



ULTIMATE GUIDE

Digital Employee Experience (DEX)

Transforming Employee Interactions and Satisfaction
in a Connected and Evolving Workplace



Contents

Introduction	3
Chapter 1: DEX: The Basics	7
What is DEX?	8
Why is DEX important?	8
The impact of poor DEX on help desks	8
Common examples of bad digital experiences.....	9
Best practices for improving DEX	10
Chapter 2: 5 Steps for Creating an Effective DEX Strategy	12
Step 1: Determine what you want to achieve.....	13
Step 2: Create a DEX team	13
Step 3: Develop employee personas.....	13
Step 4: Set the right key performance indicators (KPIs).....	13
Step 5: Use the right DEX tool.....	14
Chapter 3: Measuring DEX Success	16
Why are employee surveys important?.....	17
How to create an employee survey	17
Common themes for employee surveys.....	19
Best practices for conducting employee surveys	21
Chapter 4: Why Traditional Employee Experience Solutions Aren't Enough	23
DEX in the wild: Teladoc's story	24
Key components to look for in a DEX solution	26
Chapter 5: How Tanium Helps Improve DEX	30
What makes Tanium DEX stand out? (Hint: It's bigger than DEX)	31
The future of DEX with Tanium	33

Conventional employee experience is all about the many encounters people have as they move through the workday — it begins from the moment they're hired and only ends when they leave the organization.



Think of how much the workplace has changed over the past few years: In early 2020, many, if not most, corporate employees worked from central offices and exclusively used organizational devices to access data via firewall-protected corporate networks. Fast-forward to today, where hybrid or remote work arrangements are commonplace, and employees often use personal devices to access sensitive data through their home networks.

With this abrupt shift to remote work during the pandemic, the subsequent onset of hybrid workforces, and ongoing digital transformation initiatives, the employee experience as we knew it no longer exists. Furthermore, this discrepancy between how organizations think of employee experiences, and what their employees are actually experiencing, is creating a number of costly and frustrating challenges.

Organizations with low employee engagement are 23% less profitable, have 18% fewer sales, and see a 10% decrease in customer satisfaction than their competitors with highly engaged employees.¹


How can organizations expect that the methods they use to improve employee experiences, which are centered around in-office, in-person, and legacy systems, will help them in a world where digital experiences are rapidly becoming the sole employee experience?

Today's employees require organizations to embrace the idea of **digital employee experience (DEX)**.

The key to successfully managing, addressing, and improving the needs of the modern workforce is to rethink and reframe every employee experience as a digital one — whether they're remote workers or not. That means understanding employee needs, expectations, challenges, and goals to provide optimal experiences that show employees you care, improving employee satisfaction, retention rates, productivity, and business outcomes.

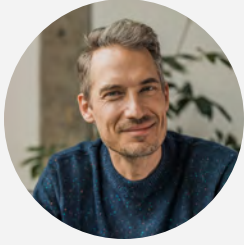
A fundamental part of the digital employee experience is knowing how effectively people interact with the growing variety of workplace technologies and how they feel about them. A growing number of organizations are deploying DEX tools and services to increase employee engagement, satisfaction, productivity, and the likelihood of retaining employees.

This guide, designed to provide IT leaders with helpful, actionable advice about navigating the changing workforce and thriving by improving DEX, explains the basics of DEX, how to measure success, tips for creating an effective DEX strategy, why traditional DEX software isn't enough, and how Tanium helps improve DEX.



But what exactly does an **effective vs. poor digital employee experience** look like in the real world?

Let's explore the fictional but very real scenarios of two employees – Mark, a senior engineer at a software company at risk of leaving over a bad technology migration, and Julie, a current college student participating in a remote summer internship suffering from a poor onboarding experience – to see how having an effective DEX strategy makes a difference.



Meet Mark

Software developer
10+ years experience

- Mark's organization is migrating from old systems, including his dedicated product, but the process is causing security, performance, customer satisfaction, and retention problems.
- Mark expressed frustration in an employee survey. Using a DEX solution, his manager became aware of the team's low sentiment score and used this insight to address underlying issues.
- Mark and his manager created a career development plan for a new role that will use his product knowledge to boost customers' and Mark's satisfaction with the organization.

Low employee
engagement costs
the global economy

\$8.9 trillion
each year¹

Mark has been in his current role designing and developing one of the software company's leading products for more than ten years. He's invested countless hours perfecting the system and understands its intricacies and nuances. The product has been the company's flagship, and Mark has been a pivotal part of its success.

However, his company has recently been migrating away from legacy systems to modernize its technology stack, which includes the on-premises product Mark has been dedicated to. While this new cloud-based direction promises better scalability, performance, and integration, Mark is finding that the new systems don't really align with the deep technology expertise he's developed over the years.

Additionally, the transition has not been smooth, and customers are letting them know. Mark feels that better communication, management, and technology decisions could have avoided some of the complexities of this migration, including issues with security, performance, and customer confusion around the efforts.

Mark begins to question his future at the company and whether his skills will be obsolete in this new era. The company's focus on rapid innovation and staying ahead of the competition has unintentionally created a divide, leaving Mark and possibly others who were deeply involved with the legacy systems feeling disconnected, disengaged, and dissatisfied.

