

# WXP Collaboration Technology Insights

## Collaboration complexity. Simplified.



## Solution Overview

HP's WXP Collaboration Technology Insights<sup>1</sup> help simplify the complex elements of your collaboration environment, across numerous platforms and endpoints, helping you to quickly optimize technology performance, intelligently plan and manage new technology investments and improve user adoption and user experiences.

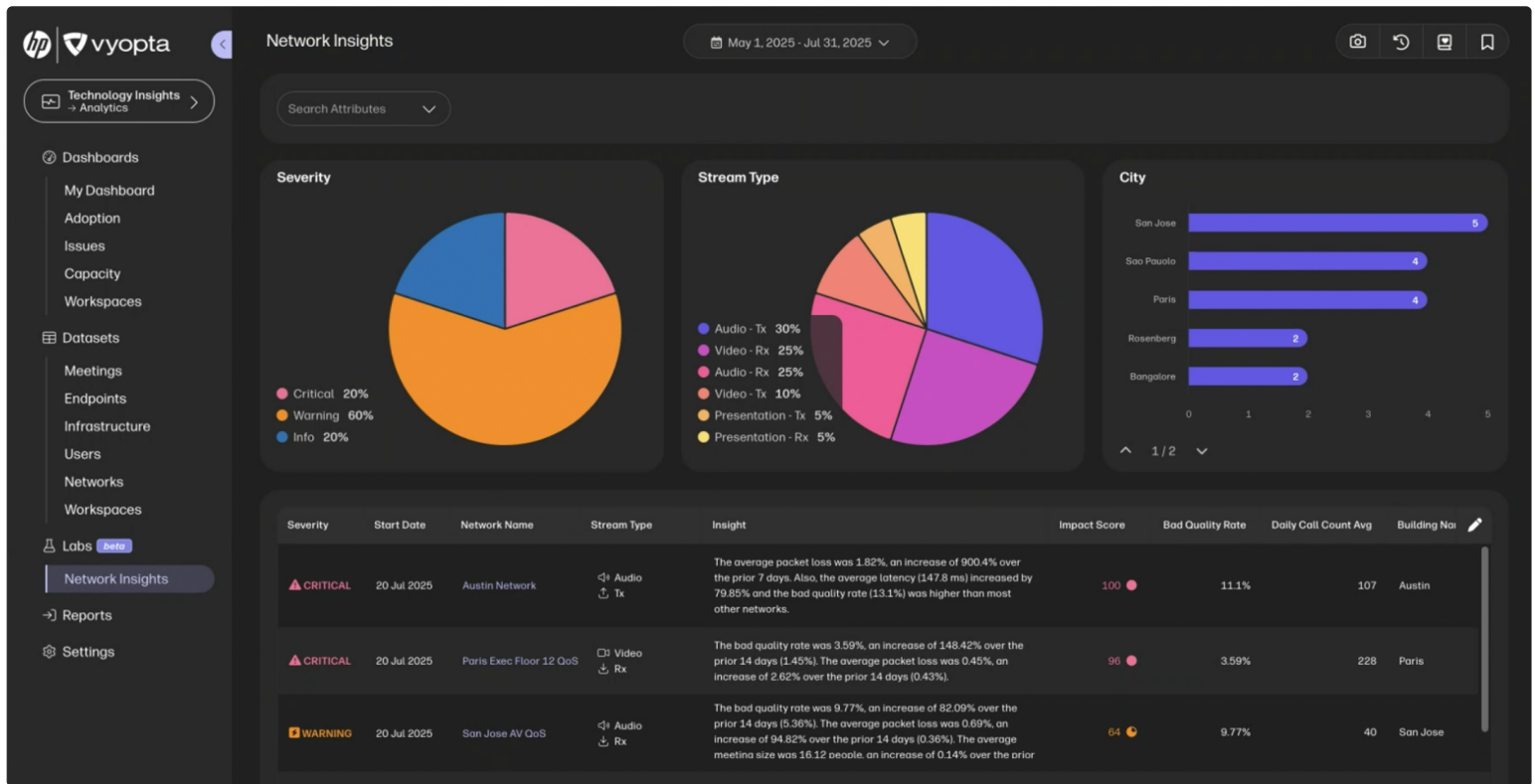
By identifying issues impacting your collaboration infrastructure, Technology Insights provides you with the data to make the right user connection decisions for remote, hybrid, and in-person employees, helping to maximize productivity, engagement, and investments across complex video, voice, and digital workspaces.

