



**The key role of digital
employee experience in
workplace satisfaction,
productivity, and retention**



Introduction

The shift to fully remote and hybrid work brought on by the Covid-19 pandemic has made the digital employee experience a lot more challenging for many, resulting in increased calls to help desks and lower levels of employee satisfaction.

Technology, including tools that provide secure access to corporate networks and systems, is more frequently than ever getting in the way of employee productivity, and for many employees the digital employee experience has become the only means to interact with colleagues.

In some cases, applications were designed with the assumption that high-speed networks would power them. Now they are being accessed across a virtual private network (VPN), or they've been moved to the cloud and less reliable networks such as those in homes and community locales.

One solution that can address the challenges is digital employee experience (DEX). Tanium offers DEX capabilities that are part of its converged endpoint management (XEM) platform. It's uniquely designed to help organizations manage the complete end-to-end lifecycle, including monitoring and maintaining the best possible employee experience.

This eBook examines the hurdles organizations are facing and the potential benefits of DEX. It explores the Tanium offering and looks at several use cases for the technology.



CHAPTER 1

Employee experience: Addressing the challenges

Businesses are facing many challenges today, not the least of which is ensuring employee satisfaction.

In a competitive job market, where talented professionals are more willing than ever to leave for other opportunities, organizations are increasingly realizing that providing a great digital employee experience is not just about productivity, but also a critical factor for retaining workers.

IT and business leaders are looking for tools to monitor and maintain the reliability and performance of digital employee experiences as they are perceived by users on their endpoints.

In addition, they are looking for solutions that provide increased transparency and a bi-directional feedback loop that enables them to measure employee sentiment so they can learn and take the actions necessary to drive increased satisfaction and better usage of the digital employee experience they've provisioned to their employees.

This is where DEX technology tools and services come in. The technology lets IT organizations know about the performance of the endpoint and applications and how they are working. DEX also offers a way to measure how effectively employees are interacting with various technologies within the workplace.

For example, a DEX solution might evaluate how frequently employees in specific job roles are using the tools that have been assigned to them to complete their job functions. From here they may learn that an application is getting less use than expected by certain users and run a campaign to drive increased awareness and adoption.

Technology allows organizations to better understand and improve employee experiences. Some experts see DEX as a key to improving workers' satisfaction and therefore retaining them during periods of market uncertainty, when many people are regularly considering job or career changes.



CHAPTER 2

DEX: The basics and the benefits

DEX tools help IT leaders measure and continuously improve the technology experience that companies offer to their employees, according to research firm Gartner.

Near-real-time processing of data aggregated from endpoints, applications, employee sentiment, along with information on organizational context, helps deliver actionable insights that drive automated solutions and engage employees, moving them toward optimal behaviors, Gartner says.

Some would say DEX is a natural fit within unified endpoint management (UEM), as it helps organizations complete the lifecycle management of the endpoint. UEM, a vital component of enterprise mobility strategies, has become all the more important with the shift to hybrid and remote work models and the need to manage this complex environment.

UEM vendors that integrate DEX as a key feature for their platforms are the ones truly delivering on the promise of endpoint management. Some in the market would say UEM is strictly defined to not include DEX, but organizations increasingly see the value of bringing these capabilities together within a single platform.

Enterprises are increasingly saying end-to-end lifecycle management needs to be more proactive, and unifying DEX capabilities into UEM solutions would provide many benefits, including solution simplicity, IT efficiencies, better reliability and performance on endpoints, automation to take self-healing actions, and enhanced employee experiences.

An important distinction between DEX and UEM is the laser focus of DEX on employees and the value they are getting out of their endpoints. As the market continues to mature, vendor offerings will likely be less singularly focused on the endpoint and increasingly focused on the employee experience.

It's important to note that this space is only starting to be defined, but it appears likely to be headed in a direction where the worlds of UEM and DEX will converge into combined or at least seamlessly integrated solutions. These solutions will place greater importance on employee experience outcomes in addition to the traditional focus on the needs of IT provisioning, patching and compliance.

UEM will leverage the capabilities of DEX to help automate the remediation of common endpoint and DEX issues – such as application performance or reliability – while at the same time improving security.

Combined UEM and DEX solutions put the market on the path toward the emerging Autonomous Endpoint Management (AEM) space. Gartner describes AEM as an approach or product type that “supports agile approaches, eliminates IT overhead, and enables efforts to be redirected toward employee enablement and business-value-added work.” The goal of AEM is to empower employees so that IT resources are freed up to work on initiatives that are strategic to the business.

One of the benefits of DEX is that it will make organizations and employees “future fit”. The Future Fit Leadership Academy defines a future-fit organization as “one that in no way undermines – and ideally increases – the possibility that humans and other life will flourish on Earth forever.”

DEX within the context of Future Fit is about enabling a digital-first culture in which employees feel they are getting the support they need from IT. So, getting feedback from workers that reflects their sentiment is vital. As such, a DEX tool must provide the ability to measure and track employee sentiment and report this to senior business executives.

Organizations typically have limited if any transparency and actionable visibility into the level of satisfaction their employees have with their digital employee experience, including maintenance. They also know that their employees frequently only call the help desk as a matter of last resort.

