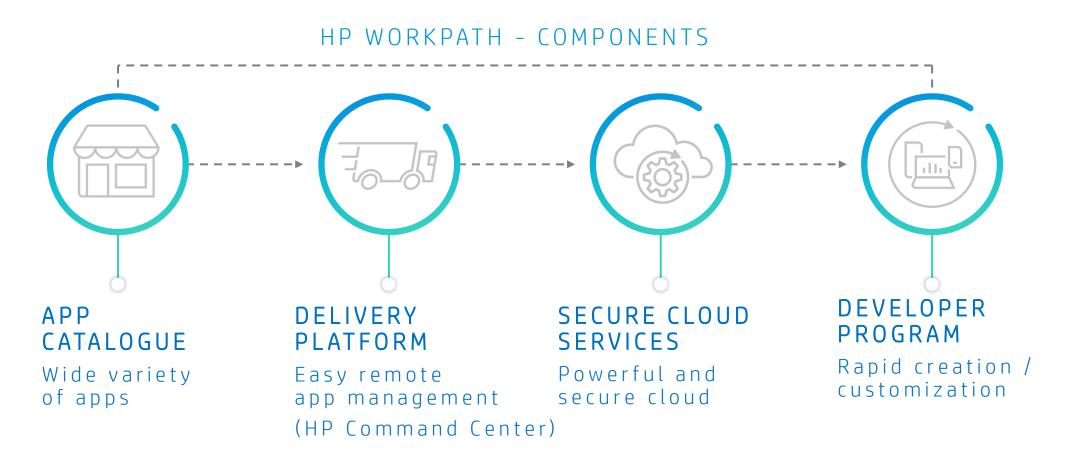
HP Workpath helps customers be more productive in the changing world





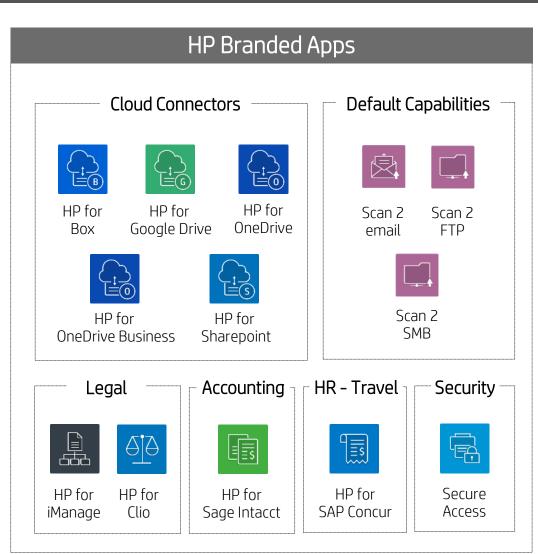
HP Workpath

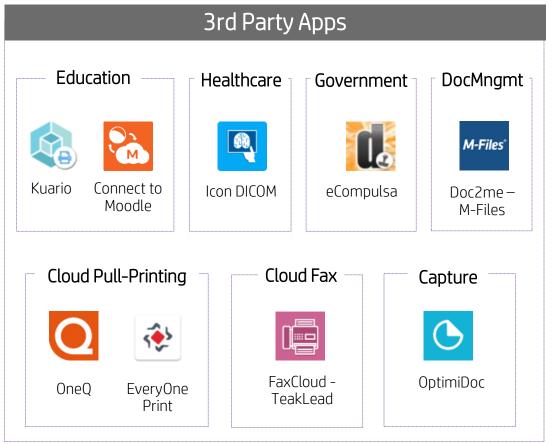
Secure app platform that enables seamless device integration into digital applications and workflows.





HP Workpath





More than 90 Apps available

Link: Global Solutions Catalog

https://www8.hp.com/us/en/solutions/business-solutions/workpath.html?jumpid=va_rjmgewkysb

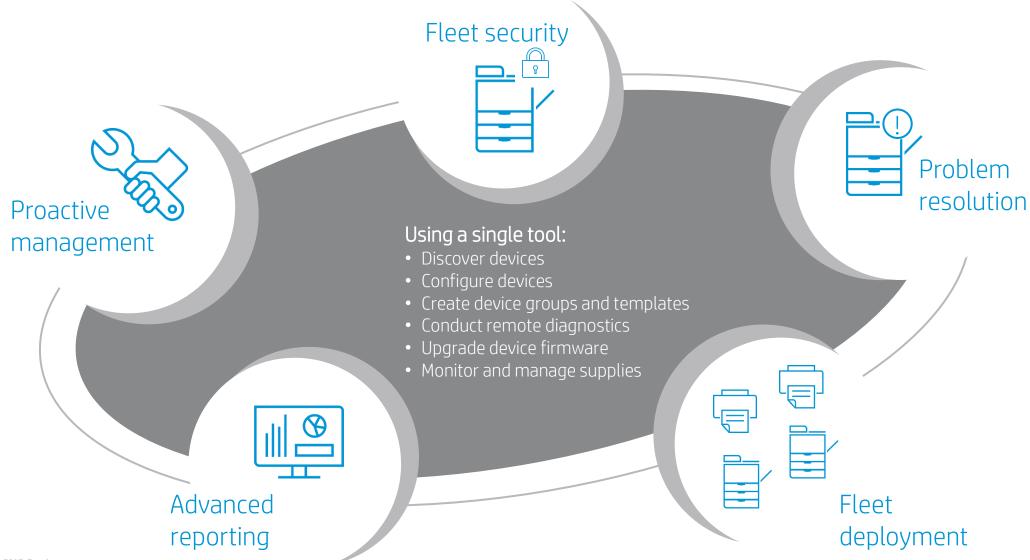


Key Concepts for Office



HP Manageability

HP Web Jetadmin: your fleet management solution





HP Security Manager

The way you mitigate print security risks





Enterprise-level Security Policy Settings

More than 250 security items can be managed

File system access protocols

Device control

Direct Connect

ports Control panel lock

Fax speed dial lock

File erase mode Authentication

802.1x

Authentication

FTP Firmware Update

services

Novell remote configuration

Network Services

Telnet

Job storage authentication

Authentication

Job creation authentication

Send to e-mail authentication

Send to folder authentication

Service Location Protocol (SLP)

Device discovery

Bonjour Web Services
Discovery
(WS-Discovery)

Link-Local Multicast Name Resolution Protocol

PJL password

SNMPv1/v2 SNMPv3

Device PIN presence

Credentials

Admin (EWS) password

File system password Fax PIN

Bootloader password presence

Public username Allow return email address change

Credential

type

Email

Secondary email authentication

I DAP Server

Authentication

Remote

Firmware

upgrade

Restrict Addresses

Maximum attachment size

TCP/IP Printing (P9100)

Printing

File Transfer Protocol Internet Printing Protocol

Novell (IPX/SPX)



HP Security Manager

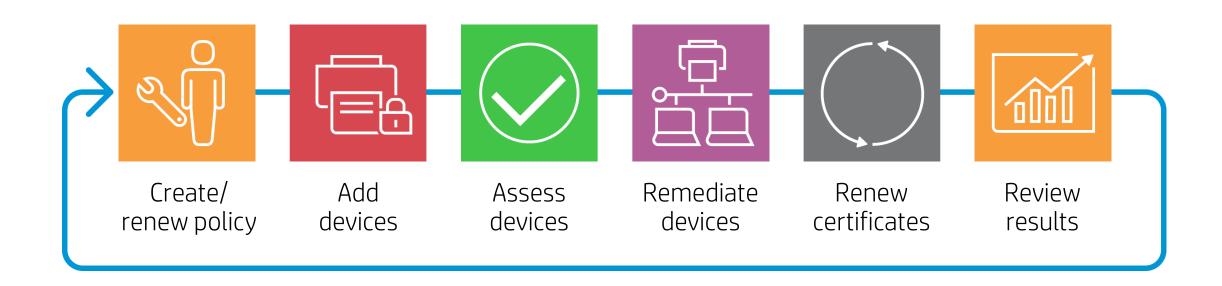
HP Security Manager makes it easy to monitor and protect your entire fleet:

- Strengthen compliance to corporate security policies
- Streamline security management by automating many processes
- Secure new devices immediately with Instant-on Security
- Get efficient fleet management of device certificates