## Solution Benefits

- Unify and easily find your unified communications (UC) data
- UC environment health status
- Create and share automated reports
- Get deep quality & health metrics fast
- Detect problematic calls immediately

## Software Highlights

- Real time monitoring - Proactively detect and resolve UC performance issues
- Advanced analytics - Access historical UC performance trends and utilization data
- Automated reporting - Simplify and automate report creation processes
- Custom alerts - Create individual or group alerts to spotlight potential issues and monitor overall collaboration performance
- Multi-vendor coverage - Analyze and monitor data across a broad UC hardware/software spectrum
- Workflow integrations - Tech Insights Monitoring module includes the ability to integrate with 3rd party ticketing workflow systems and manage alerts. For Technology Insights Analytics, customer can enable automated reporting and BI integration.
- User experience scoring - Summarizing data into a single metric of visibility into users' quality of experience with collaboration tools



## Delivery Specifications

HP WXP Collaboration Technology Insights is a customer self-managed or partner-managed SaaS software solution. Access is granted after purchasing a plan and HP completing the access entitlement.

## Plans

Data Retention	Features	Optional Add-Ons	Security Certification
<ul style="list-style-type: none"> <li>▪ 30 days Monitoring</li> <li>▪ 1 year Analytics</li> </ul>	<ul style="list-style-type: none"> <li>▪ Monitoring &amp; Analytics</li> <li>▪ Custom Tagging</li> <li>▪ Alerting webhooks</li> <li>▪ SSO Integration</li> <li>▪ Network subnet tagging</li> </ul>	<ul style="list-style-type: none"> <li>▪ Endpoint Monitoring (EPM)</li> <li>▪ Space Insights</li> </ul>	<ul style="list-style-type: none"> <li>▪ SOC2 Type II (Commercial)</li> <li>▪ FedRAMP (Federal)</li> </ul>
<ul style="list-style-type: none"> <li>▪ For Commercial Organizations: US Cloud - SOC 2 (EU Cloud - SOC2)</li> <li>▪ For Federal or Government Organizations: FedRamp Cloud - SOC2 and FedRAMP)</li> </ul>			

WXP Collaboration Technology Insights helps simplify the troubleshooting process in your unified communications environment through a four-step process of Detection, Investigation, Remediation, and Validation:

### Detect

- See a real-time view of calls and meetings
- Measure quality of experience with WXP Collaboration's meeting and call quality algorithms
- View status and availability of infrastructure, endpoints, and peripherals
- Configure custom alerts: hundreds of metrics, events, and filters
- Granular, actionable details for relevant notifications and reduced noise
- Create downstream workflows and integrate with ITSMs

### Investigate

- Single-pane view for call data records (CDRs) (each call leg and participant)
- View analyzed CDRs for anomalies and errors
- Visualize call failure and discount reasons
- Leverage Smart Diagnostics for root cause identification
- Monitor the status and performance of devices
- Track collaboration network performance
- Examine resolution and frame rate

### Remediate

- View Smart Diagnostics for remediation recommendations
- Leverage reports, records, and diagnostics to escalate to internal teams or external partners
- Define notifications to route issues to correct personnel
- Integrate with orchestration engines to automate next steps

### Validate

- Dashboards show the overall health of the UC environment across technologies
- All-clear alerting when issues are no longer detected and have been resolved
- Track issues over time with stream and meeting diagnostics, and historical analytics

## Roles and Responsibilities

Tasks	HP WXP	Customer
Onboarding project management / status reporting	Responsible	
Setup WXP Collaboration account	Responsible	
Configure SSO	Support	Responsible
Configure cloud integration and data collection	Responsible	Responsible
Configure initial Technology Insights monitoring	Responsible	Support
Configure initial Technology Insights analytics	Responsible	Support
Basic training - 1-day remote deployment workshop	Responsible	
Transition from onboarding to post-sales support	Responsible	