IT has worked to provide employees with self-service options, such as self-service portals powered by search, chatbots and knowledge-base articles. These options sought to help expedite remediation and reduce ticket volumes. But these efforts so far have yielded small gains because they require work from employees to locate and execute the remediation procedures successfully and many feel that using a workaround or calling the helpdesk is a better path.

IT help desks are facing a constant barrage of tickets from employees who need assistance. Oftentimes these relate to chronic, reoccurring issues that many employees are experiencing, or in some cases they are related to more challenging issues where the problems could not be resolved for employees during the first call. A DEX tool can enable self-healing automation for the most commonly encountered issues at scale, reducing the number of help desk tickets.

With the rise of the remote and hybrid workforce, IT leadership has become increasingly aware of the need to monitor, manage and maintain the digital employee experience, and DEX provides that capability. These tools monitor and maintain reliability and performance and provide a means for organizations to better communicate and get feedback from their employees. DEX fills that part of the lifecycle that UEM solutions have traditionally ignored.





CHAPTER 3

Introducing Tanium's XEM platform

Organizations now view careful management of the end user experience as a critical part of the endpoint lifecycle. They are looking for DEX solutions to help get the visibility and actionability they need to make sure employees' experiences are optimized, and to empower employees to deliver business results. At the same time, they are looking to consolidate tools to reduce complexity, costs and to make things more efficient.

Tanium XEM is the industry's first converged endpoint management solution offering a convergence of tools, a convergence of workflows and a convergence of teams across every aspect of the endpoints lifecycle.

The platform enables organizations to provision, configure and secure endpoints, and also fulfills a crucial part of the lifecycle that is often ignored: whether the digital employee experience that IT has so carefully designed and provisioned to the endpoint is providing an exceptional experience that's free of friction and empowering employees.

When issues arise that impact the digital employee experience, XEM provides the automation necessary to enable employees to remediate problems and get their experience back to an optimal state. The solution gives IT the visibility and tools it needs to improve performance.

Bringing DEX capabilities into Tanium XEM completes the end-to-end endpoint management lifecycle. It creates a seamlessly integrated experience.

Practical use cases

Tanium's DEX is designed to address the top DEX business use cases, including:

Built in library of self-healing automation

The solution can enable employees to address digital employee experience issues on their own. Tanium DEX includes a library of self-healing automation (for example, running automation to fix an issue) that can be used proactively or reactively based on a variety of conditions and events that can be detected. The results can include fewer support calls and improved employee productivity, satisfaction and retention.

Custom self-healing automation

Tanium's DEX solution provides extensibility that enables IT to create custom trigger-based self-healing automation that can address the needs of the various lines of business apps and situations that might be unique to an organization's environment. While the solution includes a rich set of automation to address the top issues employees will encounter, IT or the help desk can create their own automation to go beyond what Tanium has. This can also lead to fewer support calls, improved employee productivity, satisfaction and retention.

Employee sentiment and satisfaction surveys

Another important use case is the ability to create custom, multi-question surveys to assess employee sentiment about their digital work experience from either a qualitative or quantitative perspective. This helps organizations stay engaged with employees, ensure that they are satisfied and that remediation actions are successfully maintaining or improving their experiences. The latter can be accomplished by creating surveys that can be sent to the employee to measure whether the actions taken by employees, IT or the help desk are having the intended effects.

Performance health scores

The Tanium solution gives IT visibility to organizational level (e.g.; systemic issues) and device level health enabling them to identify actionable opportunities that can be used to raise endpoint performance health scores and enhance employee sentiment. With these reports, organizations can create a baseline for the environment and individual endpoints and then make efforts to improve the numbers. Additionally, performance health scores are supported with data to help perform root cause analysis on health and performance issues impacting IT assets.

Summary and conclusion

Even before the pandemic, the technology industry had been developing products to help monitor and improve employee experiences. The broad shift to remote and hybrid work models has added new variables that has brought on additional complexity and pressure on the availability and performance of digital employee experiences.

Because of this, DEX management has become critical to keeping endpoints healthy and performant, maximizing productivity and improving employee satisfaction and sentiment, which are vital to the success of the employee and the business. Without the visibility and remediation capabilities these tools offer, organizations are taking on unacceptable productivity and retention risks that could negatively impact the business

For IT and business leaders, the time to act is now. They need to launch an internal DEX IT practice group or responsibility and begin evaluating DEX solutions and that deliver on the four use cases noted as well as others.

To learn more, **reach out today for a demo** or **try Tanium** in your environment for two weeks at no cost.



Tanium, the industry's only provider of converged endpoint management (XEM), leads the paradigm shift in legacy approaches to managing complex security and technology environments. Only Tanium protects every team, endpoint, and workflow from cyber threats by integrating IT, Compliance, Security, and Risk into a single platform that delivers comprehensive visibility across devices, a unified set of controls, and a common taxonomy for a single shared purpose: to protect critical information and infrastructure at scale. More than half of the Fortune 100 and the U.S. armed forces trust Tanium to protect people; defend data; secure systems; and see and control every endpoint, team, and workflow everywhere. That's the power of certainty.

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