He expressed his frustration about the migration during a routine employee survey conducted by his company. The survey hadn't flagged him specifically but had brought down his team's sentiment score, alerting his manager. Mark's manager used this insight during upcoming annual performance reviews with his team to make sure his reports could air their concerns.

During Mark's annual performance review, he appreciated how his manager was empathetic about the miscommunication, lack of transparency, and business disruptions caused by the ongoing migration. Mark felt comfortable expressing his dissatisfaction with his current role. Together, they agreed to create a personalized career development plan for Mark to explore a different opportunity at the company that would still utilize his expansive institutional knowledge and be equally valuable to the organization.

Mark's workplace dread quickly turned to excitement about this new opportunity. It will allow him to shift from behind the scenes to a more engaged role where he will set up at-risk customers for success with the on-premises software he had worked so hard to create. His unique insights into the legacy systems became invaluable in ensuring these clients received the highest level of service, ultimately leading to increased client satisfaction and retention.

What went right

Fortunately, Mark's company invested in improving the digital employee experience as part of its digital transformation initiatives to ensure Mark and other employees can voice pain points and areas for improvement in an actionable way.

A DEX solution allows Mark's company to optimize the digital employee experience by measuring employee sentiment. By regularly surveying employees about their experience, Mark's organization created essential employee feedback loops to help ensure seamless interactions between employees and the technology they need to be successful and enable better communication between employees and the organization.

A digital employee experience solution isn't just a tool for managing change; it's a platform for empowerment and engagement. By enabling employees to voice their concerns and actively incorporating their input, organizations can ensure that technology migrations enhance, rather than hinder, the employee experience. By reading this guide, you'll understand how improving DEX aligns with core business objectives and can allow your organization to foster a positive and productive digital workplace.



Meet Julie

Intern, remote
Healthcare company

- Julie started a remote role, but she and other new hires faced onboarding issues due to technology problems with company devices.
- Julie submitted a service desk ticket, but the number of requests overwhelmed the IT support team.
- Without a DEX solution, the company couldn't fix the issue quickly or at scale, leaving Julie and the other new hires feeling disconnected.

Only 19%

of employees
experience an
ideal onboarding
experience²

Julie was thrilled to be among the few chosen from among her peers for a remote summer internship at a large healthcare company. While Julie is currently a student with plans to complete her degree the following summer, the company has a longstanding program at her university and a reputation for extending offers to recent graduates who participate in this program.

Ahead of her start date, Julie received a laptop, some branded merchandise, and a personalized email that informed her of what to expect on her first day — a virtual meet-and-greet with her fellow summer interns and a welcome speech from the CEO. The email also informed her that, due to access policies, she wouldn't be able to use the corporate laptop until her first day. Eager, excited, and motivated to leave a great impression to improve her chance of returning as an employee after she graduates, she counted down the days to when she could start.

On the morning of her first day, Julie settled into her home office with coffee in her new company mug, and her mind was ready to absorb all the information.

However, as she attempted to log in to the company laptop, she was met with an unexpected "Invalid Credentials" error message. Shaken but undeterred, Julie reached out to the IT support team, only to find herself in a queue of fellow new hires all facing this same issue.

As the clock ticked away, Julie's excitement turned to frustration. While thankful she figured out how to submit an IT ticket, this seemed to be all she could do. Instead, she just sat and mindlessly clicked to refresh her help desk ticket to ensure she hadn't missed any updates.

At least the company had sent an email about an hour after the orientation start time to let her new hire class know they were aware and working on the problem but to expect delays due to the number of requests. However, she was having a hard time looking past the fact that the onboarding materials included in the email, which were supposed to "guide new hires through the company's culture and processes," were also inaccessible. Coffee long forgotten and cold, she continued to refresh her IT ticket page some more.

What went wrong 🚩

While the ideal onboarding experience often starts with a warm welcome letter, fun swag gifts, and time for new employees to socialize and gain recognition as crucial additions to the organization's success, starting off the first day at a new job with technology issues can be quite disheartening and lead to a negative first impression of the company's digital work environment.

Julie's first day was marked not by the excitement of new beginnings but by the frustration of technological barriers. Her experience highlights the importance of a seamless digital onboarding process and its impact on a new employee's integration into the company. It's a clear reminder that efficient digital support systems are crucial for employees to start their journey on the right foot.

For all employees, especially those working remotely, technology is often the primary means of interacting with colleagues and performing their jobs. In a competitive job market where talented individuals may not hesitate to leave if their digital experience is subpar, ensuring a smooth and efficient digital employee experience is crucial for retaining employees and fostering a positive work culture.

From a technical perspective, enhancing DEX for the modern workforce likely means more devices to manage and secure, more complexity, and more challenges. It's a daunting task — without the right tools. With this guide, you'll learn about the techniques and solutions available to help address those challenges and deliver exceptional digital experiences for employees.



CHAPTER ONE

DEX: The Basics

In this chapter, we'll introduce the concept of DEX and explain why IT leaders must pay attention to it. We'll also discuss some of the benefits and challenges of DEX in hybrid, remote, and in-office work environments and how IT can align with business goals and employee needs. Finally, we'll provide some examples of best practices and common pitfalls to avoid when implementing DEX initiatives.

