Next generation DEX

Transform your approach to Digital Employee Experience

It is well documented that Digital Employee Experience (DEX) is critical in driving employee satisfaction, retention, and productivity. The real challenge for IT leaders and practitioners is managing an ever-developing connected infrastructure, with increasingly complex hybrid and remote work environments.

The impact of poor DEX

> **Organizations with low employee engagement are 23% less profitable**

When employees encounter slow systems, unreliable networks, and insufficient IT support, the consequences ripple across the organization. Frustration leads to disengagement, productivity suffers, and IT help desks face mounting ticket volumes. Ultimately, poor DEX undermines organizational goals, leaves teams struggling to keep pace, and could mean your business is 23 percent less profitable than those with a future-proofed DEX strategy in place.

In this eBook, you will learn why traditional employee experience solutions no longer meet the needs of today's workforce and why a platform approach integrating DEX, UEM, and AEM solutions is the only way to set up for success.

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The next generation of DEX

You need a solution that gives you visibility and control over your employees' digital work experience – at any scale. Tanium's comprehensive approach transforms how organizations manage and optimize DEX. By offering real-time visibility and autonomous endpoint management (AEM), Tanium equips IT teams to address performance issues proactively, simplify operations, and deliver a seamless digital experience for employees.

Ready to dive straight in?

Discover how Tanium can transform your DEX strategy today →
Or read on to find out how to create an effective DEX strategy.

SECTION 1

The current cost of DEX

As hybrid and remote work models become the norm, IT help desks are facing a surge in demands from users who are not physically present increasing the pressure on organizations to build and maintain a positive employee experience that is increasingly digital.

> **75% of organizations without a DEX strategy and tool will fail to successfully reduce digital friction through 2027**

Frequent issues with devices, processes, and systems, coupled with insufficient help desk support, lead to low productivity, employee dissatisfaction, and poor customer experiences. These factors can make your organization less profitable. Prioritizing DEX is essential and more critical than ever to ensure seamless work experiences, keeping your employees satisfied and productive with reliable, accessible tools. This is even more critical as remote and hybrid work introduces new challenges in technology performance, connectivity, and IT support worldwide.

The impact of poor DEX on help desks In addition to affecting employees, DEX is also an important component of an organization's service desk, whose task is to ensure an optimal digital environment for the workforce despite navigating inherent challenges, disparate tools, and an ever-widening attack surface. Remote and hybrid employees must now access applications designed to be powered by an organization's high-speed network via less reliable home and public networks using a virtual private network (VPN). These changes have made the digital work experience more challenging for many employees because of performance issues.

> "A happy employee is more likely to create a happy customer."

Dan Wilson,
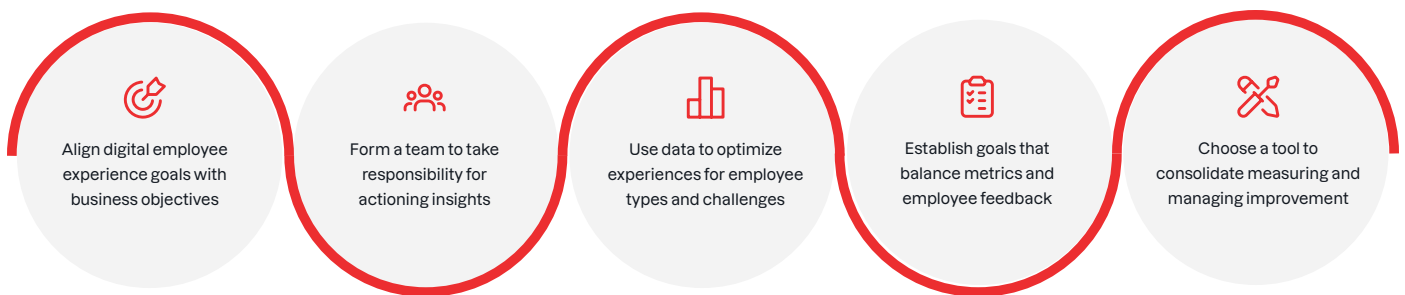Vice President Analyst at Gartner, Tanium Converge 2023