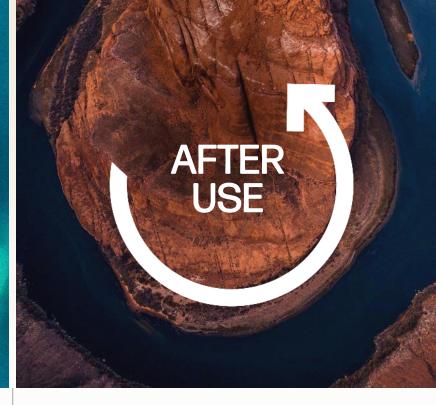
HP JetAdvantage Security Manager



Sustainability Engineered Across the Lifecyle















TRANS-PORTATION



BLUE ANGEL CERTIFICATION



FOREST FIRST



ENERGY EFFICIENCY & PAPER WASTE



HP PPP



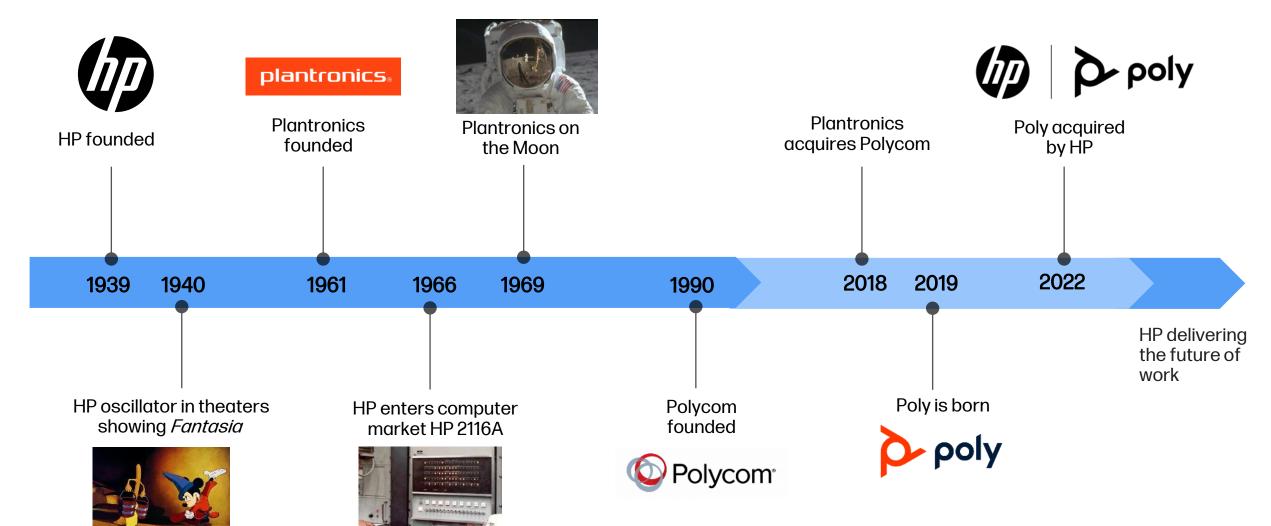
RESPONSIBLE RECYCLING



SECURE EOL



Timeline





A Powerful Strategy

Unified platform to lead hybrid work



Empowering end users to be seen and heard



Enabling IT to manage and secure in a hybrid world



HP's Strength
Compute, print and displays



HP's Strength
Security, manageability
and services



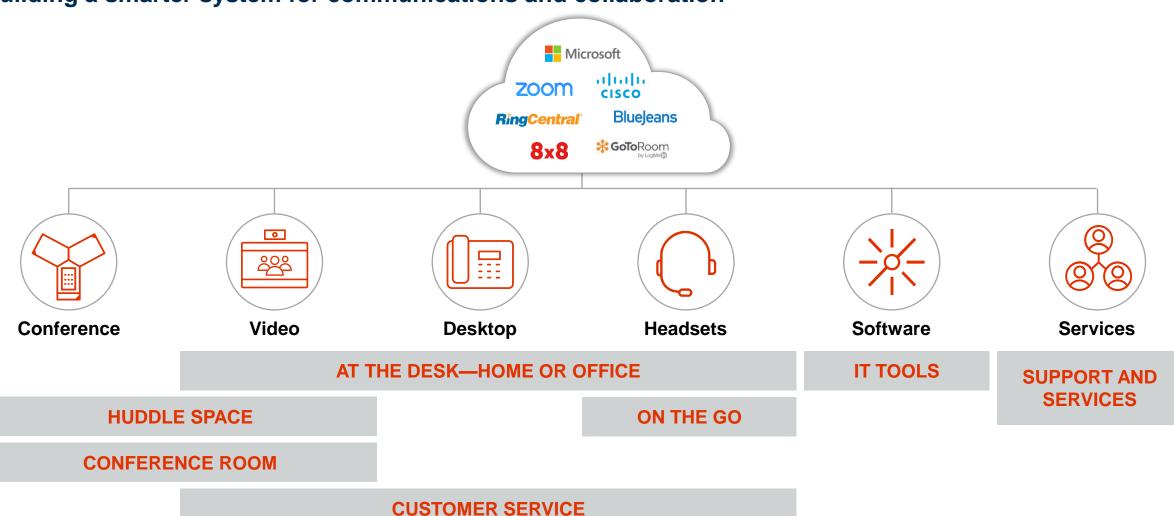
Poly's strength
Headsets, desk phones, video
and room solutions



Poly's Strength
Peripherals management,
insights and room services

POLY STRATEGIC FOCUS

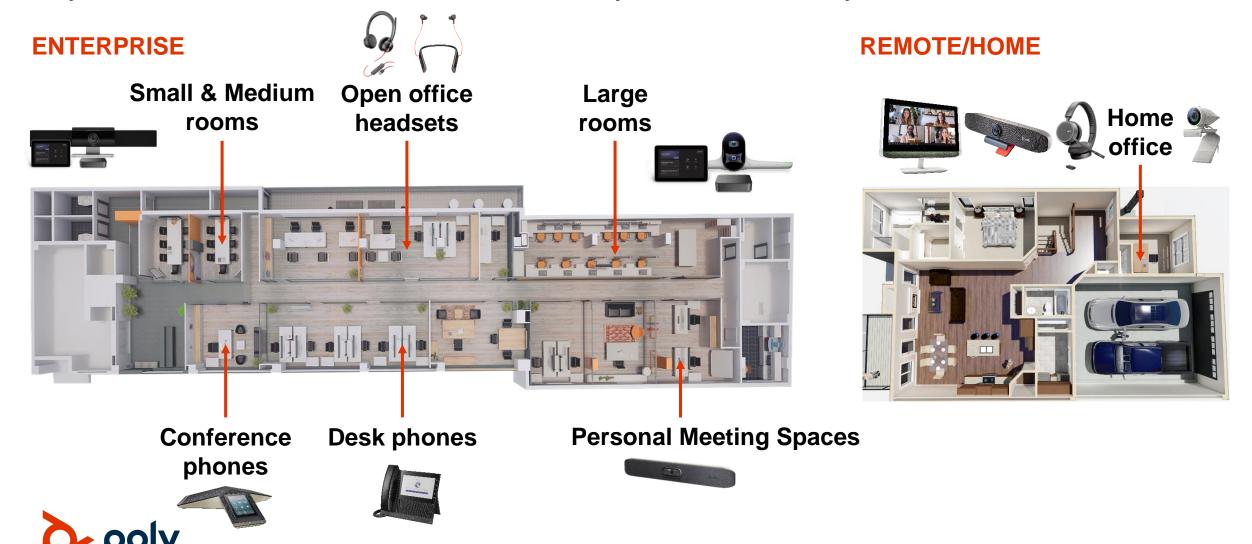
Building a smarter system for communications and collaboration





We deliver the future of work

So you can be seen and heard with incredible clarity—no matter where you work



TECHPULSE analytics & insights

Our hybrid work solutions portfolio





































VVX

Rove









HP Presence All in One





Poly Studio P15

HP 320 / 325



Zoom Rooms











Poly Studio R30



Cameras



Integrator



Accessories

LENS CLOUD management

GROUP VIDEO

PERSONAL VIDEO

Poly solutions for hybrid work



Communicator



















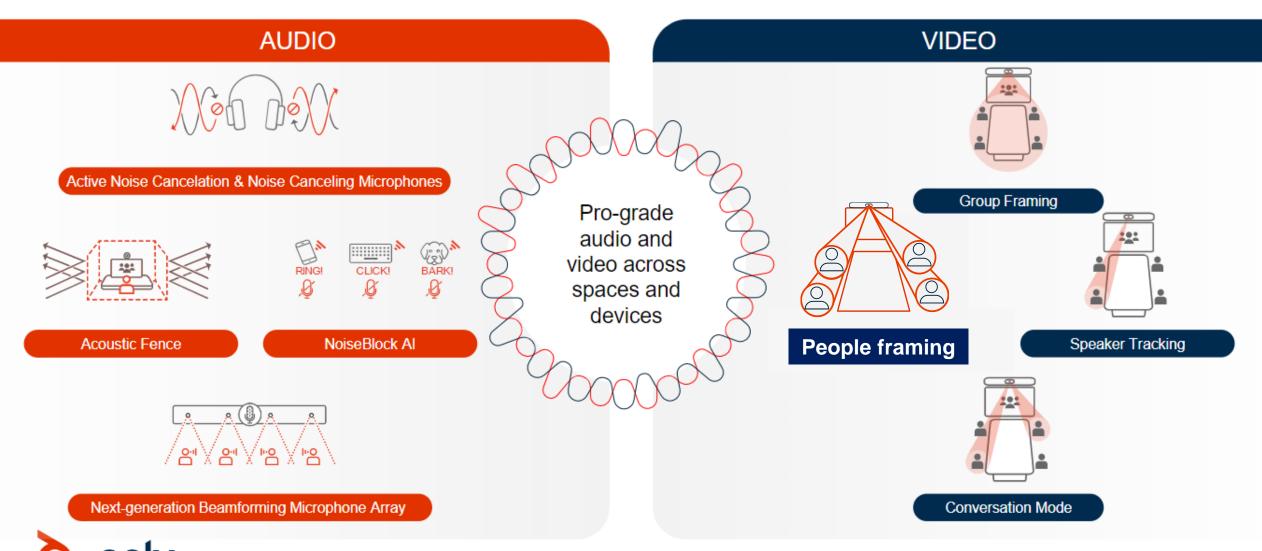
Focus / Small

Medium

Large

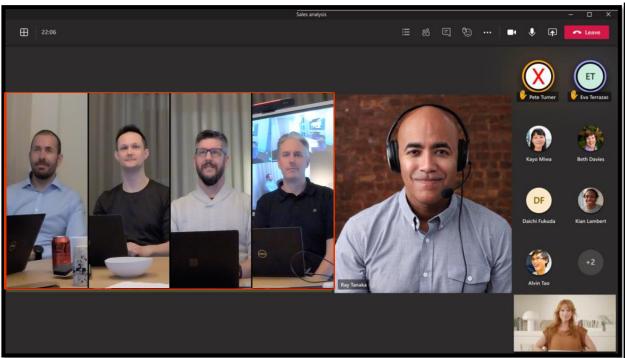
FLEXIBLE, CONSISTENT & EQUAL EXPERIENCES

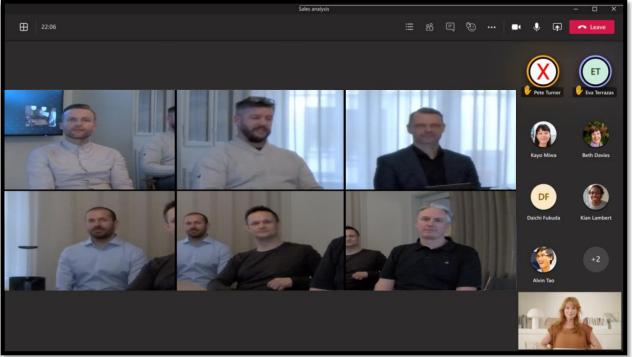
ACROSS ALL SPACES AND PLATFORMS



NEXT GENERATION VIDEO CALLS

ONE EQUAL EXPERIENCE, REGARDLESS OF LOCATION





POLY PEOPLE FRAMING MODE



Introducing the Voyager Free 60 Series

NEW

True wireless earbuds for work and life

PERSONA: FLEXIBLE WORKER

- Legendary Poly audio for clear calls and immersive music listening.
- Call and media control with the touchscreen charge case (Voyager Free 60+ UC).
- Certified for top virtual meeting providers and centrally manageable.

