Top Use Cases For Digital Employee Experience (DEX) Tools

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Initiatives: Digital Workplace Infrastructure and Operations

DEX tools can provide a deeper understanding of employees’ experiences with digital technologies and enable digital workplace teams to build an approach focused on employees’ individual preferences. I&O leaders should use this infographic to identify the top DEX use cases for a winning strategy.
Top Use Cases for Digital Employee Experience (DEX) Tools

DEX can provide a complete picture of the digital employee experience and enable digital workplace teams to build and refine a human-centric approach within the distributed enterprise. Use this infographic to identify the top DEX use cases for a winning strategy.

**Areas of Focus to Improve Your DEX Game Plan**

- **Measure and improve** holistic employee digital experience.
- **Discover** unreported issues and indicators of digital friction.

**Top 20 Use Cases**

1. Establish an authoritative measurement on digital experience.
2. Measure employee perception of their technology experience.
3. Measure device, connectivity and application performance.
4. Identify organizational technology adoption or usage trends.
5. Enrich persona definitions through the integration of DEX data.
7. Identify device performance trends prior to hardware failure.
8. Identify and remediate remote work inhibitors, such as poor wi-fi signal strength and bandwidth.
**Increase** efficiency through actionable insights and automation.

1. Improve IT service desk experience by surfacing essential data to accelerate problem resolution.
2. Accurately identify all employees impacted by an issue.
3. Improve onboarding experience by using insights to determine needed apps and services.
4. Improve patching velocity and success by addressing issues that prevent patch installation.

**Reduce** costs.

5. Remove unused software and recover license costs.
6. Rightsize physical and virtual endpoints.
7. Enable optimized endpoint hardware refresh cycles.
8. Reduce technical debt by removing obsolete applications that have been replaced.

**Accelerate** value realization of technology deployments.

9. Measure utilization and drive adoption of technology.
10. Support continuous endpoint engineering (CEE) and service improvement programs.
11. Identify digital workplace champions and enablement opportunities.

I&O leaders that use DEX tools as their playbook are more likely to successfully defeat poor digital employee experience.

The winning gameplan includes a balanced attack to reduce digital friction and costs, while also improving technology performance and adoption.
Overview
Supporting employees’ technology needs has never been more difficult. The distributed nature of the workplace challenges the ability of digital workplace teams to quickly detect, diagnose and remediate end user technology issues, which can lead to employee frustration.

Enhanced visibility into the Digital Employee Experience (DEX) is essential for success — especially within the distributed workplace. This is evidenced by more than a tenfold increase in inquiries from Gartner clients in 2021, versus 2020 on this topic.

By using this infographic, you can easily identify the top DEX use cases that will help you measure and improve holistic digital employee experience, discover unreported issues and sources of digital friction, increase efficiency through actionable insights, reduce cost and accelerate value realization from your technology deployments.

About This Research
Use cases were developed based on applying DEX tool capabilities to recent Gartner client inquiries.

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