Some of the questions we'll address are:

- What are the key components of DEX, and how do they affect employee productivity, engagement, and satisfaction?
- What are the main drivers and trends shaping the future of DEX and hybrid work?
- How can IT measure and improve DEX across different devices, platforms, and locations?
- What are the roles and responsibilities of IT leaders, managers, and staff in delivering and supporting DEX?
- How can IT collaborate with other stakeholders, such as HR, communications, and other business units, to create a holistic DEX strategy?
- What tools and technologies can help IT optimize DEX and overcome the complexity and security challenges of hybrid work?

By the end of this chapter, you'll have a clear understanding of what DEX is and why it matters for your organization. You'll also learn some practical tips and techniques for enhancing DEX and creating a positive digital culture for your employees no matter where they are.

What is DEX?

At a growing number of organizations, remote and hybrid work models have become the norm. That means in addition to supporting in-office workers, IT help desks are facing a surge in demands from users who are not physically present. Considering today's hybrid workforce and growing reliance on digital tools, this also means the main employee experience is increasingly digital.

Digital employee experience, or DEX, refers to how employees interact with the digital tools in their workspace. Organizations that prioritize good DEX foster environments where employees can deliver exceptional customer experiences because the technology they rely on to do their jobs isn't getting in their way.

Why is DEX important?

Imagine workforces that frequently encounter poor-performing devices, disruptive processes, confusing systems, and insufficient support from the help desk. These circumstances tend to foster low productivity and dissatisfaction within the workplace at large and ripple outward, resulting in lackluster or even poor customer experiences and decreased employee sentiment.

As a result, making DEX a priority is not just beneficial; it's essential. In fact, it serves as the cornerstone that supports seamless work experiences and that employees remain satisfied and productive by ensuring the systems and tools they depend on are accessible and operational around the clock from any location.

DEX has become more critical for organizations because the move to fully remote and hybrid work has added a host of new variables to the availability and performance of workplace technology. This has impacted everything from platforms to connectivity, applications, and data access — and most certainly IT help desks around the globe.

“A happy employee is more likely to create a happy customer.”

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

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.

Research shows that during the pandemic, monthly help desk ticket volumes spiked by as much as 35%.³ When help desks become overloaded, this creates a cascading effect of higher costs per ticket, longer remediation times, and lower employee satisfaction and productivity.

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.

While the impact of having great DEX for employees is not to be understated, the often-unsung heroes of the IT department tasked with delivering these great experiences are equally, if not more, critical to influencing an organization's success.

This means that today's IT leaders are constantly playing a delicate balancing act of supporting two primary priorities that threaten to sabotage each other:

1. Meeting the needs of the organization to support its overall goals
2. Managing their team's workload to not overwhelm them with tickets, prevent burnout, and risk attrition

Unfortunately, many IT help desks still face a constant barrage of tickets because many of the contributing factors that increase help desk demand — budget cuts, lack of investments in tools, and inability to scale support needs — remain, whether they have a DEX solution to help them achieve these initiatives they're accountable for or not.

In recent years, IT has tried to provide employees with self-service options to expedite issue resolution and reduce ticket volumes. However, by putting the burden on employees to find the appropriate remediation procedures, many end up relying on the help desk anyway. Other employees might opt to suffer in silence or find workarounds that mitigate the issue but reduce their productivity and leave them dissatisfied with their technology experiences.

That's why providing an exceptional digital experience is an essential part of retaining employees (both IT and non-IT) in a competitive job market, where talented and experienced people are willing to quit and explore other job opportunities because they're unsatisfied with their jobs.

Best practices for improving DEX

How can organizations better understand the way employees interact with technology and leverage the most insightful success metrics of DEX? Here are some basic building blocks for meeting — and exceeding — the digital needs of today's workforce:

Put people at the center of the process.

To optimize employees' digital experiences, organizations must first understand how employees use technology at work. To achieve this, they need more insight into how employees work and which tools they need to perform their jobs effectively.

To create a digital experience that supports employees, it's important to focus on the job the employee must do and the issues that get in the way. This is more effective than trying to craft the digital experience around the business processes it must enable. Having a greater understanding of how employees use technology can lead to more intuitive, streamlined workflows organizations can use to create more productive teams.

Think in terms of lifecycles.

An employee's experience encompasses all the interactions with the organization, everything from onboarding to post-exit. To improve the digital employee experience at every touchpoint along the journey, it's critical for organizations to assess the digital components involved during each of these stages, identify the problem areas, and share ideas for improvements.

IT, human resources, and other departments can each bring unique perspectives to employee relationships. By breaking down any existing barriers between these departments and deploying uniform tools, organizations can develop and provide a seamless digital employee experience that enhances collaboration, increases efficiency, and fosters a culture of unity and innovation throughout the employee lifecycle.

Measure DEX using the right metrics.