Voyager Free 60+UC



Carbon Black



White Sand



Touchscreen charge case

Voyager Free 60 UC



Basic charge case



PC



Mobile





Together
Delivering the
future of work







HP Wolf Security



Resilient PC security

Cyber threats continue to evolve as attacks are...





More frequent

Ransomware volume has increased 232% from 2019 to 2021



More sophisticated

'Double-extortion' ransomware damage has skyrocketed 935%

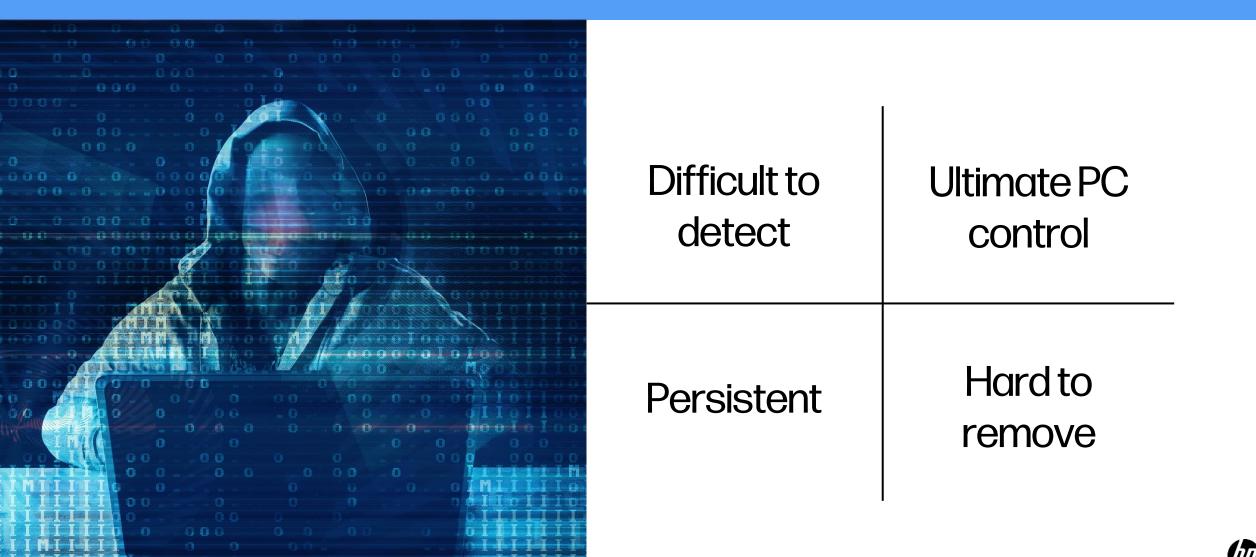


More diverse

Supply chain, PCs, firmware, servers, cloud, networks and identity

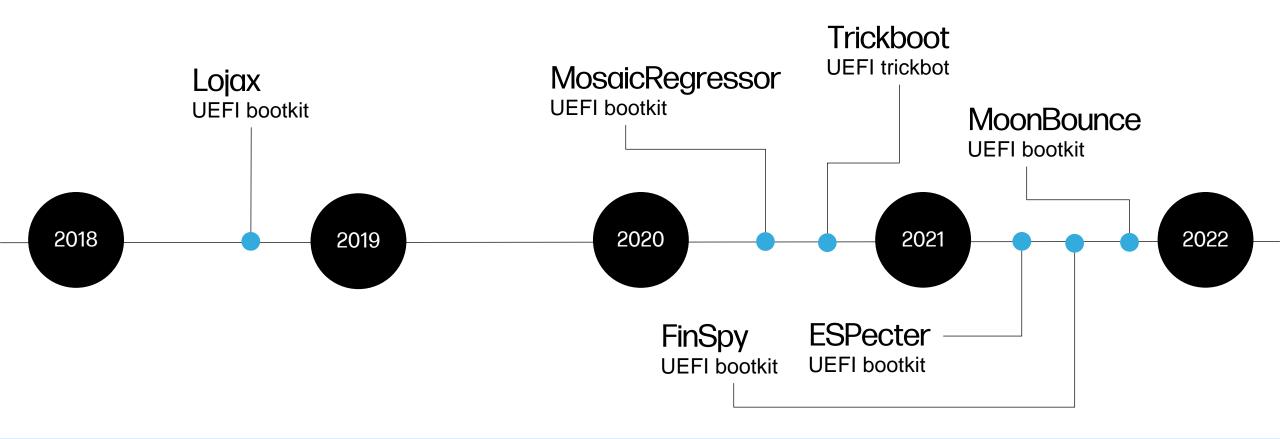


Firmware attacks pose a high-impact threat





Attacks below the OS are on the rise



83% Security Decision Makers experienced at least one firmware attack from 2019 to 2021





HP Wolf Security

Resiliency at every level

Equipping businesses with PC resiliency and protection below, in and above the OS





Built on 20+ years of endpoint security innovation

Setting endpoint security industry standards

Established standards for TPM, BIOS, Firmware Resilience



TRUSTED®
COMPUTING
GROUP







Pioneering hardware-enforced security



Close security partnerships to drive industry state of the art (Intel®, AMD® and Microsoft®)

Strengthened security advancements with Bromium







Advancing security beyond the industry

HP supports and extends Intel's, AMD's and Microsoft's security features to provide differentiated, industry-leading protection





- AMD Memory Guard
- AMD Secure Processor



- Intel Hardware Shield
- Intel BIOS Guard



- Microsoft Secured Core
 - Secure Launch
 - Virtualization-BasedSecurity for OS
 - Cloud-based recovery



- HP Sure Admin
- HP Sure Click
- HP Sure Sense
- HP Sure Run



- HP Sure Start
- HP Sure Recover
- HP Tamper Lock

The World's Most secure PCs







Uniquely protected by hardware

Built different at the core with HP's Endpoint Security Controller (ESC)



Priority over CPU

Physically Isolated



Always running, even when the PC is off



Ongoing monitoring



No reported firmware breaches





In FIPS Approval and ANSSI Certified

Firmware Resiliency

with HP Sure Start

Always on, persistent protection below the OS

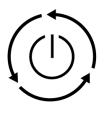




Validate
firmware before running code



Stop corrupted code from running



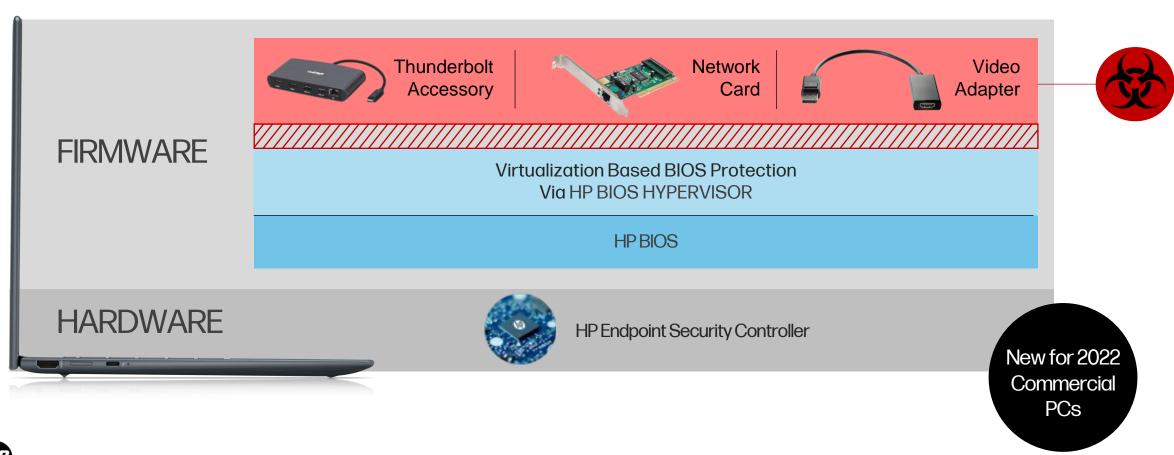
Recover a safe copy of the BIOS



Prevents
malicious peripheral attacks

Pioneering security below-the-OS

Protection from malicious peripheral attacks





Recover more than just the BIOS

HP Sure Start can recover the entire flash including the following

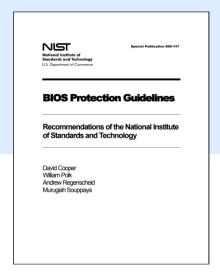
HP Firmware	HP Firmware Settings	Partner Firmware
HP UEFI BIOS	HP UEFI settings	Intel/AMD specific SoC boot critical content
HP Endpoint Security Controller firmware	HP Factory configuration	Intel Management Engine firmware / AMD Secure processor firmware
	Secure Boot key databases	





HP Sure Start meets and exceeds

NIST SP 800-193 for all core-embedded platform firmware



2011BIOS Protections
NIST SP 800-147



2019 Firmware Resilience NIST SP 800-193



Learn more:
HP Sure Start
Whitepaper







Behind the scenes of HP Sure Start



Firmware Resiliency

Ability to detect, protect, and autorecover system firmware critical to booting the system



