

Tanium Digital Employee Experience (DEX)

Deliver digital employee experiences that always delight. Gain real-time visibility into its performance and your employees' sentiment about it and empower employees to use automated self-healing to remediate issues.

Monitor, manage, and improve your employees' digital employee experience at scale with automated self-healing. Tanium gives you real-time visibility, scalable control, and a data-driven understanding of how to improve your employees' digital experience — all from a single zero-infrastructure platform.

Your challenge: Keeping your employees happy, satisfied, and productive with their digital employee experiences.

Your workforce has gone hybrid. Most of your employees now work remotely at least one day per week, and their digital employee experience has become their only way to connect and collaborate with other employees and to perform their job.

Unfortunately, many organizations lack the tools they need to monitor, manage, and improve their employees' digital employee experiences. They struggle to spot performance issues with their hybrid employees' endpoints and applications, to ensure digital employee experiences are satisfying employees, to empower employees to address issues on their own without calling the helpdesk, and to make these experiences a trackable pillar of their IT strategy that they can improve over time.

The result?

58%

of U.S. workers can work remotely at least one day per week.

38%

of U.S. workers can work remotely full time.

47%

of employees experience high friction in their digital employee experience.

Reduced productivity

Employees suffer in silence from digital employee experience issues, leading to lower productivity, engagement, and retention.

Overwhelmed help desks

IT help desks are overwhelmed by a barrage of tickets to resolve chronic issues, and cannot focus on higher-level strategic responsibilities.

Lack of visibility

IT leadership and the C-suite know they need to monitor, manage, and improve their digital employee experiences, but lack visibility and control over both individual devices and these experiences as a whole.

Your solution: Visibility and control over your employees' digital employee experience — at any scale

Tanium gives you a scalable solution to manage your enterprise-scale digital employee experience. Tanium gives you real-time data on the performance of your employees' endpoints and applications, and how they feel about your digital employee experience — combined with self-service automation to remediate issues that surface at scale. With Tanium, you will:

- Improve your employees' productivity, engagement, and retention.
- Reduce your helpdesk tickets and lighten the load on IT support.
- Gain the visibility to monitor, manage, and improve your employees' digital employee experience from one tool.

“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, Enterprise Strategy Group

Use case	Issue remediation	Sentiment surveying	Actionable insights
Use case statement	Remediate issues with employee endpoints and applications before they lead to reduced performance	Create a bidirectional feedback loop to learn employee sentiment and improve their digital employee experiences	Monitor, measure, and manage your employee digital employee experience through data-driven reporting
Current challenge	If you don't know about the issues employees experience with their digital employee experience, you can't solve them. Yet employees often suffer in silence with poor-performing endpoints and applications and create ineffective workarounds instead of creating a ticket. But with Tanium, you can:	You have carefully crafted digital employee experiences for your employees. Yet you often don't know how your employees feel about these experiences, and where you could make them more engaging and satisfying. But with Tanium, you can:	The digital employee experience now sits at the heart of everything your employees do. Yet you lack a data-driven way to determine if these experiences deliver and to improve them systematically. But with Tanium, you can:
Tanium solution	<ul style="list-style-type: none"> • Monitor for issues in real time and empower employees to self-remediate them using automated self-healing. • Maintain an optimized digital employee experience with the ability for IT to identify and remediate systemic issues across your entire organization. • Increase employee productivity, satisfaction, and retention. 	<ul style="list-style-type: none"> • Understand how your employees feel about their digital employee experiences. • Measure and track organizational and employee Sentiment Scores for C-suite reporting and strategic improvements. • Create and drive an increasingly positive relationship between employees and IT. 	<ul style="list-style-type: none"> • Run advanced quantitative and qualitative reports to find trouble spots. • Measure and track Performance Scores to baseline the performance of your organization and individual endpoints. • Create action plans to fix issues, and increase productivity and sentiment. • Create custom automated self-healing for unique issues and line of business applications. • Make managing your digital employee experience a pillar of your IT strategy.

Gain a simple, end-to-end solution that gives you the visibility and controls you need to monitor, manage, and improve your employees' digital employee experiences.

Tanium gives you a range of benefits to make your hybrid employees happier and more productive, while reducing the burden on internal IT support.

Productivity

Keep your employees focused on the part of the job they love the most — delivering high-impact results. Tanium monitors for, locates, and resolves the most common experience issues on your endpoints and applications; no matter where they live, and at any scale.

- Evaluate endpoints and applications in real time to ensure they are healthy, performant, and in use.
- Monitor performance metrics like hardware resource consumption, CPU utilization, disk latency, and application crashes.
- Notify employees when an experience threshold occurs and provides them with the self-service automation to fix the issue on their own.
- Resolve performance issues on employee assets without disrupting their workday.
- Provide historical and current performance data to offer context and insights on asset issues and optimization.

Engagement

Measure and improve how your employees feel about their digital employee experiences. With Tanium you can create custom sentiment surveys enabling you to create a bidirectional feedback loop between employees and IT.

- Engage directly and proactively with your employees to learn how and where to improve their digital employee experiences.
- Take advantage of user Sentiment Score to baseline and monitor user sentiment.
- Produce custom surveys to gauge how your employees feel about their endpoint and application performance.
- Determine if your automations and self-help workflows are successfully resolving issues that employees encounter.
- Notify users about how they can better take advantage of their digital employee experiences.
- Create qualitative and quantitative feedback loops to measure and improve employee satisfaction with their digital employee experiences.

Efficiency

Reduce helpdesk calls by solving issues before they create downtime. Tanium proactively identifies and fixes experience issues and gives employees self-service tools to fix issues on their own.

- Send automated self-healing remediation actions, workflows, notifications, and surveys to employees based on threshold triggers.
- Enable the creation of custom automated self-healing to address unique environmental issues and the remediation needs of custom line of business applications.
- Integrate with ServiceNow to help expedite cases where the service desk needs to get involved.
- Identify patterns in performance indicators to help you resolve systemic issues and manage the impact from changes like patches.
- Take IT's focus off reactive firefighting and provides time back to them to focus on higher-level strategic responsibilities.

REQUEST A DEMO

Let us show you how Tanium's DEX solution monitors your employees' digital performance and sentiment, and proactively resolves the issues you uncover.

[Learn more →](#)