

A Pocket Guide to Digital Employee Experience

Everything You Need to Know About
DEX Software at Your Fingertips

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In recent years, **Digital Employee Experience (DEX)** has become more than just a buzzword as organizations around the globe recognize the powerful benefits of DEX tools. Companies increasingly recognize that investing in high-quality digital experience monitoring solutions enhances productivity, reduces support costs, and improves end-user experience.



What is Digital Employee Experience, or DEX?

Digital employee experience, or DEX, is a holistic measure of the quality of users' interactions with IT-provided technology. DEX encompasses all aspects of an employee's digital journey, from the performance of devices and applications to the quality and availability of training and support.

Why Does DEX Matter for Today's Digital Workplace?

Today's digital workplace is complex to manage and support. IT teams juggle multiple tools, troubleshoot across networks, and face constant security concerns, all while employees expect to work seamlessly from anywhere in the world.

Digital employee experience tools bridge the gap. DEX software provides real-time visibility, proactive issue resolution, intelligent automation, and employee experience insights essential for seamless workdays and IT efficiency. These critical capabilities span any desktop, application, and location, regardless of how work is delivered.

Ensuring a positive DEX can increase employee productivity, engagement, and satisfaction. While a poor DEX can result in inefficiency, frustration, and employee turnover.



The Benefits of Digital Employee Experience Tools

Investing in DEX software can yield significant benefits for organizations:

- **Increased Employee Productivity:** Real-time monitoring enables quick interventions, reduces ticket resolution time, and minimizes employee disruptions.
- **Improved IT Efficiency:** DEX tools can streamline IT operations, eliminate tool sprawl, and reduce manual interventions for smarter workplace solutions.
- **Reduced IT Costs:** Lower operational costs by optimizing IT resources and consolidating tools, while delivering an exceptional digital experience.
- **Enhanced Employee Satisfaction:** Support for remote work and fewer interruptions boosts employee satisfaction and productivity.
- **Faster Troubleshooting and Resolution:** Real-time visibility and proactive troubleshooting help rapidly identify and resolve issues, minimizing downtime and improving efficiency.
- **Data-Driven Decision Making:** DEX insights facilitate informed decisions that enhance the IT environment and user experience.

The Key Components of Modern DEX Software

A modern DEX platform should consolidate and simplify digital workplace management and contain three essential elements:



Real-Time Visibility

The ability to monitor digital experience across desktops, applications, and VDI, at all times, anywhere in the world



Actionable Insights

The accessibility and visualization of data to drive meaningful performance improvements quickly



Automated Troubleshooting

The addition of intelligent automation and proactive IT support features to resolve issues before they impact productivity

ControlUp ONE

The ControlUp ONE DEX Platform

ControlUp ONE is a comprehensive DEX platform that helps organizations measure, analyze, and improve the digital employee experience.

Key features include:

Real-Time Monitoring & Management

A single-pane-of-glass approach for the entire IT estate to speed up troubleshooting and optimize performance.

Autonomous Remediation

Analyze performance and trigger remediation workflows to reduce support tickets, cut costs, and minimize disruptions.

Comprehensive Device & OS Support

Seamless integrations with Microsoft Intune, ServiceNow, and other key tools give IT complete control.

DEX Scoring & Employee Sentiment Insights

Deep insights help IT optimize the digital employee experience and create a better digital workplace.

Would your organization benefit from a DEX tool?

Here are some key considerations:

Situation

Many organizations are now recognizing the direct link between employee satisfaction and their digital experience.

With the increasing complexity of IT environments, including remote work and diverse endpoints and applications...

Considering the challenge of managing multiple IT tools...

IT teams are often stretched thin managing various systems and support requests.

We're seeing a growing understanding of how a positive digital experience can directly impact employee productivity, onboarding, and retention.

Consideration

What are some of the biggest frustrations or challenges your employees currently face with their day-to-day technology?

How confident are you in IT's current visibility into the performance and overall experience of your IT estate?

How much time and resources does your IT team spend navigating disparate systems to diagnose and resolve issues?

What impact do you see technology-related issues having on your IT team's efficiency and their ability to focus on strategic initiatives?

Have you considered how proactively improving your employees' digital experience could contribute to your business goals?



Digital employee experience is a critical factor in today's modern workplace. By prioritizing DEX, organizations can transform IT efficiency and create a more productive, engaged, and satisfied workforce. ControlUp provides the tools and insights you need to deliver a superior DEX and drive business success.

Are you ready to transform your digital workplace, power seamless workdays, and enable effortless IT?

ControlUp **ONE**



Pinpoint and remediate issues across physical and cloud-based PCs with advanced, real-time performance and experience metrics.



Prevent and fix issues in virtual environments before they affect employees with complete end-to-end visibility, real-time monitoring, proactive troubleshooting, and automated remediation.



Real-time visibility into usage, availability, and health of locally-installed, SaaS, and unified communications platforms ensures peak performance.



Strengthen endpoint device security posture and reduce risk by identifying vulnerabilities in applications, OS, and configurations—then automatically remediating them.



Learn more

ControlUp ONE DEX Platform

controlup.com/platform



Take a Tour

controlup.com/product-tour



Request a Free Trial

app.controlup.com/trial



ControlUp brings together IT operations and digital experience management in a single, intelligent platform. By combining real-time monitoring, intelligent automation, and proactive remediation, it ensures IT teams can see the full picture while optimizing every detail—from high-level system performance to individual employee issues. The platform delivers seamless IT oversight, enhanced employee productivity, and reduced downtime, ensuring a friction-free digital workplace.

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