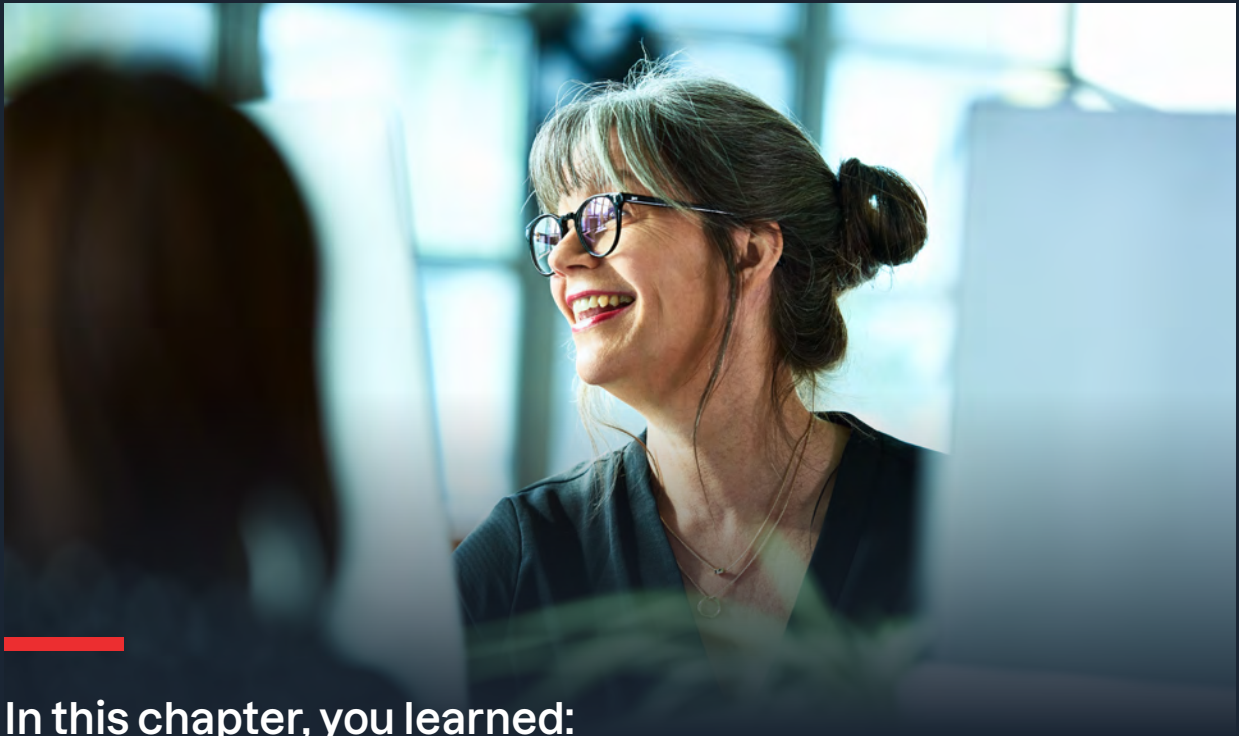
One of the best ways for organizations to know if they're delivering a positive employee experience is to use metrics. There's no shortage of tools that collect all manner of performance data, so organizations might be tempted to tackle the full spectrum of issues employees face each day with every type of DEX-related software available. However, this is neither possible nor practical.

Using the right solution to measure, monitor, and address the most impactful DEX challenges at an organization ensures that managers make informed decisions that enhance the digital work environment, improve employee satisfaction, and create a more efficient workplace.



Positive work experiences are more crucial for employers than ever, especially as workplace experiences become increasingly digital. By building on these foundational best practices, organizations can begin to craft the best DEX strategy to meet their needs. This strategy should not only address current challenges but also anticipate future needs, ensuring a seamless and supportive digital environment for all employees.

The next section will delve into the key components of an effective DEX strategy, outlining the steps and considerations necessary to create a cohesive and empowering digital workspace.



In this chapter, you learned:

- How DEX is the sum of all the digital interactions that employees have with their work environment, including devices, applications, data, and collaboration tools
- How a positive DEX can improve employee productivity, engagement, satisfaction, retention, and innovation, as well as customer loyalty and profitability
- To enhance DEX, organizations should center their strategies around the workforce's needs, considering the entire employee lifecycle and measuring DEX with appropriate metrics



CHAPTER TWO

5 Steps for Creating an Effective DEX Strategy

This chapter outlines what it takes to create an effective DEX strategy that aligns with your goals and employee needs using a 5-step framework.

You'll learn how to:

- Define your DEX vision by identifying how improving DEX will support your employee experience and business objectives
- Assess your current state of DEX by conducting a gap analysis, collecting feedback from employees and stakeholders, and benchmarking against best practices
- Prioritize your DEX initiatives by mapping out your desired future state and setting goals
- Measure your outcomes by establishing relevant metrics, tracking progress, and evaluating the impact of your DEX strategy on employee engagement, productivity, and retention

By the end of this chapter, you'll understand what it takes to create a DEX strategy that supports, rather than complicates, your efforts.

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.

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 2025⁴


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.



60% of IT decision makers want to reduce the number of vendors and tools they use in both endpoint management and security, with reducing costs/complexity and unlocking advanced features as some of the top drivers here⁵

As we transition from strategic creation to practical measurement, it's essential to consider how to quantify its success. In the next chapter, we'll explore the importance of measuring DEX effectiveness and guide you through the process of leveraging surveys to capture valuable feedback, ensuring your DEX strategy is not only well-crafted but also aligned with employee needs.