Hardware-Enforced Protection

HP ESC verifies firmware code independent of the OS or CPU



Pre-Boot Security

Protection for the BIOS settings & firmware prior to booting up



Runtime Intrusion Detection

Detect firmware attacks and BIOS setting



Memory Protection

Prevent pre-boot DMA attacks



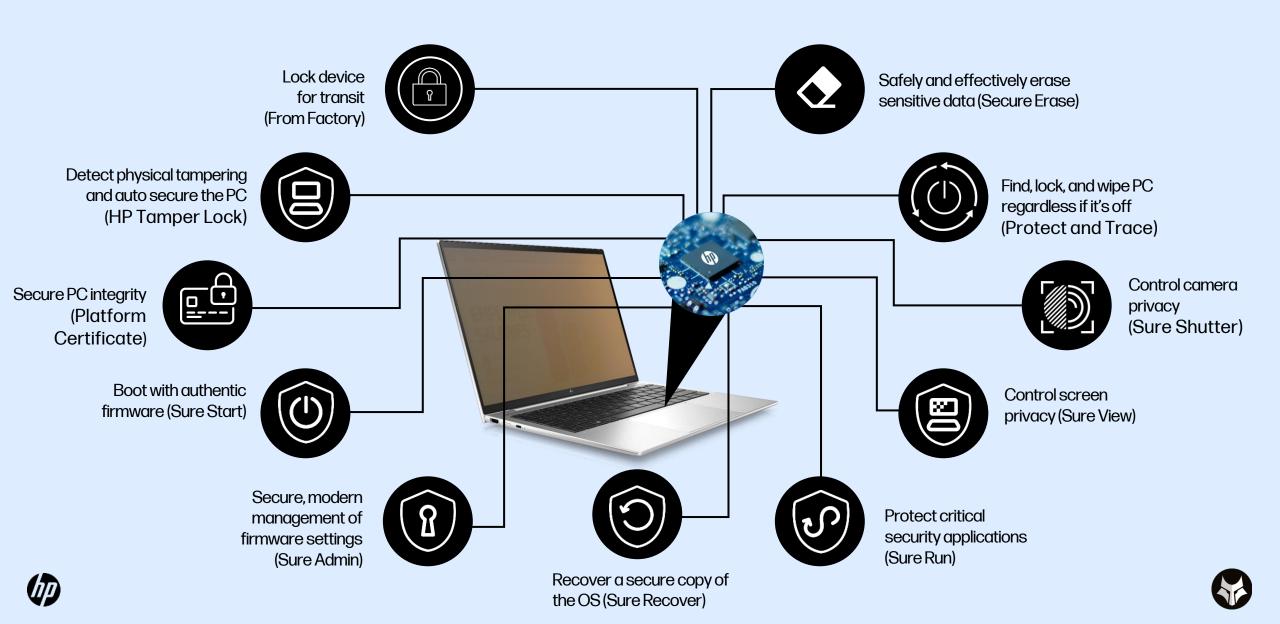
Stop Malicious Peripherals

Hypervisor prevents connected devices from infecting the PC

Exclusive feature of Gen7



Hardening the endpoint with hardware-enforced protection



HP Wolf Security Capabilities

Delivering the world's most secure and manageable PC

Capability Table Key

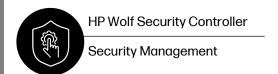
Available as an added purchase

Added factory service available

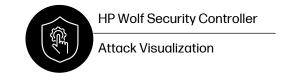
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Preloaded on WPS Edition PCs

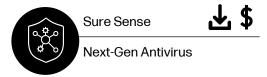
Cloud Management



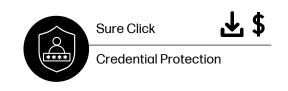




Security Software

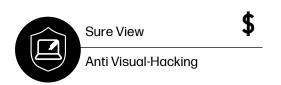


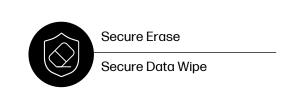


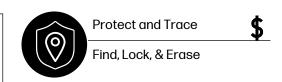




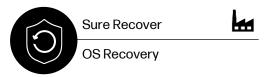


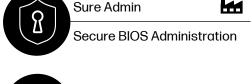


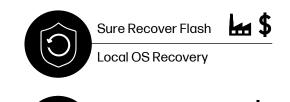




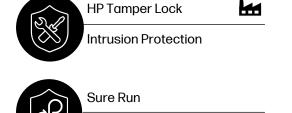
Platform Security

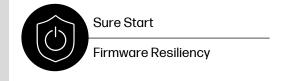


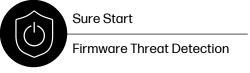




Platform Certificate















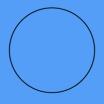
"Consumers expect sustainability"



of people are prepared to take action to live in a more environmentally conscious way



of consumers want brands to help them be more sustainable



of enterprise professional respondents have screened out potential suppliers or products on ESG concerns at least once

"Our ambition is to be the most sustainable and just tech company."

Enrique Lores
Chief Executive Officer
HP, Inc.





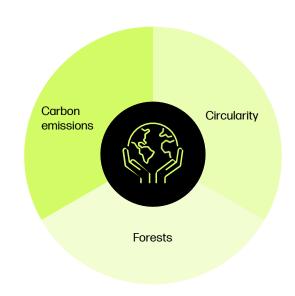
Sustainable Impact Strategy

HP aims to be the world's most sustainable and just technology company.

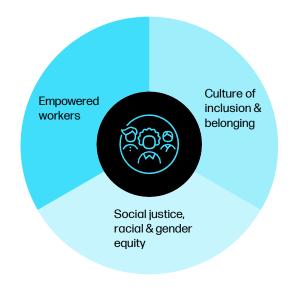
Our ambitious agenda is rooted in science and aligned to the UN Sustainable Development Goals. It connects HP to the most defining and urgent issues of our time and where we can have the greatest impact.



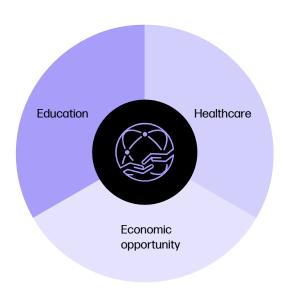




Climate Action



Human Rights



Digital Equity



















The world's most

sustainable PC portfolio



Consistently achieving top rankings and certifications



Energy Star

For 5th year in a row, recognized for delivering product energy efficiency.



Dow Jones Sustainability Indexes

Ranked #1 in our industry—and listed on the World Index for the 11th year in 2022.



CDP Worldwide

Only tech company globally to receive Triple A score across Climate, Forests, & Water lists and Supplier Engagement Leaderboard.



Ethisphere

One of only 135 companies around the world to receive this honor.



Newsweek

Ranked 1st in America for environmental, social, and governance performance for the 4th year in a row.



Global 100 Award

HP was named one of the 100 Most Sustainable Corporations in the World for the 8th year in a row.



WE PUT OUR PLANET







DURING USE



AFTER USE



OCEAN-BOUND PLASTICS



RECYCLED MATERIALS



SUSTAINABLE PACKAGING



EPEAT CERTIFICATION



ENERGY EFFICIENCY



SAFER MATERIALS



SECURE REPURPOSE



RESPONSIBLE RECYCLING



PLANET PARTNERS



Digital inclusie in België



Verontrustende vaststelling!



Bijna één op twee Belgen is digitaal kwetsbaar



We streven naar een dubbele impact

Maatschappelijke impact

In onze wereld is een digitale basiskennis even essentieel als kunnen lezen en schrijven.

'Digital haves' en 'digital have-nots' zijn een realiteit in België. Niet iedereen heeft toegang tot de digitale wereld. Die toegang begint met een eigen laptop.

Ecologische impact

Afgeschreven laptops en apparaten hebben geen boekhoudkundige waarde meer. De sociale waarde van deze apparaten is echter nog steeds erg hoog.

We geven 'afgeschreven' IT apparaten een tweede of derde leven, wat perfect past binnen de circulaire economie.



Dat is de reden waarom Digital for Youth tweedehands laptops aanbiedt en naar digitale inclusie in België streeft.

21.700

laptops geleverd aan scholen en jongerenorganisaties sinds 2019

Onze visie

Sustainable Development Goals United Nations







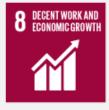
































Hoe doen we dat?

We zorgen van A tot Z









We verzamelen uw functionele

en niet-functionele ICT-

apparatuur

Eén gerecycleerde laptop staat

gelijk aan een vermindering van

160 kg CO2

We leveren certificaten voor

'data wipe' en 'recycling'

Laptops worden geleverd aan

sociale projecten in België

Het is gratis

Het is duurzaam

Het is veilig

Het heeft impact





Onze sociale impact

1.975 laptops verdeeld aan 74 projecten in 2022

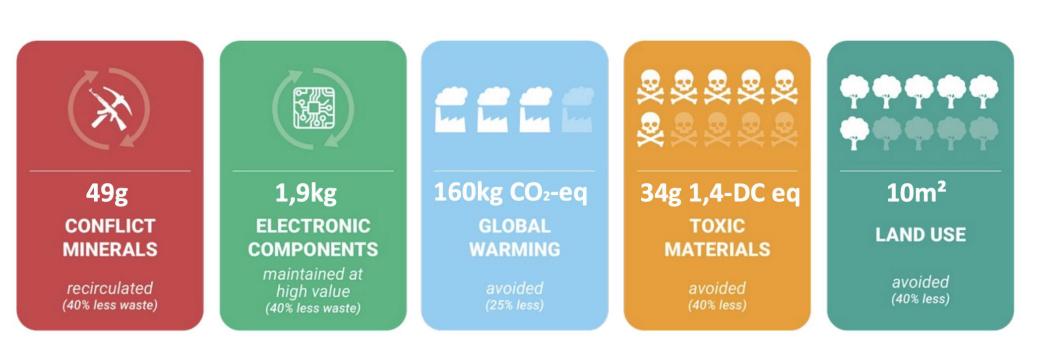
"Met de laptops konden we een uitleendienst ontwikkelen en ons aanbod uitbreiden en versterken. We gebruiken de laptops ook voor onze workshops media-educatie. Zo bereiken we een breder en gediversifieerder doelpubliek."

- Infor Jeunes Waterloo vzw



Onze ecologische impact

Ecologische impact reductie door het verlengen van het leven van 1 gedoneerde laptop met 4 jaar



Note: Current calculation based on average impact savings for life extension of electronics by four years. Future work will include an impact analysis of CTG's reverse logistics and refurbishing operations for a more robust environment impact assessment.

Onze donateurs zijn tevreden





Zij vertrouwen ons al... en vele meer!

























We werken nauw samen met vele overheden

Donoren:

- Vlaamse Overheid: Agentschap Natuur
 & Bos, Ag. Overheidspersoneel, Ag.
 Opgroeien, Ag. Onderwijs, Dep't
 Financiën en begroting, Vlaams Energieen Klimaatagentschap etc.
- Steden en Gemeenten: Stad
 Oostende, Gemeente Stekene etc.

Sociale projecten:

- Gemeente Borsbeek (OCMW)
- 9 Waalse gemeenten (CPAS) voor
 Oekraiense vluchtelingen
- Nooddorpen Antwerpen-Linkeroever en Mechelen
- Etc.

Politiezones etc.



Doe een donatie

- 1. Hardware donatie
 - Laptops, desktops, printers, schermen, servers, etc. --> "one-stop-shop" om het voor u te vergemakkelijken
- 2. Financiële donatie via de Koning Boudewijnstichting
 - BE10 0000 0000 0404
 - ***196/0360/00088***
- Neem contact met ons op!
 - hans.debacker@digitalforyouth.be
 - 016 28 49 78 of 0473 70 81 02
 - www.digitalforyouth.be





The Work Landscape has changed!

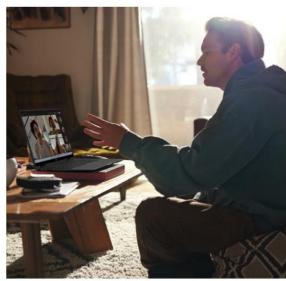
Before 2020

Occasional Remote work.



