

Product Overview

Enterprise IT
Intel® Core™ Ultra Processors



Intel® Device IQ: The smart way to enhance DEX

On-device intelligence that helps IT detect and address device issues before they affect user productivity

Intel® Device IQ



When DEX matters most

- During meetings
- Doing focused work
- Completing critical tasks

The employee experience is more important than ever

With dispersed workforces and increasingly complex IT environments, the digital employee experience (DEX) has emerged as a strategic priority for IT organizations.

While there is increased recognition that user productivity and engagement are closely related to overall digital performance in the workplace, organizations struggle to find meaningful ways to measure experience and operationalize resolutions in real time. Users still feel issues long before IT even knows about them. By the time IT is alerted, the user experience is already disrupted, reinforcing a reactive cycle to troubleshooting.

On-device intelligence for proactive IT Ops

Intel Device IQ brings AI-enabled device intelligence to your PC fleet, transforming AI-based hardware insights into actionable guidance. The results? Smarter IT Ops and enhanced user experiences.

By continuously evaluating device behavior, Intel Device IQ provides insights for self-service help, automated remediation before productivity is disrupted, and automatic optimization of device setting.

This on-device intelligence establishes a foundation for understanding and addressing a range of device behaviors that affect employee experiences—supporting smoother, more reliable workdays.

Intel® Device IQ in action

1. Collect AI-based hardware insights below the OS
2. Apply local AI analysis
3. Trigger remediation directly on devices





IT can also use AI-driven insights across the fleet to diagnose and predict hardware failures and remedy problems before they occur.

Intel Device IQ partners

To turn Intel Device IQ into scalable, customer-ready solutions, Intel partners with leading DEX solution providers across the ecosystem.

[Learn more about Intel DEX partners >](#)

Intel Device IQ brings intelligent capabilities to the latest devices built on Intel vPro® with Intel Core® Ultra™ Series 3 processors, and it will be compatible with devices in your fleet powered by previous-generation Intel® processors.*

Spotlight partner:



Enhanced with Intel Device IQ, Lakeside SysTrack helps IT teams identify, contextualize, diagnose, and remediate device issues as they emerge—not after users are impacted—delivering proactive experience intelligence at scale and improving digital employee experience and productivity.

Spotlight partner:



By combining silicon-level, on-device intelligence with real-time DEX analytics, Intel Device IQ and ControlUp empower IT teams to identify, understand, and resolve performance issues proactively—before they impact users—while delivering more consistent digital experiences and reducing operational overhead.



*Intel® Device IQ is subject to the following hardware and software requirements: (1) must use 12th Generation Intel® Core™ processor or newer and (2) must acquire third party digital employee experience (DEX) platform. Learn more at [intel.com/vpro](https://www.intel.com/vpro).

No product or component can be absolutely secure.

Performance varies by use, configuration and other factors. Learn more at www.intel.com/performanceindex. Performance results are based on testing as of dates shown in configurations and may not reflect all publicly available updates. See backup for configuration details.

Your costs and results may vary. Intel technologies may require enabled hardware, software, or service activation.

AI features may require software purchase, subscription or enablement by a software or platform provider, or may have specific configuration or compatibility requirements. Data latency, cost, and privacy advantages refer to non-cloud-based AI apps. Learn more at www.intel.com/AIPC.

All versions of the Intel vPro® platform require an eligible Intel processor, a supported operating system, Intel LAN and/or WLAN silicon, firmware enhancements, and other hardware and software necessary to deliver the manageability use cases, security features, system performance, and stability that define the platform. See www.intel.com/performance-vPro for details.

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