Common examples of bad digital experiences

Problem	Impact
Hardware performance issues	Slow endpoints can hinder employee efficiency, which can cause employees to find workarounds that may compromise security or further impact productivity.
Increased help desk burden	Poor DEX can increase the volume of help desk tickets, which puts additional strain on already limited IT resources.
Inability to self-remediate issues	Self-service options regularly fail due to discoverability and efficacy issues, leading to an increase in IT tickets for common or simple issues.
Login issues	Employees unable to access key applications necessary for their job duties can become frustrated, decreasing productivity and fostering a negative perception of the company's IT infrastructure.
Outdated systems	Neglected IT performance issues can lead to system outages and vulnerabilities.
Tool switching	When tools and systems don't work well together, it can severely disrupt productivity by requiring employees to log in and out of separate tools and mentally disengage from one tool to start again in another, which leads to frustration and inefficiencies.

The success of a great DEX hinges not only on its impact on employees but also on the IT teams that deliver it. IT leaders must balance two conflicting priorities: supporting organizational goals and managing team workloads to avoid burnout and attrition. Many IT help desks remain overwhelmed due to persistent challenges like budget cuts, insufficient tools, and scaling issues, even with DEX solutions in place. While self-service options aim to reduce ticket volumes, employees often still rely on the help desk or resort to inefficient workarounds, harming productivity and satisfaction. Delivering exceptional digital experiences is crucial for retaining both IT and non-IT employees in today's competitive job market, where dissatisfaction drives talent to seek better opportunities. Understanding these challenges highlights the urgency of creating a robust DEX strategy—one that not only enhances employee satisfaction but also empowers IT teams to thrive.

5 steps for creating an effective DEX strategy

It would be remiss to suggest that adding another tool or solution to your portfolio will solve all of your DEX challenges. As much as enabling yourself for the Next generation of DEX is vital, it is still imperative that we start with how you create an effective DEX Strategy. Given the potential benefits of DEX, it might be tempting to jump right into an implementation without giving thought to long-term goals. However, that would be a mistake. Instead, approach implementing DEX as you would with any business strategy by determining what you want to achieve, who owns the strategy, what you want to measure, and how you'll measure success with these five steps in mind.

| Align digital employee experience goals with business objectives | Form a team to take responsibility for actioning insights | Use data to optimize experiences for employee types and challenges | Establish goals that balance metrics and employee feedback | Choose a tool to consolidate measuring and managing improvement |

Step 1: Determine what you want to achieve

The first step in your DEX strategy should be to identify what you want to achieve with DEX and how it will fit into your organization's overall employee experience. Start by asking some broad questions:

- How will improving DEX support the goals of your business?
- What are the current digital employee experience challenges you need to address?
- What digital tools will you need to address these challenges?
- How will employees be trained to use the tools?
- How will you measure the success of your DEX implementation?

> "Digital workplace leaders often struggle to choose and prioritize the specific investments where they're going to spend their finite resources: people, money, and time."
>
> **Dan Wilson,**
> Vice President Analyst at Gartner, Tanium Converge 2023

Step 2: Create a DEX team

You need someone to be responsible for the adoption, performance, and satisfaction of the digital employee experience. A cross-functional team that includes leaders from integral departments such as HR and IT, as well as employees from across the organization, will ensure that the organization takes a holistic view of its DEX strategy, identifies opportunities to empower frontline employees around their job roles, and steers organization toward the right technology investments.

Step 3: Develop employee personas

Different segments of the workforce interact with technology in different ways. Understanding their daily workflows is essential to designing an optimal experience for each. The DEX team should leverage end-user IT data, surveys, and sentiment scores to identify pain points and create personas around groups of employees that share characteristics and requirements. That way, the team can better prioritize and allocate resources to architect the best digital employee experience.