2020 > 2021

Forced Remote work.



2022 > 2023

"Forced" return to Office.



2024+

Era of hybrid flexibility!

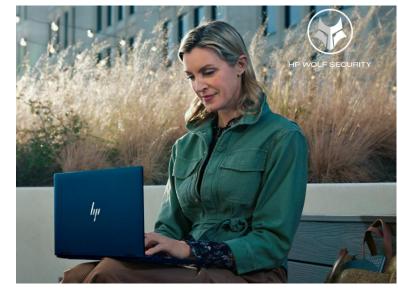




IT Challenges in the New Hybrid Reality







CONNECTED

PRODUCTIVE

SECURE

75%

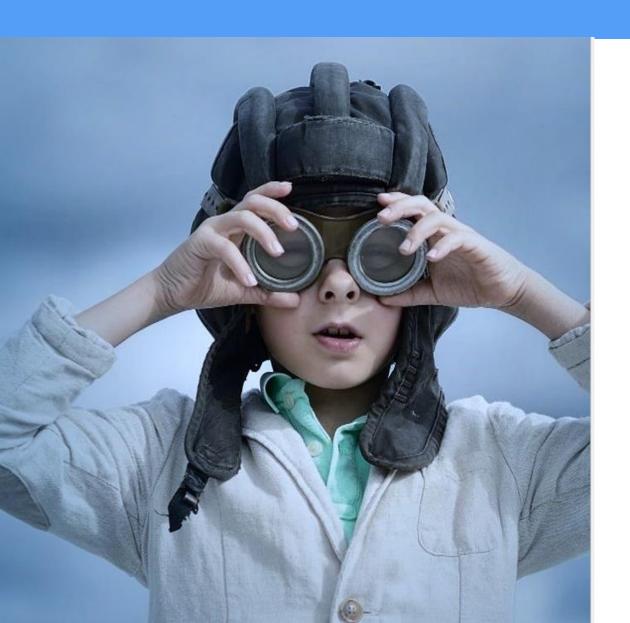
of employees **expect the same productivity** and **support levels** that they had in their prior company-provided workplace, wherever they now physically work.

63%

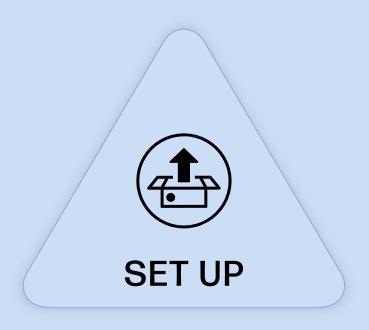
of ITDM's say their resources are drained by device management and support.



HP Services VISION



"REINVENTING work in HYBRID reality by **EMPOWERING** the Workforce & **Organizations** To work at their best anywhere, anytime."



SET UP SERVICES

Helps IT: Deliver best device experiences for their employees!

- Configuration services
- Deployment services



Set Up services



Set Up - Configuration services



HP Custom System Settings Services

Configure BIOS settings/parameters as per the customers' requirements.

— BIOS settings, Intel vPro setup & config, include customer logo in bootup,...)

HP Image and Application Services

Build / load / Install a specific software image or application.

HP Integration & Packaging Services

Packaging and drop-in-the-box service to include HP and/or third-party HW, accessories and custom documents in the packaging.

HP Asset Labeling & Tagging Services

Protect your assets through physical and electronical tagging.



Set Up services



Set Up - Configuration services



HP Dynamic Configuration Service

Configure Pc's with latest Image & Apps via Microsoft SCCM^(*) (MECM ^(**)).

HP Device Provisioning Service

Cloud-based, modern device provisioning, through Microsoft Autopilot process, providing the customer with a real "out-of-the-box"-experience ("white glove").



^(*) Microsoft System Center Configuration Manager.

^(**) Microsoft Endpoint Configuration manager.

Set Up services



Set Up - Deployment services

HP Logistics Services

Get your devices delivered when, how and where you need them.

→ Inside delivery, Campus delivery, Consolidated delivery, Home delivery,...

HP Installation and Data Migration Services

Broad range of custom installations and/or data migration services.

ightarrow Unpacking, Data Migration, Power-on and boot, configuration security setting, network connection,...

HP Deployment Project Management services

A custom service for managing and coordinating a PC deployment for your business.





FIX SERVICES

Helps IT:

Resolve employee device issues with minimal impact to their IT Teams

- Repair
- Replace



Fix services



Fix - Carepack services: simplified portfolio



HP Care

HP Offsite support/Pick Up and Return.

HP Onsite Care

Remote assistance and onsite support for covered hardware.

HP Active Care

NBO Carepack with additional predictive device health analytics on HDD, Battery, Thermal health, BIOS settings.



Fix services



Fix - Carepack services: Optional Add-ons



HP Post Warranty

Extension of HW warranty with an additional year.

HP Travel support

Hardware support for mobile users.

HP Defective Media Retention ("DMR")

Allows the customer to keep their HDD (data) when defective and ensures replaced by new HDD.

HP Accidental Damage Protection ("ADP")

Safeguard hardware against accidental damages.



Fix services



Fix - Carepack services: Optional Add-ons



HP Priority service

Enterprise-level, support services to reduce help desk workloads for HP commercial printers and PCs.

- Priority Access: access to support agents, online case management.
- Priority Access PLUS:
 + dedicated support contact, performance reporting.
- Priority Management:
 - + support manager, parts prioritization, performance management.



PROTECT SERVICES

HP helps:

IT fortify the first line of defense with HP Wolf endpoint security solutions that safeguard:

- People
- Devices
- Data



Protect services



Protect services: BELOW, IN and ABOVE the OS

HP Wolf Security for Business

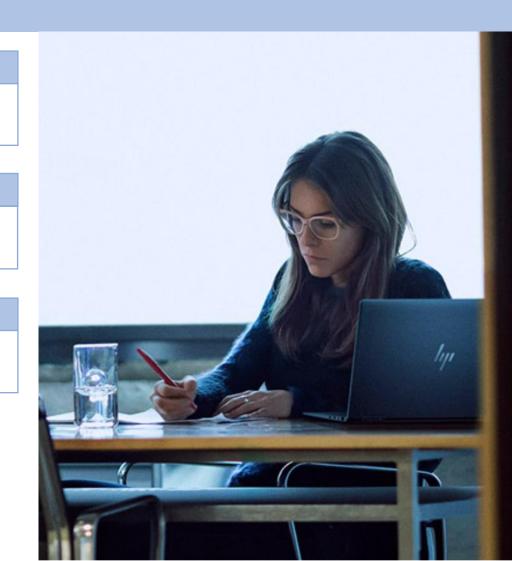
Foundational, built-in security. Hardware-enforced endpoint protection.

HP Wolf Pro Security

Is a comprehensive security suite that helps small to mid-sized businesses defend against endpoint attacks.

HP Wolf Enterprise Security

Eliminates disruptive, high-risk threat vectors in Enterprise-sized businesses.



Protect services

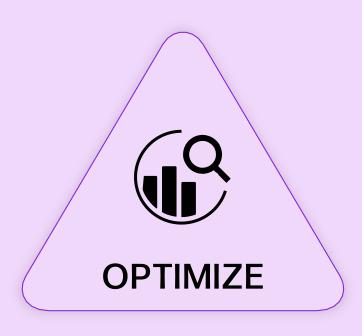


Protect services: BELOW, IN and ABOVE the OS



HP Wolf Protect and Trace

HP Carepack that provides a complete hardware-enforced Find, Lock and/or Erase service.



OPTIMIZE SERVICES

HP helps IT:

- Anticipate
- Identify
- Resolve problems.

To give them more visibility and control into issues, before they make an impact on business.

Optimize service



Optimize services: HP Proactive Insights





HP Proactive Insights

Cloud-based endpoint management service that delivers device analytics (HP Techpulse telemetry) and Al-powered insights and reports, intended to optimize a customer's device management and planning. (device health, performance and security).

- Multi-OS.
- Multi-vendor.



RENEW SERVICES

HP helps: IT phase out end-of-use devices

- Securely
- Responsibly



Renew services



Renew services: secure and responsible phase-out of end-user devices.



HP Deinstallation Services

Removal of PCs, displays, and peripherals from an End-user location and move them to a designated location.

HP Sanitization Services

Permanent and secure erasing of customer data, by either wiping or destroying the hard disk drive (including Certificate of Data Sanitization).

HP Recycling Services

Collect and remove retired devices from a centralized location and transport them to the official HP recycling center for final disposal.

HP Device Recovery Services

A comprehensive solution that includes the secure and sustainable repurposing of end-of-use devices and provides customers with the residual monetary value.



Renew services



Renew services: secure and responsible phase-out of end-user devices.



HP Carbon Neutral Service

HP Carepack that offsets the end-to-end carbon footprint of the customers' HP pc's and printers.

- "To the door"
- "To the door" + "Lifecycle"

HP Services come in many different flavours







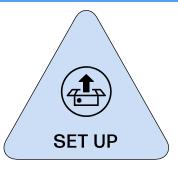
FIX



PROTECT







Configuration Services

Custom System Settings. Image and Application. Integration & Packaging. Asset Labeling & Tagging. Dynamic Configuration. Device Provisioning.

Deployment Services

Logistics Services. Instal. & Data Migration. Deployment Project Mgmt.



Carepack Services

HP Care. HP Onsite Care. HP Active Care.

Post warranty. Travel support. DMR. ADP. Priority service.



Protect Services

Wolf security for Business. Wolf Pro security. Wolf Enterprise Security.



Optimize Services Proactive Insights.

Renew Services Deinstallation. Sanitization. Recycling. Device Recovery. HP Carbon neutral.

RENEW









De hybride en duurzame werkplek in de praktijk





Ives Ledegen

Endpoint Management



Technical Expert



Microsoft Certified Solutions Associate & Microsoft Certified Trainer



Wintel Architect



Music, passive (concerts & festivals) & active (guitar & bass)



Aalst, Belgium



TOPICS

- Today's situation
- Traditional mgmt (no longer sufficient)
- Modern mgmt : INTUNE

inetum. realdolmen

Positive digital flow

Today's situation



ICT consequences impact everyone:

End Users

Massive teleworking

- Centralized Files
- No collaboration platforms
- Slow connectivity (VPN, home Wifi ...)

