



Xeretec IT Works

Digital Experience (DEX)

# HP Workforce Experience (WXP) Case Study

HP Workforce Experience Platform (WXP) helps Xeretec streamline IT service delivery, enhance client transparency, and optimise the employee experience.

## About Xeretec

Founded in 1991, Xeretec is one of the UK's leading workplace technology providers, serving a range of clients across commercial, education, and public sector markets. The company is widely recognised for excelling in IT and digital services—including endpoint management and analytics. With over 30 years of industry experience, Xeretec has been recognised as an HP Amplify Power Services Partner for its innovation in customer-centric IT support. As a leading workplace technology provider, Xeretec understands the pressure clients face to justify IT spend, streamline operations, and align digital tools with business needs. Yet even for their own IT environment, getting a clear view of how devices were being used was a challenge.

Like many growing IT service providers, Xeretec needed better visibility into how its own devices were being used—and how employees were experiencing them. Without that clarity, support decisions were often based on guesswork or incomplete information. This led to inefficiencies, reactive fixes, and challenges in optimising device performance across the organisation. The team wanted to improve internal lifecycle management by making smarter, data-driven decisions rooted in real usage insights.

## Objectives

- > Gain greater visibility and control over Xeretec's internal devices
- > Monitor and analyse device utilisation to optimise performance and lifecycle value
- > Translate insights into actionable, data-driven IT recommendations
- > Extend the same visibility, insights and control to clients to support smarter decisions

## Approach

### HP Workforce Experience (WXP)

- > Deployed Workforce Experience Platform internally across Xeretec's environment
- > Analysed device health, usage, and security posture through centralised dashboards
- > Used WXP-powered insights to inform fleet optimisation and digital workplace strategy



*“WXP isn’t just another tool—it’s become part of our daily culture. It gives us the data to make fact-based decisions, drive proactive services, and remove guesswork for both our teams and our clients.”*

- Steve Dixon, Head of Product and Professional Services, Xeretec

At the same time, Xeretec recognised that clients faced similar challenges. Without transparent data, it was harder to validate IT investments or proactively manage support. To better serve its customers, the company wanted to deliver the same visibility and control externally. How could they use data more effectively to guide internal IT decisions—and empower clients with the same level of transparency?

“As always, we went back to HP, not just because of our trust in the brand but also the engagement we get from the partnership,” says Marco Correia, Group Technology Director at Xeretec. Workforce Experience Platform emerged as the solution. This enterprise Digital Employee Experience (DEX) platform helps Xeretec and its clients better understand how employees interact with devices and IT systems—enabling smarter support, more secure operations, and better business outcomes.

Unlike traditional monitoring tools, Workforce Experience Platform offered a holistic view powered by AI—aggregating data across devices, locations, environments, and employee feedback. It’s also vendor agnostic and can help manage multi-vendor estates in one view. By piloting Workforce Experience Platform internally and building services around it, Xeretec strengthened its own operations—gaining insights into underused devices, identifying missing security controls like BitLocker, and prioritising upgrades based on actual employee needs.

These internal wins became the blueprint for client-facing services. As Steve Dixon, Head of Product and Professional Services at Xeretec, explains, “WXP has become part of our daily culture—it’s not just another tool. It helps us drive fact-based decisions and removes guesswork for our teams and clients.”

## Approach

Xeretec always recommends that its customers test new solutions extensively. So, before recommending Workforce Experience Platform to clients, Xeretec took its own advice and tested it first. The team implemented Workforce Experience Platform internally to evaluate how it could improve visibility, decision-making, and long-term planning.

“Internally, Workforce Experience Platform opened our eyes,” says Correia. “It showed us where our own blind spots were—and that gave us the confidence to bring that visibility to our customers.” Workforce Experience Platform revealed insights into usage and performance that weren’t otherwise available. It exposed which machines were underused, flagged security risks, and helped prioritise devices for refresh or reallocation based on user needs.

For a renowned IT services provider company like Xeretec, these insights were essential. The company understood that to maintain client trust, its own security had to be airtight. A missed encryption policy isn’t just a checkbox; it’s a risk to brand credibility. And ensuring that employees have modern, reliable devices isn’t just about convenience—it’s critical to productivity, satisfaction, and retention in a competitive talent market.

That clarity transformed how Xeretec manages its own fleet; but, more importantly, it reshaped how it engages with customers. For example, with Workforce Experience Platform, Xeretec can now show clients a dashboard of their own IT environment, making conversations more about device health and employee sentiment data. “We can now sit down with clients, show them their real data, and have a transparent conversation about what’s working—and what needs to change. That’s a different kind of partnership,” says Dixon.



“It’s great the way you have the sentiment piece; you go out and ask people about their experiences,” continues Dixon. “You can get that clear picture of dissatisfied users and ask, ‘What’s the underlying cause?’”

The platform also helps clients model readiness for large-scale IT transitions—like migrating to Windows 11. With support for Windows 10 now reaching end of life, many organisations face pressure to act quickly. Workforce Experience Platform gives IT leaders a clearer picture of which devices are compliant, which need upgrades, and where to focus resources first. And, extending device use decreases carbon footprint and materials consumption, aligning with sustainability goals shared by HP and partners like Xerotec.

## Business Outcomes

### Insight-Led Service. Smarter Decisions. Stronger Relationships.

Since adopting the Workforce Experience Platform, Xerotec has seen improvements in how it supports its internal teams and client organisations.

Xerotec has helped clients identify premium devices that were underused and could be reallocated to users who needed them, maximising the value of existing assets and avoiding unnecessary (and costly) refresh cycles. This improves operational efficiency and reinforces Xerotec’s role as a trusted partner focused on delivering measurable ROI.