Step 4: Set the right key performance indicators (KPIs)

Once your organization understands the value of optimizing the digital experience for employees, it's time to identify achievable goals to realize value and create strategies for meeting them. There's more to delivering an optimal digital experience than tracking the traditional IT metrics such as downtime, mean time to resolution (MTTR), and service level agreements. Ultimately, you want employees to feel that they can rely on their digital technology, will experience minimal disruptions, and are happy with the support they receive when they need it. While IT metrics help drive some of these business outcomes, experience metrics such as employee satisfaction, employee sentiment, and employee retention can also help determine the effectiveness of your DEX efforts.

> **50% of IT organizations will have established a DEX strategy, team, and management tool by 2026**

Step 5: Use the right DEX tool

As enterprises increasingly recognize the importance of delivering an exceptional digital work experience, the focus is shifting to understanding how to oversee, manage, and ensure the reliability and performance of the complete digital work journey for employees in one solution.

Organizations have traditionally taken a piecemeal approach, leveraging disjointed tools to address employee experience and digital experience issues separately. However, using disparate tools in hopes of simplifying DEX monitoring and improvement efforts can have the opposite effect, making your ability to improve the digital work experience more challenging due to a lack of integration, inefficiency, inconsistency, delayed issue resolution, negative impact on user experience, and data overload.

Organizations can also streamline costs and efforts through DEX tool consolidation. Among the key benefits of tool consolidation are reduced IT complexity because there are fewer tools to manage, a reduced "integration tax" of managing multiple disparate tools, and time and cost savings.

Choosing a comprehensive DEX solution can't be overstated. A unified DEX solution should offer integrated insights and efficiency, enhancing your ability to provide a better overall digital experience for employees.

As we move from strategy to implementation, it's crucial to focus on evaluating its impact. Understanding how to assess progress and gather actionable insights ensures your DEX approach remains effective and attuned to employee needs.

SECTION 3

Next-Generation Digital Employee Experience

Autonomous Endpoint Management

Unified Endpoint Management

Feedback Loops
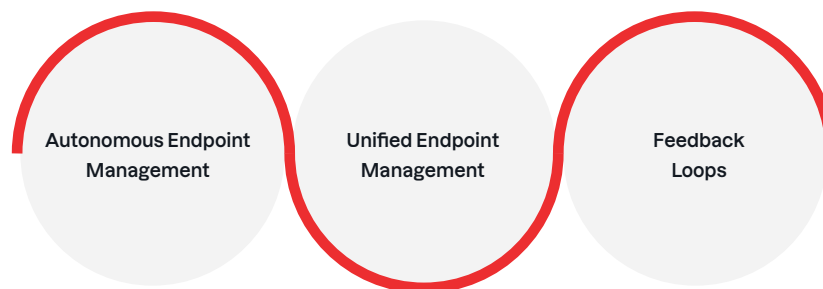
Major developments in the DEX space are already upon us with greater adoption of AI and expanded tooling capabilities impacting every workforce and every employee.

DEX tooling should help you automate vital endpoint management and security tasks, but this is only achievable through having a connected platform. Real-time data brings real-time visibility and performance-enhancing third-party integrations. Together, these create seamless data exchanges that result in increased user satisfaction — not to mention cost and time savings.

The next generation of DEX

Modern workforces demand more than traditional employee experience solutions can offer. To stay ahead, organizations must adopt a DEX approach that is as dynamic as the challenges it addresses. Key components to look for in a DEX solution include proactive endpoint management and robust feedback loops, which together ensure digital workspaces are secure, efficient, and responsive to evolving workforce needs. Automation capabilities play a pivotal role in streamlining processes and pre-empting issues, aligning DEX with the fast-paced demands of today's workplaces.

Through real-world insights, we'll uncover how these elements, coupled with AI-driven innovation, can reshape your digital workplace and elevate the employee experience.