ICT department

Infra changes

- Urgent
- Drastic
- Infra
 - Network, VPN, capacity, bandwidth,
 ...
- No mgmt
 - No inventory, no reporting
 - No updates, no security
 - Software distribution, ...

Management & C-level:

Increase costs

- Sudden
- Big
- Unexpected
- Necessary

inetum. realdolmen

Positive digital flow

And add to that

CYBER ATTACKS !!!





Cyber attacks

- Cryptolockers
- Phishing
- Pass-the-Hash attack

37,982 incidents in 2021. More than 100 each day. An increase of 37 % compared to 2019. (Belgische Kamer van Volksvertegenwoordigers)

Belgium suffers first digital attack on ATMs (VRT, Sat 04 Jul 2020)

Belgium's parliament and universities hit by cyber attack (euronews.com, May 5th 2021)

Belgium hacked, most likely by China (euractiv.com , May 26, 2021)

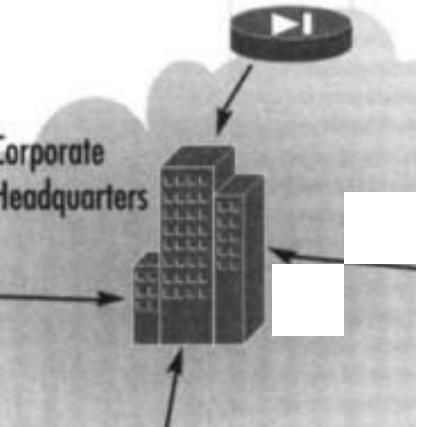
inetum. realdolmen

Positive digital flow

Traditional MGMT is no longer sufficient

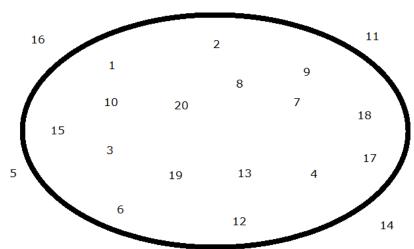
Branch Office





Traditional topology

- Focus on "star"-shape
- Centralized Management topology
- "Outside bad, inside good ..."



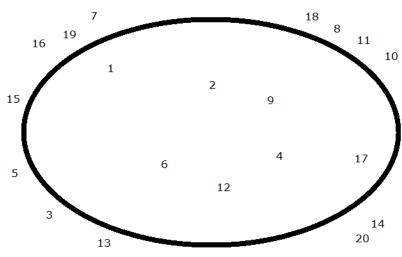






Situation today

- More & more people in "bad outside"
- LAN/WAN design not adapted to new situation
- Users traffic /
- Mgmt traffic /
- VPN performance ➤
- "Hat tricks"
- Split tunnel VPN
- "Empty" Distribution Point SCCM



inetum. realdolmen

Positive digital flow

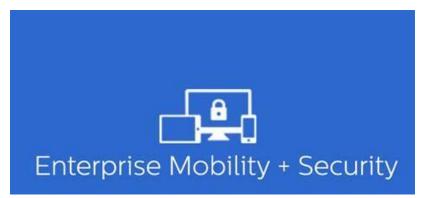
Modern management: INTUNE



realdolmen
Positive digital flow

- Cloud Service
- Component of EM+S
- Mgmt & security
- **Device :** MDM (Mobile Device Management)
- **Applications**: MAM (Mobile Application Management)
- **Identity**: (MFA + Windows Hello)
- Laptops, smartphones & tablets
- Windows 10/11, iOS, MacOS, Android









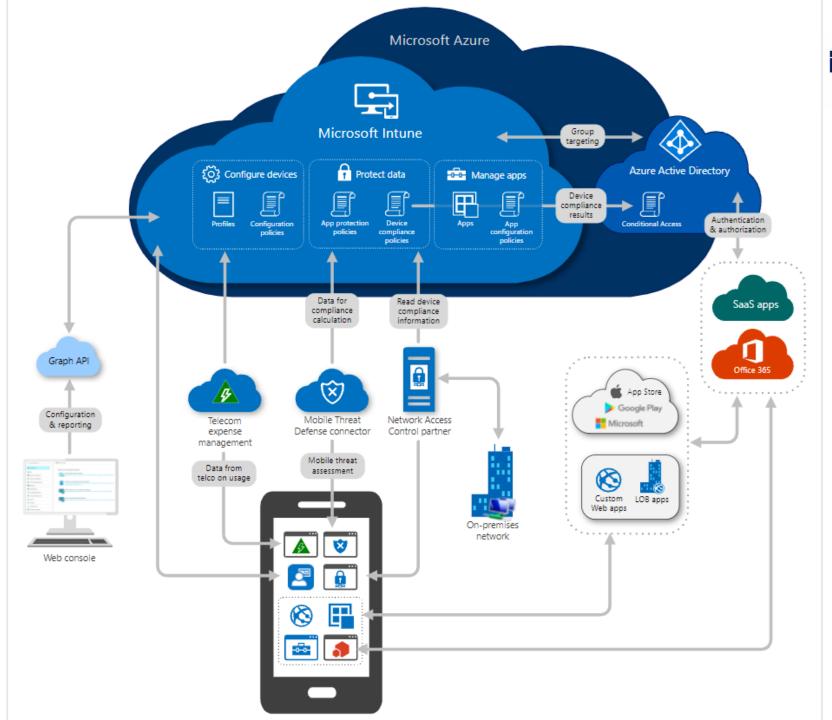


Microsoft INTUNE

- Complete lifecycle
- Deployment & distribution
- Windows Autopilot (W10/11)
- Application mgmt & data protection
- Updates distribution
- Mgmt & security
- Policies
- Configurations & restrictions
- Information
- Inventory, reports, compliancy...
- "End of life"
- Delete, Wipe, Reset possibility











Complete management tool

Autopilot (Deployment)

- Factory or corp img
- Connection (Azure AD & Hybrid Domain Join)

Intune (Management)

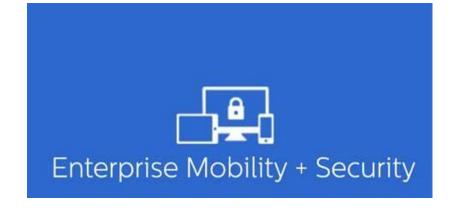
- Software
- Updates
- Upgrades
- Drivers
- Lic (subscription)
- •

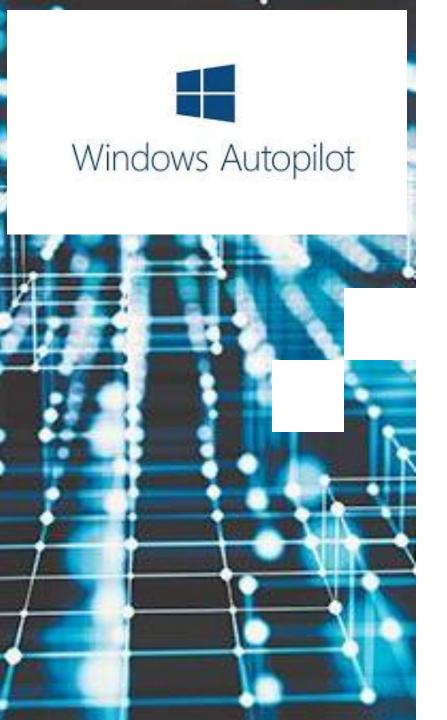
EM+S (extension)

- Encryption
- MFA
- CA
- WHfB
- ...











Windows Autopilot

- Goal
- New experience for end users on new devices
- Zero-touch deployment Windows workstations
- Cost of re-imaging \
- No maintenance of TS, images & drivers
- Remote wipe/reset
- Deploying new devices
- Starting from OEM pre-install
- Integration in the device supply chain
- Reset
- No re-image
- Remote
- Re-enrollment to "business ready" status



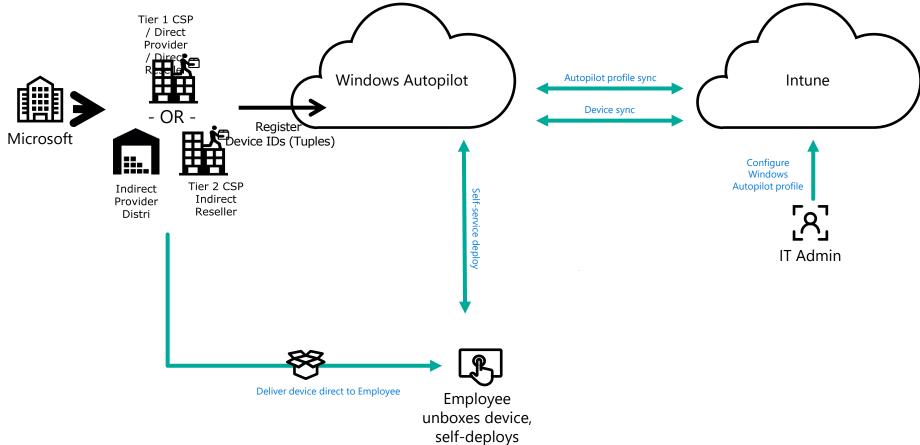




Windows Autopilot

- 3 (simple) steps
- 1 Device registration (by HW vendor)
- Automatically register devices in Autopilot services in Azure AD tenant
- 2 Profile creation & assignment (by IT admin)
- Profile + assign
- Create custom settings
- Assign lic to user
- 3 Shipping (to end user)
- Unbox + power-on + Network
- Home/office/ ...
- Azure AD credentials + MFA

Windows Autopilot:





Zero touch deployments for new PC

Save time with secure deployments and automation



DEPLOY

What you can do

Rapidly onboard digital workers

Ship new devices to employees anywhere

Simplify authentication and automate MDM enrollment

Local upgrade to Enterprise edition

Ensures app & user data are available

How you can do it

Zero Touch deployment with Windows Autopilot

MFA based on Azure AD with Windows Hello for Business

Automated Windows Enterprise activation

Deploy targeted apps for instant productivity

Why it matters

"Device deployment and provisioning using Autopilot, including document migration, saves several hours per device implementation, adding up to a three-year PV of \$102,000 or \$137 in time savings per deployment."

-Forrester TEI study Windows Pro devices





Microsoft Intune

- Software
- Updates
- Upgrades
- Drivers
- Licenses (subscription)
- Compliancy

• ...