## System Requirements

### Supported Platforms

- Microsoft Teams Meetings
- Microsoft Teams Voice
- Microsoft Teams Rooms
- Zoom Meeting & Webinars
- Zoom Phone
- Zoom Rooms
- Cisco On-Prem Meetings (CUCM, CMS, VCS)
- Cisco On-Prem Voice (CUCM, CUBE, Jabber)
- Cisco Webex & Webinars (Meetings)
- Cisco Control Hub
- Google Meet
- Oracle SBC
- Pexip Infinity

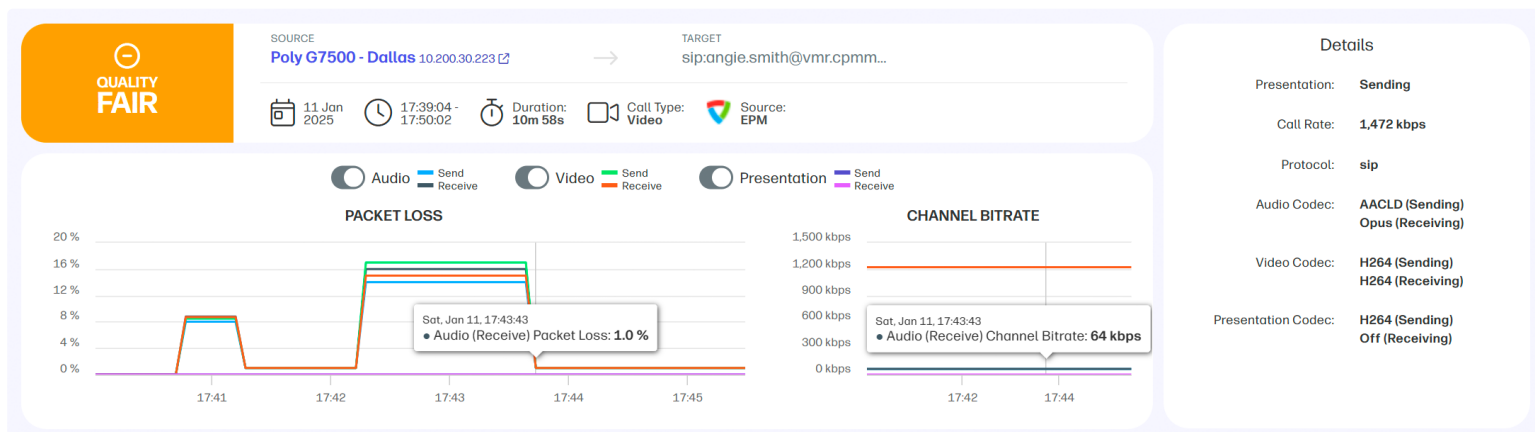
### Web browsers

- Google Chrome - latest version
- Microsoft Edge (Chromium-based) - latest version
- Firefox - latest version
- Safari - latest version

### Network requirements

The WXP Collaboration Data Collector talks directly to both the WXP Collaboration Cloud and your On-Premise infrastructure.

- For WXP Collaboration Cloud Connectivity Information, see [URL Requirements for the WXP Collaboration Cloud](#)
- For Infrastructure Network Requirements, see [Infrastructure Network Requirements](#)
- For Endpoint Network Requirements, see [Endpoint Monitoring Port Requirements](#)



## Additional HP Services

Add-on services such as HP support services, managed solutions, collaboration solutions, endpoint security, digital workspaces, and more are also available. Please contact your HP representative or Channel Partner.



For more information, visit [www.hp.com/wxp](http://www.hp.com/wxp) and [www.hp.com/us-en/privacy/ww-privacy.html](http://www.hp.com/us-en/privacy/ww-privacy.html)



1. HP WXP Collaboration may use Aggregated Data (which is non-personal data, technical information or other information related to end user's use of WXP Collaboration that can be used in an aggregated and anonymized form) (i) to compile statistical and other information related to the performance, operation and use of the solution, (ii) to improve performance, security, support and operations management, and to create statistical analyses, industry benchmarks, best practice guidance, or similar reports, and/or (iii) for research and development purposes. HP owns all rights, title and interest, including all intellectual property rights in and to the Aggregated Data.
2. HP WXP Collaboration supports Windows®, Linux® and macOS® host environments and Windows, Linux, macOS, iPad®, Android®, and Chrome OS® end-user devices.
3. HP WXP Collaboration requires network access.
4. HP WXP Collaboration Space Insights is available through a 1- to 5-year access subscription.

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