A shift in mindset

Organizations need to consider their employees as their internal customers and ensure their digital experiences are optimized.

This is what Claus Jensen, chief innovation officer and leader of research and development at a virtual healthcare company, Teledoc Health, and former head of technology at Memorial Sloan Kettering Cancer Center and CVS Health-Aetna, believes is missing from how organizations currently handle digital employee experiences and offers these suggestions on how to improve your efforts.

Claus Jensen
Chief Innovation Officer,
Teladec Health

DEX in the wild

Teladoc's story "Some IT organizations still don't consider employees their customers." Claus Jensen knows where the fundamental problem lies when organizations are unable to provide effective digital employee experiences, and it starts with a simple oversight around who organizations define as their customers. Jensen, whose company of 2,000 employees provides remote medical care for patients in more than 130 countries, has boiled down the issue to a flawed organizational mindset: Despite the digital transformation sweeping across industries, driven by millions of workers, IT teams have been dedicated to crafting seamless customer experiences, yet the same level of attention hasn't been extended to their own employees. Why does this matter? If IT can better meet the needs and expectations of its internal customers — the employees — and provide them with the experiences they want, those workers are apt to provide better experiences for external customers.

> It's not that IT doesn't have the tools to create the right kind of experience for the people who work for the company, it's that employee experience isn't always prioritized.

To improve employee experiences and drive business outcomes, Jensen recommends prioritizing these four strategies to improve your DEX strategy:

1. User devices and other endpoints need to be a part of the employee experience conversation.

An endpoint management platform lets IT teams manage all the endpoints within an organization — everything from laptops and PCs to virtual machines in the cloud — from a single control point. This provides visibility into every endpoint, which is vital for ensuring operational efficiency and providing a positive employee experience. If user devices perform slowly or don't work at all, those users are likely to be unsatisfied. The same goes for effectively providing security updates.

> "If you don't have secure endpoints that you can update in real time, people will get frustrated and become less productive. These things have to work, and the more frictionless and invisible they become, the better the experience."

2. Organizations must adopt an iterative approach to DEX – not "one and done."

Following the pandemic, nearly every company must adapt design thinking — the same approach used to improve customer experience — to the employee experience. This involves organizations adopting an iterative process in which IT can continually identify worker problems and create solutions.

> "When we talk about customer experience, we talk about journey maps and personas," Jensen says. "There's no reason why this can't be done with the internal audience. We have to consciously and continuously align design thinking to internal experiences."

3. Improving digital employee experiences isn't a solo task.

IT departments need to avoid guessing what employees need. Instead, Jensen says, they should involve representatives who understand the employees' perspective from the beginning.

Focus on the essentials and how everything works together and find out what employees believe makes great work experiences. The aim is to encourage discussions about what makes a great digital employee experience rather than focusing on the functionality of tools or software. Ultimately, Jensen says, it's not just about whether a solution is effective; it's about whether the digital experience is optimal.

4. Organizations need the right tools to gain insights into how employees use systems and tools to determine where they're struggling.

Jensen suggests that IT departments should utilize tools typically reserved for understanding external customers, such as AI, automation, and sentiment analysis, to gain insights into employee interactions with systems and tools, as well as to identify any future issues they might face. He argues these tools can be equally beneficial when applied internally to enhance the employee experience. "You can generate insight into where workers are spending their time and what productivity tools they're using," Jensen says.

"You can find out what's working, what isn't, and look for opportunities for process optimization based on operational data."

For example, AI and automation can be used to streamline manual tasks, which, in turn, increases productivity, reduces costs, and boosts employee job satisfaction. By leveraging automation, IT can reduce digital friction or the unnecessary effort employees must exert to use data or technology to do their jobs.

> 47% of employees experience high digital friction that hinders their ability to do their job

By integrating endpoint management, analytics, and machine learning to enable self-healing and self-tuning systems, organizations can enhance user experience and improve workforce productivity.

