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DEX Buyer's Guide

Everything You Need to
Know When Choosing a Digital
Employee Experience Solution



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Today's Digital Workplace

It's no secret that today's digital workplace is complex to support, manage, and optimize. IT teams juggle multiple tools, troubleshoot across networks, and face constant security concerns, all while employees expect to work seamlessly from anywhere in the world.

This translates into real impacts for organizations. For a hospital, this may mean less time spent on patient care when providers are struggling with long VDI logons. An architecture firm running compute-intensive workloads might miss a deadline due to application slowness. The challenge is clear: technology issues and poor experience have direct, real-world impacts.

The traditional approach to managing the IT landscape no longer works. That's where digital employee experience (DEX) tools come in. They provide real-time visibility, proactive issue resolution, intelligent automation, and employee experience insights essential for IT efficiency and employee productivity. These critical capabilities span any desktop, application, and location.

ACCORDING TO GARTNER*^[1]



75%

Through 2027, 75% of organizations without a DEX strategy and tool will fail to successfully reduce digital friction.



~50%

By 2028, digital workplace teams that have fully implemented a DEX tool will carry half the backlog of those that have not.

Why Companies Are Turning to DEX Tools to Support IT

Companies are adopting digital employee experience tools to address priorities and pressure on IT organizations, including:

- Lengthy troubleshooting and remediation times
- Many tools needed to find the root cause of issues
- Fragmented visibility, inefficiency, and lack of standard processes
- Concerns regarding the reliability and performance of essential business technologies
- Lack of confidence in preparedness for the future

For modern organizations, time is a scarce resource, customer service is paramount, and patient care free of technology disruption is a non-negotiable. It's evident that technological problems and subpar user experiences lead to tangible consequences. A strong DEX strategy streamlines operations, improves onboarding, speeds up resolution times, and helps retain top talent. A positive digital experience isn't just an advantage—it's a necessity.

Read on to discover the key insights into the digital workplace and top considerations when buying digital employee experience tools.





Understanding Digital Employee Experience

Digital employee experience, or DEX, is the quality of users' interactions with the technology provided by their organization. It encompasses everything from hardware and software to the quality of support and training, and a positive or negative DEX has ripple effects throughout the organization.





Why Digital Employee Experience Matters

A seamless digital experience isn't just about IT efficiency—it directly impacts employees' daily work and business outcomes. With fewer crashes, automated remediation, and intuitive tools, IT spends less time troubleshooting, and employees spend more time doing what they were hired to do. A day free of technology issues and uninterrupted work is expected. It boosts employee satisfaction, increases productivity, and influences the bottom line.



Digital Employee Experience Tools Enable Proactive IT

By focusing on DEX, IT can shift from reactive to proactive IT management. DEX tools provide real-time visibility into the employee experience to identify potential problems before they occur and automate remediation tasks. This not only reduces the burden on IT teams but also improves overall IT efficiency and effectiveness.

Ultimately, DEX empowers IT to become a strategic partner to the business, driving innovation and supporting organizational goals.



A Good End-User Experience Powers Employees' Best Work

When technology works seamlessly, employees can focus on work without technological disruptions and delays. Collaboration is smoother, information is easier to access, and employees have the tools needed to work effectively. This not only boosts productivity but also enhances overall job satisfaction.

In essence, DEX is not just about having functional technology; it's about having technology that empowers employees to thrive and contribute their best work.



Digital Employee Experience Is the Foundation for Business Performance

From a business perspective, the digital experience can impact strategic business outcomes. Think of DEX as the digital infrastructure of your business. When the plumbing or wiring in your building works seamlessly, no one notices. When it breaks, everything grinds to a costly halt.

A strong digital employee experience means employees ramp faster, stay productive longer, and spend less time fighting the tools they need to do their jobs. IT becomes more efficient, fewer tools are needed to solve problems, and response times drop.

It's not just about convenience. It's about preserving the operational flow of the business. Digital employee experience tools remove friction, unlock time and energy, and keep people focused on meaningful work. When IT runs smoothly, everyone else can too.



Current Digital Employee Experience Tool Landscape

With the continued shift towards remote and hybrid work, in addition to 'hybrid cloud' strategies for reducing complexity and elevating security, DEX management has quickly become a critical component to creating and sustaining high-performing work environments. And this trend isn't going away, making DEX more important than ever.

Over the past several years, the market for DEX software has exploded with new and well-known players getting into the game. While all digital workplace management tools offer their own unique features and benefits, they are not all created equal. Many tools on the market today would be more accurately categorized as "digital endpoint experience" solutions.

A true digital employee experience platform should focus on employee experience, which includes sentiment, context, and uses endpoint data to augment other experience metrics.

Beyond Monitoring: DEX Tools Provide Actionable Insights

While individual measures and metrics like CPU usage, VDI monitoring, and endpoint experience are components of the digital environment, true DEX is much more holistic. To transform IT operations, DEX solutions need to collect large amounts of data, connect the dots to pinpoint issues, and take corrective action to fix the problem before it impacts experience.

DEX goes beyond those raw metrics to understand the impact of technology on the user's actual experience. For example, if you monitor CPU usage and see that it's within normal parameters, this doesn't mean the employee isn't experiencing high latency or application crashes that disrupt their workflow.

The same is true for the environment as a whole—the experience is more than monitoring metrics in isolation. A company might have a perfectly healthy VDI environment from a technical standpoint. Still, if employees are struggling to connect, access their applications, or use collaboration tools effectively, then the end-user experience is poor. DEX software must consider the entire end-to-end experience.