Intune - Software

- Different types
- Microsoft Store app (new & legacy)
- Microsoft 365 Apps
- Microsoft Edge
- Web links
- Line-of-business app (MSI)
- Windows app (Win32)
- ! New version = new "package" !
- 3rd party: SCAPPMAN







SCAPPMAN

- 3rd party
- Cloud Service (only AAD)
- Freewares
- (un)install, Automatic updates, (re)deploy ...
- Via portal: https://portal.scappman.com







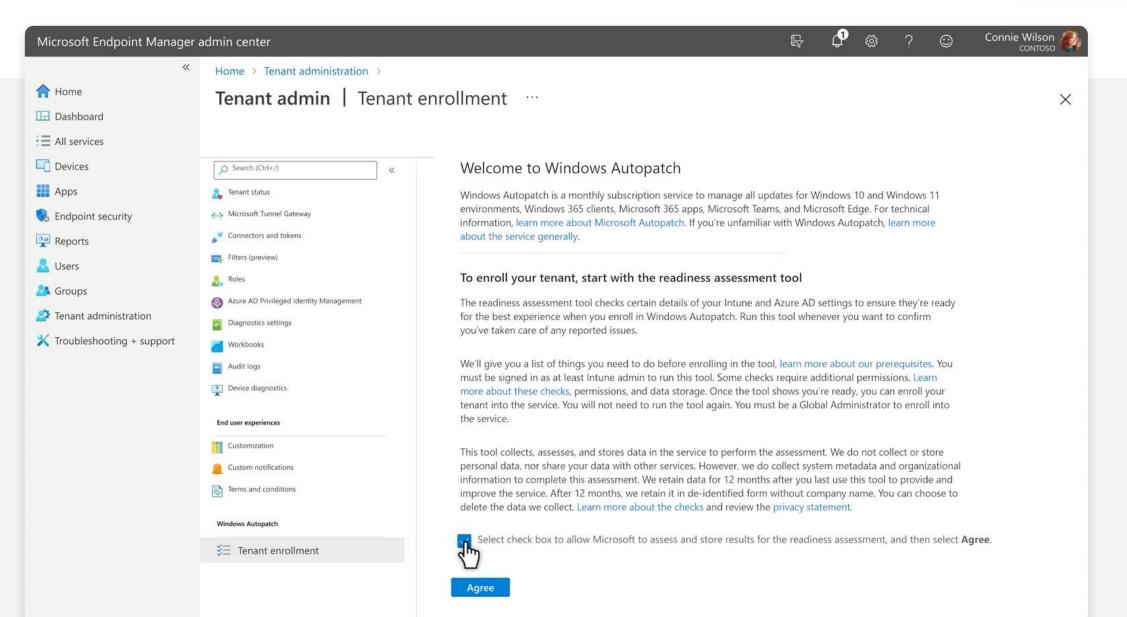
Intune – Updates & Upgrades OS

- Update rings
- deferral of feature & quality updates
- Feature updates
- Ex: 21H2→ 22H2 upgrade
- Quality updates
- Driver updates
- Manual / automatic approval
- Windows Autopatch
- Automated patch management service
- Patching of M365
- E3 or +

footer 151

Windows Autopatch







- Creating
- Groups
- Update Rings
- Fully automated
- Sends e-mails



Quality Update Schedule

Windows Autopatch

When will this happen

The March 2023 Windows quality update (2023.03 B) will be deployed on the following schedule to all Windows Autopatch devices:

- Test group offered on: March 14, 2023 Update deadline: March 14, 2023.
- First group offered on: March 15, 2023 Update deadline: March 17, 2023.
- Fast group offered on: March 20, 2023 Update deadline: March 22, 2023.
- Broad group offered on: March 23, 2023 Update deadline: March 28, 2023.

To learn more about update rings and how to move devices between rings, refer to the Autopatch Update Management documentation .

Reminder: The schedule above might be altered if deferral and/or deadlines are modified for any of the rings. Furthermore, all quality updates may be expedited, or delayed, based on Windows Autopatch health signals related to each release. Note that any service-driven changes to the quality updates deployment will be communicated via Windows Autopatch communications.



Enterprise Mobility & Security extends mgmt

- Information protection
- Azure Information Protection
- Device protection
- Secure boot
- TPM
- Bitlocker
- Defender
- •
- Identity Protection
- MFA
- CA
- WHfB
- ..

Secure the digital workforce with Windows 11 Enterprise and Intune





Protect the digital worker

Zero Trust security built-in

Windows, Microsoft Intune and Azure AD can reduce the data breach risk by 45% and overall IAM security management costs by 50%.



Simplify IT management

Proactive remediation and automation from a single source

Improved security adds \$1.2 million to the bottom line.

The Total Economic Impact™ Of Microsoft Endpoint Manager," commissioned by Microsoft, Forrester Consulting, April 2021



Power better experiences

Protected and productive without downtime

Windows customers can obtain between 109% and 394% projected return on investment.

"The Total Economic Impact™ Of Windows 11," commissioned by Microsoft, Forrester Consulting, July 2022





Reduce risks with managed security

Achieve a Zero Trust security model



What you can do

Modernize endpoint security configuration in the cloud

Ensure least privilege access

Reduce risk of breach

Manage BYO scenarios with policies that protect company data

How you can do it

Migrate Group Policy Objects to the cloud for management consistency.

Set Azure AD *risk-based*Conditional Access to control
access to resources and enforce
app-based conditions with Edge
and LOB apps

Use Risk Scores to resolve endpoint issues and help unify IT and security teams

Why it matters

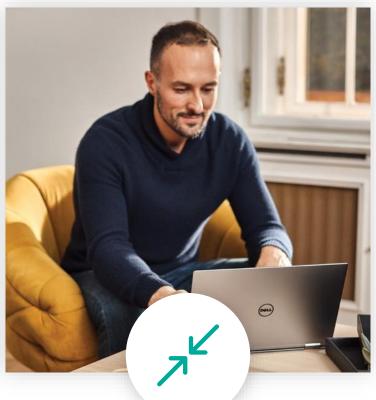
"Microsoft Intune is the center of our endpoint protection strategy. It sets initial configuration through baselines and policy to harden our Windows and iOS devices. That way, we can disable access for devices that do not pass compliance policy."

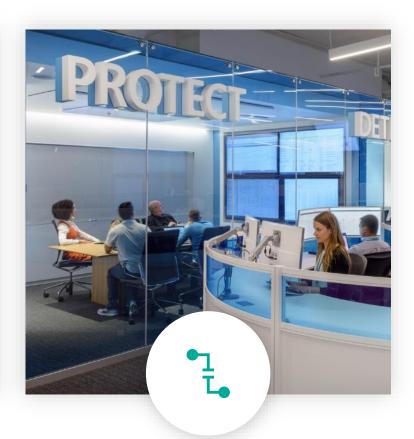
-Head of Productivity and Endpoint Engineering

A new reality needs new principles









Verify explicitly

Use least privilege access

Assume breach



All this in a safe way



Get started with Identity

Review your Microsoft Secure Score at

https://go.microsoft.com/fwlink/? linkid=2063716

Enable stronger authentication with MFA.

Reduce attack surface by blocking legacy authentication using Conditional Access

Monitor and identify risk events using intelligent reporting

Set up secure devices

Unlock additional cloudpowered capabilities with comanagement

Enable devices to differentiate between trusted and untrusted devices

Enable advanced threat protection on endpoints

Report and measure device compliance

Leverage secure apps

Allow access to corporate resources from trusted and secure apps

Control app behavior to prevent data leakage

Use Azure AD Premium and Intune specific policies related to Outlook mobile

Assess Windows AV

Secure and seamless access to data using Microsoft Edge and Microsoft Search

Protect data

Assess and create a label taxonomy (classification of data) and policies for protecting documents

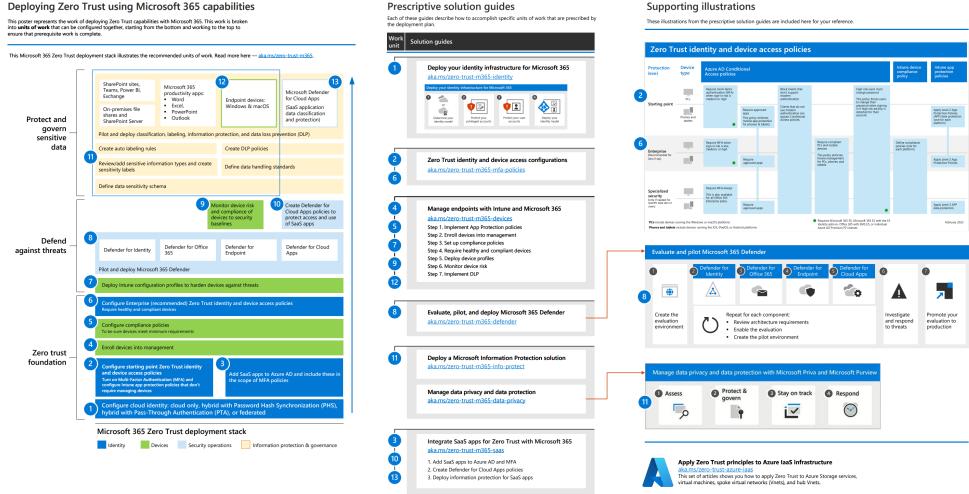
Enable advanced protection for URLs, attachments, and phishing emails

Enable automated investigations and responses for threats on endpoints and data

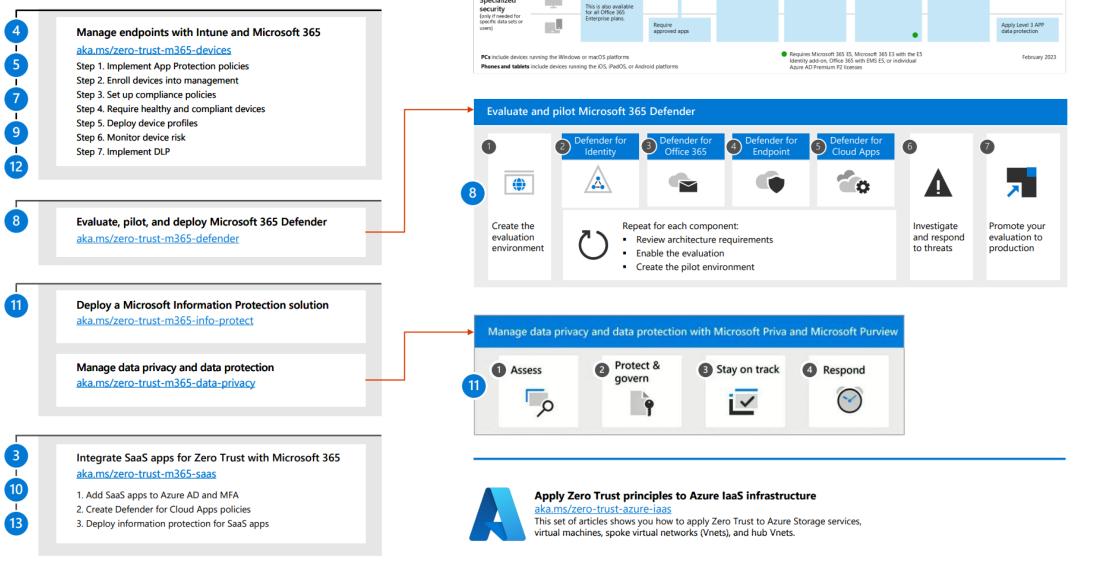


Zero Trust deployment plan with Microsoft 365

A clickable deployment plan in the Zero Trust universe







February 2023 ©2023 Microsoft Corporation. All rights reserved. To send feedback about this documentation, please write to us at CloudAdopt@microsoft.com.