"We owe it to the people who work at the institutions we serve to give them the same kind of experience we give to our customers," Jensen says.

"We're long past the point where it's acceptable to give internal people an inferior experience compared to what they see in all the other areas of their life. That just isn't how you can attract the right kind of talent, and it's not how you can keep it. If you truly consider the people who work at your organization to be your most important resource, then you have to give them experiences that make them want to stay."

Key components to look for in a DEX solution

Proactive unified endpoint management (UEM)

One of the most effective ways to overcome the shortfalls of traditional employee experience approaches is to combine employee experience with unified endpoint management, UEM, to inform, control, and improve the digital experiences of employees. For many, this is the first step in beginning to understand how to improve the interactions between employees and technology. UEM helps integrate user and device management into one view, which enables organizations to manage device lifecycles and create and enforce security policies for those devices. It also gives them the ability to patch and maintain devices and applications, enhance user experience, and ensure that devices meet the requirements of an overall security strategy.

> **Effective UEM will help deliver a better user experience, improve operational efficiency, and ensure strong endpoint security is maintained.**

When the concept of UEM is applied to employee experience, it capitalizes on the value of centralizing data and actions within a single console or platform. Administrators can easily see and address any issues employees might be having, regardless of the devices they are using or their work location. Since endpoints are more varied and distributed than in the past, ensuring they're secure, performing as expected, and meeting employee expectations has become more complex. Essential to improving DEX is ensuring the digital tools employees need to perform their jobs as expected. By proactively monitoring and resolving end-user performance issues, a DEX solution with UEM can lighten the burden on IT support resources, reduce the number of tickets to improve workplace efficiency, and effectively manage hardware lifecycles using historical data to assess the need for hardware refreshes. Employee productivity depends on endpoint devices performing well and remaining free from vulnerabilities to effectively defend against security threats by ensuring the latest updates and patches are deployed. Through effective endpoint management, IT teams can monitor and maintain the digital workspace, driving greater adoption and satisfaction.

Feedback loops

Organizations are also seeking improved methods of communicating with employees and gathering feedback, which is essential for bidirectional employee engagement and gaining better transparency into technology performance and adoption, especially in a remote working world. Feedback loops allow organizations to measure employee sentiment, identify pain points, and take necessary actions to drive increased satisfaction and better usage of the digital work environment. For example, IT departments can create surveys to gather feedback on various aspects, such as IT sentiment, app performance, and the effectiveness of recent changes like migrating to a new platform.

This feedback can then be used to enhance digital experiences, improve employee productivity, increase satisfaction, and even help transform IT's reputation into a caring partner committed to helping employees achieve their best results. Additionally, feedback loops can eliminate the "black box" of how employees are feeling at work, unlocking the potential for true automation, increased productivity, and greater employee satisfaction.

Crafting an effective DEX strategy and implementing the right solution to achieve this is a pivotal step toward a more engaged and productive workforce. Endpoint management safeguards the devices that are the gateways to your digital environment while automation streamlines processes, freeing up valuable employee time. Proactive monitoring preemptively addresses issues before they escalate, and feedback loops provide the insights needed to continually refine DEX.

Next-generation DEX: The rise of AEM

With more employees working remotely, beyond the protection of corporate firewalls and the reach of internal networks or VPNs, IT needs a fast, reliable way to protect and manage endpoint devices wherever they are. To address these challenges, organizations need to lean on automated solutions. Enter autonomous endpoint management (AEM): AEM is an emerging market category and next-generation approach to DEX that will take advantage of composite AI to provide intelligent automation and decision-making capabilities for managing IT endpoints.

Automation can lead to several efficiency benefits, such as ensuring connectivity and functionality for controlling and protecting endpoints at scale in automated workflows. Additionally, playbooks and automation can increase efficiency and productivity by moving towards safe, closed-loop autonomous operations for monitoring, control, maintenance, and incident resolution before employees are even aware of problems.