In this chapter, you learned:

- To deliver a positive DEX, organizations need to adopt a holistic approach that considers the needs, preferences, and feedback of employees, as well as the business goals and outcomes
- A DEX strategy is a plan to improve the digital experience of employees in a way that supports your business goals and employee needs
- Tool consolidation helps simplify the digital landscape, reduces complexity, and enhances user experience while reducing costs



CHAPTER THREE

Measuring DEX Success

Surveys are powerful tools for measuring DEX, offering insights directly from the users it aims to empower. However, surveys require careful planning, execution, and follow-up to ensure validity, reliability, and actionability.

In this chapter, you'll gain a better understanding of:

- How to measure your digital employee experience by surveying your workforce, including types of survey questions
- The benefits and use cases of common survey themes, such as goal alignment, communication, and satisfaction levels
- How to design effective survey questions and analyze the results to identify areas of improvement and best practices for DEX

This chapter will guide you through the process of creating and conducting surveys that capture your employees' digital experiences and help you improve them. What's the best way to determine if your employees have optimal digital experiences? Ask them. While there are several methods for measuring DEX success, directly surveying your workforce will likely be very informative and accurate since the responses are straight from the "source of truth."

Organizations able to improve employee happiness by one point could realize an additional \$2-3 billion in annual profits⁶

Why are employee surveys important?

Employee surveys enable organizations to measure the level of happiness, interest, and enthusiasm of their employees and provide them with a platform to express their opinions, suggestions, and concerns.

Surveys can help organizations:

- **Identify strengths and weaknesses:** Surveys provide a comprehensive view into the mindset of employees, enabling managers to make data-driven decisions and prioritize initiatives that can significantly impact employee engagement.
- **Improve retention:** Employees who are engaged and satisfied are more likely to stay with the organization. This reduces turnover costs and preserves valuable institutional knowledge. Organizations can improve employee satisfaction and loyalty by addressing issues identified through surveys.
- **Enhance performance:** Engaged employees tend to be more productive, innovative, and committed. Organizations can create a culture of excellence and achieve long-term success by fostering a positive work environment and addressing concerns shared via surveys.
- **Benchmark progress:** Conducting employee surveys on a regular basis allows organizations to track progress over time and benchmark their performance against industry standards. This can give them a clearer picture of how effective their initiatives are.

How to create an employee survey

FIND OUT HOW TO CREATE SURVEYS 

Okay, so now that you know getting feedback from employee surveys can help you better understand how to improve employee morale and productivity, it's time to build and send out your first questionnaire so you can collect and act on the results.

Crafting a well-designed survey is vital to building a thriving and productive workforce by effectively engaging employees through understanding their workplace experiences. The key is to create a survey that asks the right questions, measures the essential aspects, and provides actionable insights by identifying improvement areas.

To measure specific employee sentiment more easily, it's important to include a mix of question types to gather quantitative data.

Here are a few examples:

Satisfaction questions: These gauge employees' overall satisfaction with various aspects of their work environment, technology interactions, and experiences. These questions typically ask users to rate something on a scale of one to five or one to 10, or from very good to very poor, allowing employees to select an answer that can be easily analyzed and scored. For instance, you could ask employees to rate their satisfaction with the resolution of recent help desk issues or software updates on a scale of one to five.

How would you rate your overall experience with the recent software upgrades your device received?

- *Very Good*
- *Good*
- *Okay*
- *Poor*
- *Very Poor*

Multiple-choice questions: These let employees select from a list of predefined options, making them ideal for collecting standardized data that can be easily analyzed and compared. For example, you might ask: Which of the following should the organization try to improve: career development, culture, compensation, or benefits? Or, to support not disrupting their workday, you can survey employees to determine the best time to apply patches.

What maintenance window do you want for patches to be applied to your workstations?

- Monday 8 AM to Midday
- Tuesday 8 AM to Midday
- Wednesday 8 AM to Midday
- Thursday 8 AM to Midday

Remediation questions: These help identify specific areas for improvement and provide insights into the effectiveness of existing processes and initiatives. For example, you might ask if a given set of instructions was easy to understand to trigger an action where selecting “no” provides links to documentation, support, or tutorials, or if a specific application prone to vulnerabilities can be uninstalled if it hasn’t been used for a certain amount of time to trigger the removal process.

Firefox is installed on your machine and has not been used in over 90 days. Firefox is commonly attacked application by threat actors. Remove Firefox?

- Yes
- No

Diagnostic questions: These questions are designed to trigger an immediate response to improve system performance and prevent future issues. For instance, if an employee selects “yes” to a question about experiencing issues with their browser, an automated process would be initiated to resolve the problem. This proactive approach ensures systems remain stable and secure, demonstrating the organization’s commitment to a seamless digital employee experience.

*Your device is running low on disk space. Would you like to free up disk space?
(Remediation to issue on submit)*

- Yes – Task: User Disk Cleanup
- No – Task: None

With employee surveys, you can gauge workers’ sentiments on topics that might increase their performance and pinpoint specific issues such as retention and job satisfaction. By focusing survey themes on factors contributing to disengagement, your organization can gain valuable insights into what drives employee engagement and improves experiences.