Enterprise Mobility and Security powered by Microsoft 365

Solution	Feature/capability description	Microsoft 365 Business Premium	Microsoft 365 F1/F3/E3	Microsoft 365 E5	
Identity and Access Management	Simplified access management and security: Centrally manage single sign-on across devices, your datacenter, and the cloud.	•	•	•	
	Multi-factor authentication: Strengthen sign-in authentication with verification options, including phone calls, text messages, or mobile app notifications, and use security monitoring to identify inconsistencies	•	•	•	
	Conditional access: Define policies that provide contextual controls at the user, location, device, and app levels to allow, block, or challenge user access.	•	•	•	
	Risk-based conditional access: Protect apps and critical data in real time using machine learning and the Microsoft Intelligent Security Graph to block access when risk is detected.			•	
	Advanced security reporting: Monitor suspicious activity with reporting, auditing, and alerts, and mitigate potential security issues using focused recommendations.		•	•	
	Privileged identity management: Provide timely, on-demand administrative access to online services with access-related reporting and alerts.			•	
	Windows Server Client Access License (CAL)¹: Provide each user access to server functions from multiple devices for a single fee.		•	•	
Managed Mobile Productivity	Mobile device management: Enroll corporate and personal devices to provision settings, enforce compliance, and protect your corporate data.	•	•	•	
	Mobile application management: Publish, configure, and update mobile apps on enrolled and unenrolled devices, and secure or remove app-associated corporate data.	•	•	•	
	Advanced Microsoft Office 365 data protection: Extend management and security capabilities across users, devices, apps, and data, while preserving a rich, productive end-user experience.	•	•	•	
	Integrated PC management: Centralize management of PCs, laptops, and mobile devices from a single administrative console, and produce detailed hardware and software configuration reporting	•	•	•	
	Integrated on-premises management: Extend your on-premises management to the cloud from a single console with Microsoft System Center Configuration Manager and Microsoft System Center Endpoint Protection integration for enhanced PC, Mac, Unix/Linux server, and mobile device administration.	•	•	•	
Information Protection	Persistent data protection: Encrypt sensitive data and define usage rights for persistent protection regardless of where data is stored or shared.	•	•	•	
	Document tracking and revocation: Monitor activities on shared data and revoke access in case of unexpected events.	•	•	•	
	Intelligent data classification and labeling: Configure policies to automatically classify and label data based on sensitivity and then apply persistent protection			•	
	Encryption key management per regulatory needs: Choose default key management options or deploy and manage your own keys to comply with regulations.			•	
¹ Customers purchasi Mobility: Security A Policrosoft Defender driven Security	Microsoft Advanced Tyreat Analytics: Detect abnormal behavior in on-premises systems, and identify advanced targeted attacks read insider threats before they cause damage. In the previously known as a zure Advanced Tyreat Protection.	ise Volume Licensing ag	reements may purcl	hase the Enterpr	
	Microsoft Cloud App Security: Gain visibility, control, and protection for your cloud-based apps, while identifying threats, abnormal usage, and other cloud security issues.			•	
	Microsoft Defender for Identity ² : Detect and investigate advanced attacks and suspicious behaviors on-premises and in the cloud.			•	

Device scenarios





BYOD – Bring Your Own Device

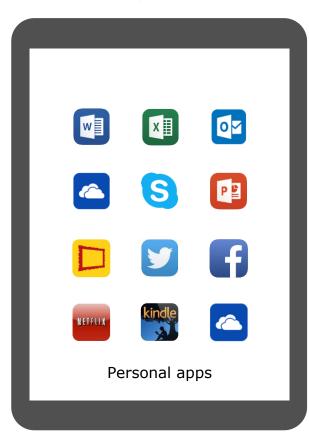
CYOD - Choose Your Own Device

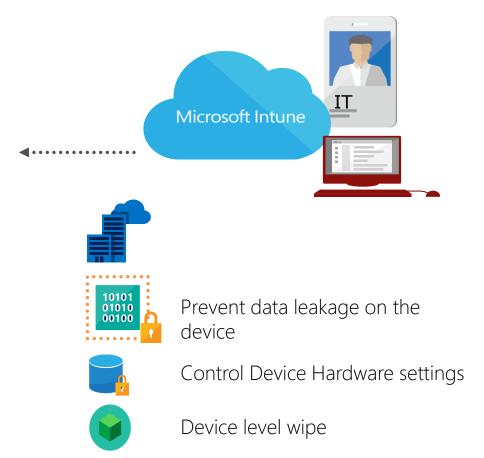
COPE – Company Owned Personal Enabled



MDM Mobile Device Management

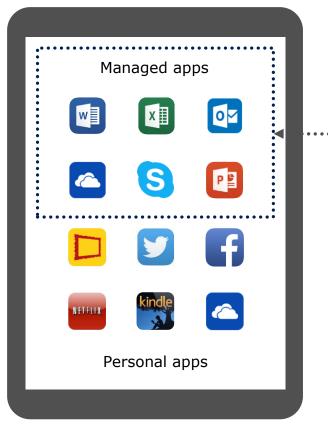
Managed device

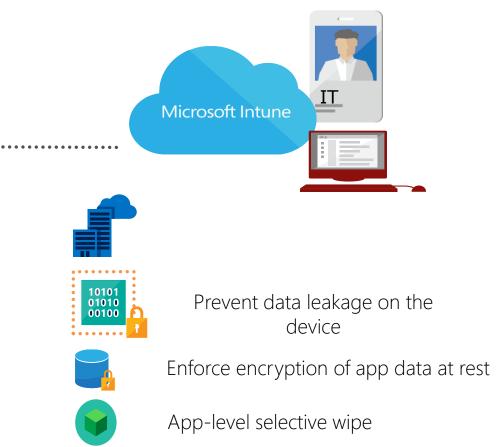






MAM Mobile Application Management





Group structures principles

Baselines:

Device baselines
Groups device based
Different types of devices

User baseline
Personas
Departments
Groups user based

Baseline Device 1

- · Android
- · Byod
- · MAM
- Security level3

Baseline

User 1

- · HR
- Applications A,B, C & D
- Applications settings for A & B

Baseline Device 2

- Windows laptop
- Corporate owned
- · Fully managed

Baseline User 2

- · Sales
- · Applications D, E, F, G & ...
- Restrictions & settings specific for Sales

Baseline Device 3

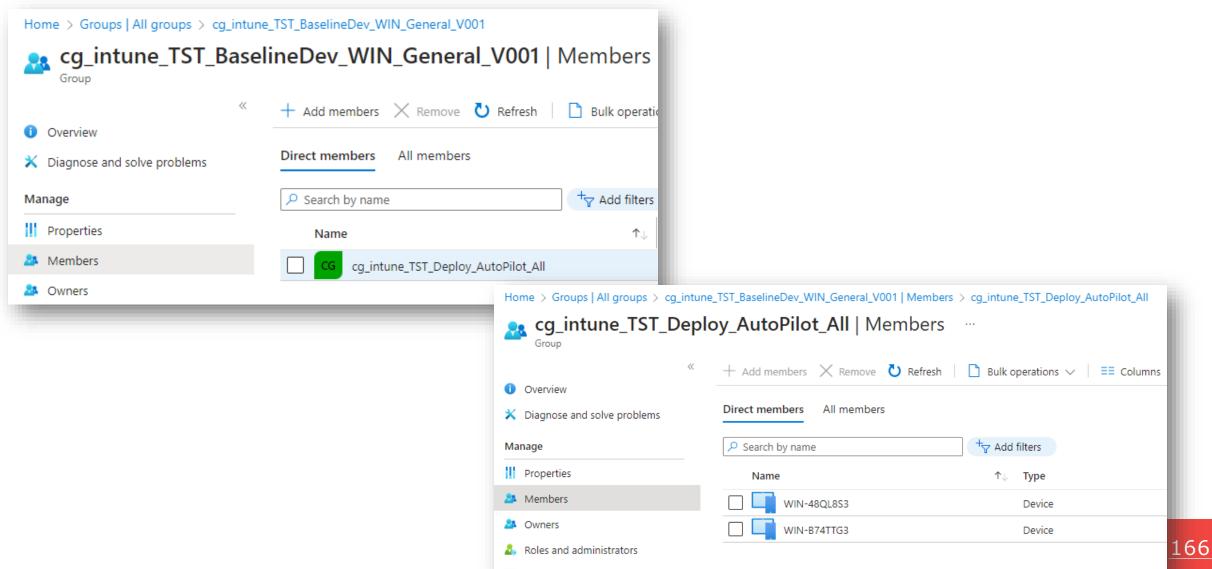
- · iOS
- · Corp Owned
- Kiosk

Baseline User 3

- · CxO
- Application A,C,E & Gx
- Set of specific policies



Group nesting



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Positive digital flow

CONCLUSION



Windows Intune: Win-Win

IT admin:

- One time job
- Designing & configuration
- Groups
- Settings
- Policies
- Cost of Transport \u22a4
- Less follow up in supply chain process
- Complete mgmt.
 outside the corp.
 network ©

End user

- Waiting time for new device
- No migrations between devices
- Faster policies & settings
- Transparent experience between devices





And now?

New to Intune?

- We can help!
- Workshops
- Installation

Already Got Intune?

- Assessment existing environment
- Scale up to WpaaS
- Transparent experience between devices

Get started <u>Contact your Sales Representative</u>







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