DEX tools should help automate vital endpoint management and security tasks by integrating with other IT platforms to automate complex workflows.

For example, when security systems raise alerts, endpoint data can be automatically collected, which helps reduce IT workloads, shortens the mean time to remediation, and improves the digital employee experience Automation can also result in cost optimization benefits. For example, organizations can reclaim underutilized assets and find all hardware and software assets instantaneously to create a real-time comprehensive inventory, and monitor software needs to reduce unnecessary spending.

Through automation, organizations empower employees with automated self-service capabilities, freeing up IT resources to work on initiatives that are strategic to the business by leveraging real-time data and insights to make recommendations and automate actions.

In the next and final chapter, we'll introduce how Tanium is helping organizations improve DEX with our unique ability to leverage the power of real-time endpoint visibility and data, turning it into real-time action – and how Tanium is the first to make AEM a reality.

How Tanium Elevates DEX

Tanium can help you improve your digital employee experience by automating various tasks across your endpoints and applications.

Learn how Tanium DEX can provide you with real-time data and insights on your employees' satisfaction and performance, as well as self-service tools to resolve issues quickly and efficiently.

- Tanium Automate, core capability of the Tanium platform, can help organizations automate repeatable tasks and improve DEX

- Tanium DEX features several capabilities like performance scoring and third-party integrations to save time, reduce costs, increase security, and enhance user satisfaction

- Tanium's unique platform approach to DEX uses real-time data to ensure that actions are relevant and effective across environments

What's next for Tanium DEX

This year Tanium announced Tanium Automate, a critical component supporting the AEM capabilities within our XEM platform. The new platform enables organizations to easily eliminate manual processes for repeatable tasks, such as patching, application deployments, vulnerability remediations, unused software license reclamation, and other common pain points.

For the first time, organizations can orchestrate and link a series of actions into logical, repeatable sequences to run automatically with user oversight. These actions are informed by real-time data, ensuring that organizations and infrastructures are resilient against changing cybersecurity threat conditions. The automation built into the Tanium enables organizations to provide an exceptional digital employee experience and mitigate risk continuously.

> "When we get a user complaining that their PC is running slow, with Tanium we can articulate why — and provide that information to IT Ops."

Doug Shepherd,
Senior Director Offensive Security Solutions at JLL

Tanium provides a solution to manage enterprise-scale DEX that features real-time data on the performance of employees' endpoints and applications to help organizations determine how employees feel about their digital employee experience and what can be done to improve it.

What makes Tanium DEX stand out?
(Hint: It's bigger than DEX)

Unlike traditional employee experience solutions and different from other DEX solutions on the market, Tanium DEX helps organizations monitor and manage employee digital experiences using our proprietary architecture to collect real-time data, which gives IT the visibility needed to increase employee satisfaction quickly and efficiently. Tanium's DEX solution provides a number of features to help organizations enhance digital employee experiences, including:

Automation

Automation is one of the most important features Tanium offers to improve DEX. Tanium DEX can allow IT organizations to:

- Provide automated self-healing capabilities that allow employees to remediate issues with endpoint devices and applications before they lead to reduced performance

- Free up IT support resources while also improving their employees' productivity, engagement, and retention using only one solution to monitor, manage, and improve their employees' digital employee experience

- Monitor for issues in real time and set customizable thresholds to spot issues before they impact productivity widely

Endpoint performance

Use Tanium DEX to baseline the performance and health of digital work experiences using historical and real-time data to help organizations define plans to improve them. With Performance Score, organizations get:

- An aggregate organizational-wide metric using Performance Score to understand the performance and health across all endpoints, which can be tracked over time and helps IT quickly identify and resolve systemic issues and opportunities for improvement

- Enhance endpoint performance using real-time visibility into digital resource consumption and the performance of endpoint devices tanium.com 31

- Run advanced quantitative analyses to assess the performance of automation and self-help workflow

> Enterprises could realize $4.8 million in software reclamation savings over three years by deploying the Tanium XEM Platform, as determined using a composite organization to better understand the benefits, costs, and risks associated with this investment

Third-party integrations

Another key benefit of Tanium DEX is that it integrates seamlessly with third-party tools, such as integrating with **ServiceNow** to provide organizations with visibility into their endpoints, including real-time information about configuration changes, vulnerabilities, and other critical factors.