4x as many people left their organizations in 2023 due to engagement and culture or well-being and work-life balance reasons than pay or benefits⁷

Common themes for employee surveys

There are several common employee survey themes. One is **belonging and inclusion**. Surveys can measure whether employees feel a sense of belonging and inclusion, which is vital for creating an engaged and productive workforce. Those who feel valued, respected, and part of a team are more likely to be motivated and committed to their work.

Assessing levels of collaboration, the prevalence of inclusive behaviors, and the perception of diversity and equity can help organizations identify potential barriers to engagement and take steps to create a more inclusive culture.

Another common theme is **goal alignment**. Surveys can measure employees' insights about how well their own goals are aligned with the organization's objectives. Employees who understand how their work contributes to the organization's success are more likely to find meaning and purpose in their roles.

By assessing how clearly employees understand job expectations, the availability of resources and support, and opportunities for growth and development, organizations can identify areas where employees might feel disconnected or need more support.

Communication and trust are also important themes. How much do employees trust their managers, and can they readily communicate with them? People are more likely to be engaged and invested in their work when they feel that their opinions are valued, concerns are addressed, and contributions are recognized.

Surveys can provide valuable insights into the effectiveness of communication channels, the frequency and quality of feedback, and the perceived fairness of performance evaluations. They can deliver a clear picture of the employee-manager relationship.

Other factors that can affect employee satisfaction are the **benefits** they receive, how they are compensated, and how their work is recognized, so these are also important themes for surveys. By assessing the competitiveness of compensation packages, the effectiveness of recognition programs, and the perceived value of benefits, you can ensure that they're meeting the needs and expectations of the workforce.

When employees feel that their contributions are fairly rewarded and their efforts are appreciated, they're more likely to remain engaged and committed to the organization.





Another effective survey type measures **satisfaction levels with IT services and the usability of digital tools**, such as whether technology problems are being resolved through help desk tickets and how digital tools impact employee productivity. This can include questions about the frequency and quality of IT support, the effectiveness of the digital tools provided, and how these factors contribute to or hinder work efficiency.



66% of digital workers agreed that if IT provided universally accepted and supported applications and devices, it would result in better business outcomes⁸

Measuring how efficient IT services and digital tools are can help you to better understand how these elements affect productivity and engagement and where potential adjustments in your technology investments can be made.

With these insights, you can also reduce the burden on your help desk while improving the employee experience. Employees can leverage self-service capabilities for issues identified in survey results by adding remediations that trigger based on the survey results provided.

Finally, surveys can provide insights about **work-life balance and employee well-being**. These types of questions and insights are increasingly important in today's fast-paced and demanding work environment. When employees feel overwhelmed and stressed, their performance, engagement, and productivity can suffer.

By assessing workload levels, the flexibility of work arrangements, and the availability of wellness programs and resources, you can proactively address potential sources of stress and continually support employee well-being.



Best practices for conducting employee surveys

The key to conducting a successful employee survey is to leverage a “how, what, why, and when” mindset that ensures the process, reasoning, and measurement efforts are streamlined and actionable.

How will you conduct the survey?

Creating a dedicated survey design team that includes diverse stakeholders from departments, including human resources, communications, data analytics, and senior leaders, will ensure that surveys cover all relevant aspects of the employee experience and align with the organization's goals and values.

Be sure to choose a reliable platform for conducting the surveys and compiling results. Consider data security, notification features, reporting capabilities, and integration with your existing systems to ensure more comprehensive and well-rounded survey results.

What will you measure?

Another best practice is to measure survey results using segments, such as job role, length of employment, or business unit, to provide usable insights tailored to specific teams or groups of employees. Distilling more focused employee survey results can help your organization effectively address concerns and implement targeted improvements to enhance employee engagement.

Why are you sending the survey?

Be transparent with employees about why they are being surveyed. Let them know the purpose of the exercise, how you plan to use the responses, and how often surveys will be used. Be sure to keep to a schedule of regular surveys so leaders and employees alike can track progress and identify trends over time.

When are you sending the survey?

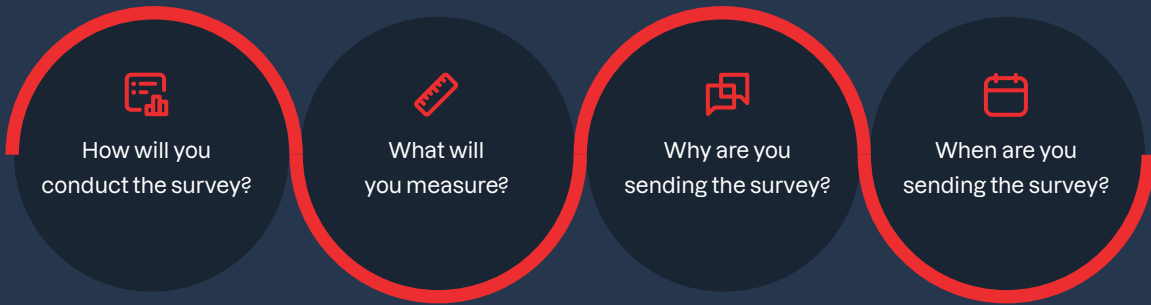
You might be tempted to send them every quarter or every time you want to gauge employee sentiments about new processes or tools. While sending too few surveys can make employees think you don't care, sending too many can result in lower response rates.