Both Xerotec and its clients have strengthened their security posture by acting on gaps surfaced through Workforce Experience Platform—such as missing encryption or outdated operating systems.

With real-time visibility into endpoint risk, IT teams can move quickly to resolve issues before they impact users or compliance.

Beyond the technical wins, Workforce Experience Platform has also helped Xerotec strengthen its customer relationships. Conversations are no longer based on assumptions—they’re backed by real-time dashboards and concrete insights. During quarterly business reviews, the team shares observations and tailored recommendations using each client’s own data.



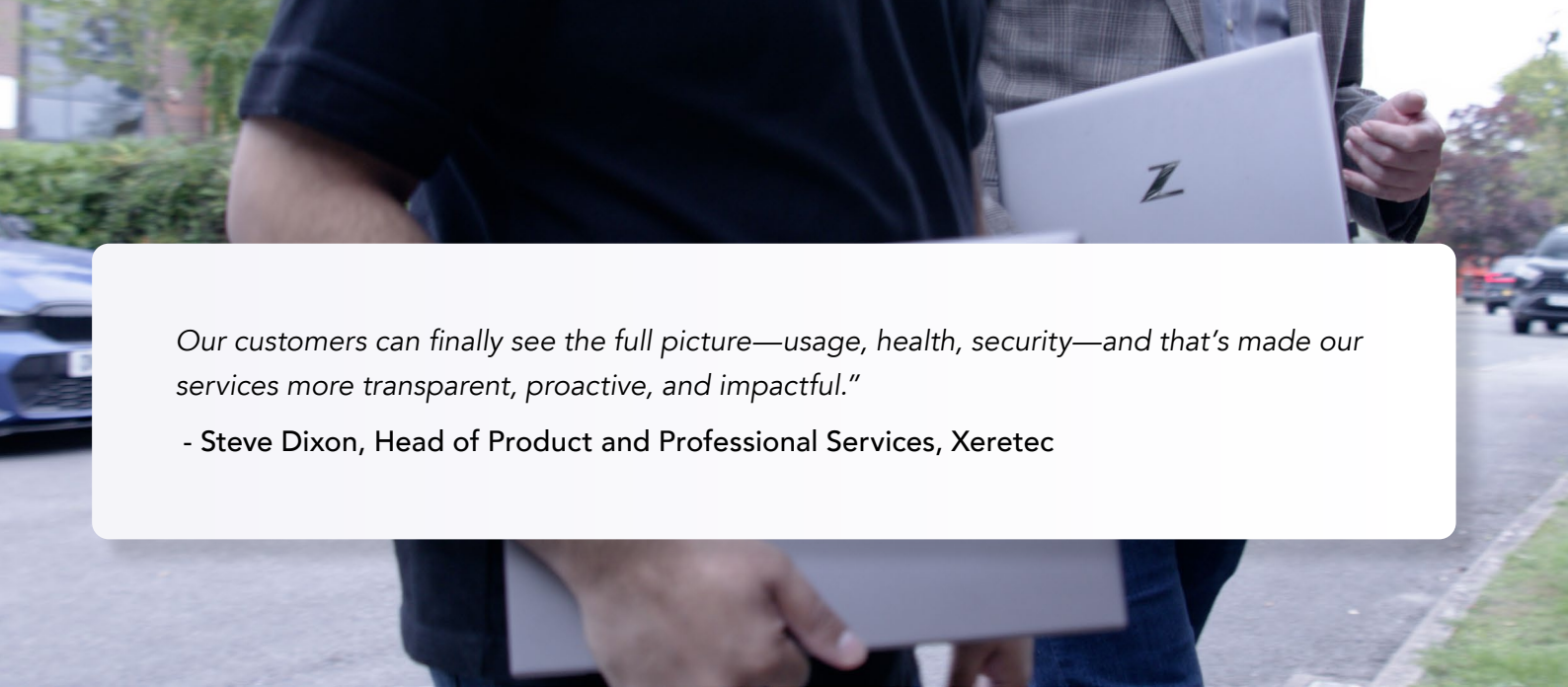
90% security posture score—achieved with Workforce Experience Platform-driven actions



Faster IT decisions—powered by real-time device health insights



User sentiment overlaid with data to improve end-user experience

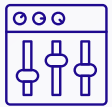


*Our customers can finally see the full picture—usage, health, security—and that’s made our services more transparent, proactive, and impactful.”*

- Steve Dixon, Head of Product and Professional Services, Xeretec



Data-led sales conversations remove emotion and guesswork



Vendor-agnostic insights help manage multi-vendor estates in one view



Device refresh cycles reduced by reallocating underused hardware

“We’re no longer just reacting to issues or pitching new hardware,” says Correia. “With WXP, we’re showing clients what their users need—and helping them act on it with confidence.”

As a result, clients are more confident in their IT investments and Xeretec has deepened its role as a strategic advisor. “Our customers can finally see the full picture—usage, health, security—and that’s made our services more transparent, proactive, and impactful,” says Dixon.

Correia concludes, “WXP has propelled us beyond simply selling devices to becoming a true partner—helping our customers manage the entire experience.”



## Summary

- > Improved visibility into device performance and usage, boosting productivity and ROI
- > Achieved a 90% security posture score with Workforce Experience Platform–driven actions
- > Enhanced data transparency and strengthened client relationships
- > Delivered IT services better aligned to user needs and business objectives

## About Xeretec

We have a 35-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

**Want to learn more?**  
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