Among the many use cases for Tanium DEX + ServiceNow is the ability for agents to proactively remediate issues starting from a ServiceNow ticket with Tanium Introspect integration and Tanium Live UI. This enables employees to spend less time waiting on requests, and the help desk gets more time to focus on high-value projects.

> "Because of Tanium, we're ready for the influx of support queries that come into our service desk. We're able to support our end users instantly and know what issues they have and any endpoints and provide prompt and rapid support to them."

Nemi George,
VP Information Security at a dental services organization

Every organization that chooses Tanium also benefits from these industry-leading functionalities exclusive to our platform:

- Real-time, trustworthy data
- Scale across millions of endpoints
- Visibility and control over every endpoint across platforms
- Drill down at the endpoint level to conduct in-depth investigations
- Perform remediation actions with no additional tools or agents needed

At Tanium, our goal is to strategically address the evolving needs of organizations by simplifying how IT is done using one view, one source of truth, and one solution.

The future of DEX with Tanium

Tanium understands that DEX is more than just making sure endpoints work the way they should in the first place. It's about ensuring employees are happy with their digital experiences, which makes them more productive, increases satisfaction at work, and, in turn, can provide better service to your customers and prospects.

> "I've spent my entire career focusing on end-user experience and trying to get vendors and organizations to prioritize it, so I really like seeing tools like Tanium's Digital Employee Experience coming to the marketplace to help keep end users happy and productive while lightening the load on IT departments."

Gabe Knuth,
Senior Analyst at Enterprise Strategy Group (ESG)

With this guide, IT leaders now have actionable advice about how to navigate the continually changing workforce and thrive by prioritizing and improving DEX. They can better understand the basics of DEX and how to measure success. They also have the knowledge to create an effective DEX strategy and can grasp why traditional employee experience solutions are not enough. Finally, they can see how Tanium helps improve DEX by offering the latest technology to enable organizations to provide the best possible digital experiences more easily and at scale.

Never before have organizations had such an opportunity to succeed with DEX strategies and tools. With new capabilities, such as autonomous endpoint management, you can unlock the potential for even greater digital employee experiences.

Figure 1: Magic Quadrant for Digital Employee Experience Management Tools

Figure 1: Magic Quadrant for Digital Employee Experience Management Tools

CHALLENGERS / LEADERS / NICHE PLAYERS / VISIONARIES

Nexthink
1E
Lakeside Software
ControlUp
Riverbed
Tanium
Omnissa
Ivanti
HP Inc.
HCLSoftware
Liquidware
Nanoheal
Progressive Infotech
Flexxible
Almaden
Access IT Automation

ABILITY TO EXECUTE
COMPLETENESS OF VISION
As of August 2024   © Gartner, Inc
Gartner

Tanium Positioned in the 2024 Gartner® Magic Quadrant™ for Digital Employee Experience Management Tools Report as a Visionary

Tanium's converged endpoint management platform delivers exceptional employee experience capabilities with its real-time visibility and AI-backed tools.

PRODUCTS FEATURED

- Tanium DEX solution
- Tanium Engage
- Tanium Performance
- Tanium Automate
- Our vision for Autonomous Endpoint Management
- Tanium + ServiceNow

RELATED PRODUCT DOCUMENTATION

- Surveys
- Understanding employee sentiment
- Remediation

NEXT STEPS

Digital Employee Experience (DEX)

Transforming Employee Interactions and Satisfaction in a Connected and Evolving Workplace

SEE A DEMO