To help increase response rates, factor in when employees are typically unavailable, such as during holidays, or consider increasing the time allotted to complete the surveys.

Once you've collected your responses, share the results and work with change agents in your organization to put them into action to garner positive results for your help desk, your colleagues, and your organization overall.

Now that we've explored the various survey types, the intricacies of creating effective employee surveys, and how to action the results, it's crucial to understand that the work landscape has undergone a seismic shift with the rise of remote work and digital transformation efforts.

This new era demands innovative approaches that can address the modern employee's needs, which are intricately woven into the fabric of their digital interactions. The upcoming chapter will shed light on why a next-generation DEX solution is necessary to navigate the transformed digital workplace.



How will you conduct the survey?

Do you have:

- A dedicated survey team to craft the survey to align with the organization's goals and values
- A reliable platform for conducting the surveys and compiling results

What will you measure?

Will the survey results allow you to:

- Use segments to gain insights tailored to specific teams
- Effectively address concerns and implement targeted improvements

Why are you sending the survey?

Have you:

- Shared with employees about how you plan to use the survey responses
- Determined how often you need to send surveys to track progress and identify trends

When are you sending the survey?

Have you:

- Factored in holidays or seasonality where employees may be more likely on PTO
- Considered increasing the time to complete a survey to improve the response rate

In this chapter, you learned:

- While there are numerous ways to measure DEX success, surveys offer direct insights from employees, making them a highly informative and accurate method
- The significance of employee surveys in identifying organizational strengths and weaknesses, improving retention, enhancing performance, and benchmarking progress
- How to craft a comprehensive survey with various question types and themes, such as belonging, alignment of goals, communication, compensation, technology impact, and work-life balance
- Best practices for conducting surveys, emphasizing the importance of understanding the how, what, why, and when to ensure actionable and effective feedback collection



CHAPTER FOUR

Why Traditional Employee Experience Solutions Aren't Enough

In this chapter, we'll explore why traditional solutions for improving employee experience are inadequate for the modern workplace, why the digital employee experience can be understood through the lens of the customer experience, and how efforts to enhance the digital employee experience are improved by leveraging artificial intelligence (AI) and automation.

We'll discuss:

- One healthcare company's journey to improving the digital employee experience
- The challenges of measuring and improving DEX across diverse devices, networks, and locations
- How a comprehensive DEX solution needs to include core components like proactive endpoint management and security resolutions, automation, and feedback loops
- The benefits of using AI and automation to provide a proactive, personalized, and data-driven DEX

By the end of this chapter, you'll understand how to transform your digital workplace with AI and automation to deliver an optimal DEX for your employees.

As we've uncovered, conventional employee experience solutions are simply insufficient for today's complex business environment, and, as a result, employees are not receiving optimal digital experiences. What might have worked in years past is no longer effective, and what it takes to craft a great digital employee experience must change to meet the new challenges and expectations of modern employees.

To bridge the gap between traditional employee experience solutions and the evolving digital workplace, organizations must not only reevaluate the tools they use but also pivot to the same customer-centric mindset they apply when improving customer experiences. Like customer experience, where organizations strive to make the customer journey as smooth as possible when researching products, making purchases, and reaching out for support, organizations need to consider their employees as their internal customers and ensure their digital experiences are as 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.

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.



Claus Jensen
Chief Innovation Officer,
Teladoc Health

"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 job⁸

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

A comprehensive DEX solution is key for any modern workplace. As we delve into the components that constitute such a solution, it’s crucial to understand why and how features like proactive endpoint management and feedback loops work in tandem to ensure that digital workspaces are not only efficient and secure but also responsive to the evolving needs of the workforce, and the emerging need to streamline and stay ahead of issues by leveraging automation capabilities as the needs of modern workforces continue to evolve.

“The digital employee experience is a critical part of the broader employee experience. Organizations can use digital workplace technology experiences to promote digital dexterity, drive personal and team growth, and support organizational goals around culture and community.”⁹

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 DEX solutions, this was a first step to begin understanding how to improve the interactions between employees and technology to effectively enhance digital employee experiences.

UEM helps integrate user and device management into one view by enabling organizations to manage the device lifecycle and provides the ability to create and enforce security policies for their 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.”¹⁰

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, 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.



In this chapter, you learned:

- Why traditional employee experience solutions no longer meet the needs of today's workforce
- How one healthcare company successfully reimagined the role of the employee as an internal customer for its DEX strategy
- The key features and capabilities to look for in a DEX platform built to enhance employee productivity, satisfaction, and engagement
- The need to integrate DEX with UEM user and device management and AEM intelligent automation capabilities into one solution to address the needs of modern employees
- Tanium's leading role in the transformation of next-generation DEX solutions



CHAPTER FIVE

How Tanium Helps Improve DEX

In this chapter, we'll explore how Tanium can help you improve your digital employee experience by automating various tasks across your endpoints and applications. You'll also 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.

Some of the key points of this chapter are:

- Tanium Automate, a new platform within the Converged Endpoint Management (XEM) 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 using real-time data to ensure that actions are relevant and effective across environments
- What's next for Tanium DEX

In April 2024, 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

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

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 investment¹¹

Sentiment surveying

Understand how your employees feel about their digital employee experiences by leveraging the bidirectional feedback loop features in Tanium DEX to:

- Measure and track organizational and employee sentiment scores for C-suite reporting and strategic improvements
- Identify patterns and insights into changes that might be adversely affecting digital environments, including the impact of software or hardware changes
- Communicate with employees about important information and events using smart triggers and notifications

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 XEM 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.

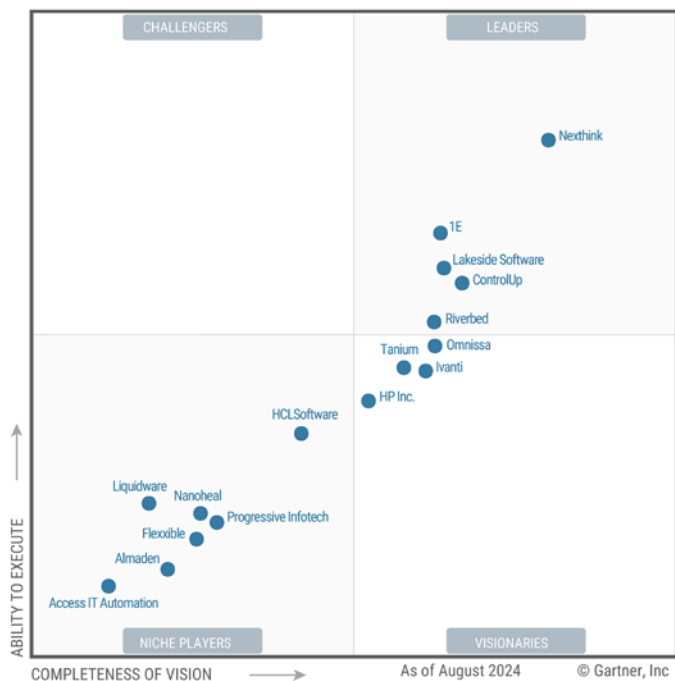
“I’ve spent my entire career focusing on end-user experience and trying to get vendors and organizations to prioritize it, so I really like seeing tools like Tanium’s Digital Employee Experience coming to the marketplace to help keep end users happy and productive while lightening the load on IT departments.”

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



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



Key takeaways

- This guide explains the concept and benefits of DEX (digital employee experience), which treats employees as internal customers and aims to improve their satisfaction and productivity.
- The guide provides tips on how to measure DEX using metrics, such as device performance, security, compliance, and employee surveys as an actionable method to gain feedback and drive improvement efforts.
- The guide outlines how to create a DEX strategy that aligns with business goals, engages stakeholders, and prioritizes initiatives.
- The guide warns against relying on traditional employee experience software that is outdated, reactive, siloed, and lacks visibility and control.
- The guide recommends Tanium DEX as a standout solution that provides real-time data, comprehensive insights, and proactive management of endpoints.
- The guide showcases how Tanium DEX can help organizations achieve various outcomes, such as reducing costs, increasing efficiency, enhancing security, and improving employee satisfaction and retention.
- The guide concludes by highlighting the opportunity for organizations to succeed with DEX strategies and tools, especially with automation endpoint management, and Tanium is a leader in this space.

ULTIMATE GUIDE

Digital Employee Experience (DEX)

Transforming Employee Interactions and Satisfaction in a Connected and Evolving Workplace

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](#)

ENDNOTES

1. <https://www.gallup.com/workplace/349484/state-of-the-global-workplace.aspx>
2. <https://res.cloudinary.com/oct-corp/image/private/s--pTdZnnhF--/v1687983491/website/octanner-global-culture-report-2023.pdf>
3. <https://www.tanium.com/resources/xem-delivers-the-goods-idx-whitepaper/>
4. <https://wellbeing.hmc.ox.ac.uk/wp-content/uploads/2023/05/2304-WP-Workplace-Wellbeing-and-Firm-Performance-DOI.pdf>
5. <https://www.gallup.com/467702/indicator-employee-retention-attraction.aspx>
6. <https://www.gartner.com/en/newsroom/press-releases/2023-05-10-gartner-survey-reveals-47-percent-of-digital-workers-struggle-to-find-the-information-needed-to-effectively-perform-their-jobs>
7. <https://www.gartner.com/en/infrastructure-and-it-operations-leaders/topics/digital-workplace>
8. <https://www.tanium.com/resources/gigaom-radar-for-unified-endpoint-management>
9. <https://www.tanium.com/resources/forrester-total-economic-impact-of-tanium/>
10. <https://www.tanium.com/resources/gigaom-radar-for-unified-endpoint-management>
11. <https://www.tanium.com/resources/forrester-total-economic-impact-of-tanium/>



The Power of Certainty.™

Visit us at www.tanium.com and follow us on [LinkedIn](#) and [X](#).

© Tanium 2024