While elements like endpoint experience, deployment, and configuration management are important, they are not the full picture. IT needs visibility, actionable insights, and automated remediation to put the puzzle pieces together, ultimately helping employees stay focused and do their jobs efficiently.

Managing Current Priorities and Emerging Trends

The end user device landscape is changing. Windows and Cloud PC migration, SaaS apps, security threats, sustainability requirements—no one knows what the future holds. Many companies don't feel fully prepared to navigate an uncertain future.

DEX platforms can help IT manage an unknown future landscape with support for strategic initiatives. Leading platforms come with built-in features for migration support, sustainability reporting, and compliance tools that address many emerging technology trends. They also offer employee sentiment analysis and survey tools that allow IT to keep a pulse on how new initiatives impact the end-user experience so they know who is having issues and how to best address them.

DEX Platforms: Enabling IT Tool Consolidation

The rich feature set of DEX platforms provides an opportunity for IT to consolidate tools and streamline operations for greater efficiency and ROI. Here are a few key examples.



Remote Assistance Tools

DEX platforms provide robust remote assistance features that allow IT teams to access and control devices when troubleshooting or supporting users remotely.



Observability Tools

IT is often blind to what is happening at endpoint devices. DEX tools shine a light at every level of computing including the network, device, operating system, compliance, and local and SaaS-based applications.



Vendor Tools

These specialized tools are provided by vendors for specific platforms or software. DEX tools must have deep integrations with technology partners to help streamline operations, enhance visibility, and correlate information across platforms, maximizing the ROI of the tools IT currently uses.



Survey Tools

To better understand employee sentiment on IT services, device performance, and support satisfaction, DEX software should deliver built-in surveys that can be sent to specific employees or triggered by an event.



Search Engines and Generic AI Tools

Rather than turning to the internet to help find information about IT issue resolution and prevention, AI should be incorporated into DEX platforms to quickly find answers and take action in large amounts of data.



Network Troubleshooting Tools

Network tools help IT monitor, manage, and optimize network performance. While DEX solutions cannot replace all the functionality of specialized network tools, they can prevent escalations by resolving many issues with first-line support.



Vulnerability and Patch Management

Leading DEX platforms enable IT teams to quickly deploy software patches, fix issues, and improve future remediation. Plus, they can continuously scan your environment to check for vulnerabilities and outdated patches.



Spreadsheets

Traditional spreadsheets and planning tools are essential for many professionals. However, DEX platforms may come standard with intuitive dashboards so IT can easily create reports and get enhanced visibility into many aspects of the digital workplace.



Operating System Tools

These tools are important for asset management and deployment, and can be enhanced with DEX tool-provided metrics on CPU performance, memory, disk space, stopped processes, and more.



Application Troubleshooting Tools

To quickly troubleshoot app problems like long load times and crashes, DEX software can gather performance and historical data and proactively inform IT about problematic applications.



Automation Tools

The automations available on leading DEX platforms can help IT streamline workflows, automate manual processes, and reduce human error to optimize the digital experience and save time and money.



Native Unified Communications UI

For security and technology reasons, accessing native UC configurations is limited to a few specialists. Modern DEX software uses APIs to match critical experience information from the UC vendor with real time performance metrics to more people on the IT staff.

Evaluating Key Features and Capabilities

When choosing a DEX solution, organizations should ensure that the platform's core capabilities align with their business objectives, use cases, and primary challenges. It's also important to ensure that the tool is flexible and scalable to stay ahead of future challenges. With that in mind, IT departments should look for the following must-have features when evaluating a DEX solution.

Real-Time Monitoring and Management

Frequent data collection is essential to capture a complete picture of the digital employee experience. Real-time data collection allows IT teams to observe fluctuations in experience, enabling them to identify and address issues proactively. The term "real-time collection" is commonly used, yet its actual meaning varies significantly across solutions. Be sure to get your vendor's definition of "real-time."

Key Features

Look for supporting features such as near-real-time data collection (e.g., every three seconds) on key metrics like CPU, memory, disk usage, network, context switching, user input delay, and open handles. Also, a non-intrusive user-mode agent can provide proactive monitoring and management insights and ensure that the device and data are protected.

Remote Support

Given the prevalence of hybrid and remote work models, modern DEX software needs to be able to monitor and optimize digital experiences for employees working from various locations. This includes monitoring performance over different network conditions, addressing challenges specific to remote setups, and remote employee support and troubleshooting.

Key Features

A robust remote support capability should provide last mile network analysis, geo location tracking, remote shadow and control, remote shell, OS and application troubleshooting and remediation, remote reboot, log off, and disconnect, and centralized management of scheduled tasks and triggered tasks.

Employee-Centric Management

The qualitative results of the employee experience, such as CPU load or available RAM, show only one aspect of the experience. DEX solutions should prioritize the employee's engagement with a device or software rather than solely the technology's functionality.

Key Features

For truly human-centric management, look for features like application performance, device average health, device performance, network latency, network performance, and employee sentiment.

Employee Sentiment Analysis

Understanding how employees feel about their digital experience is crucial for identifying issues that may not be apparent through technical metrics alone. A DEX solution incorporating employee sentiment analysis allows you to gauge employee satisfaction and proactively address potential concerns.

Key Features

To gauge employee sentiment, ensure a DEX tool features sentiment scoring, NPS scoring, multi-language support, target groups for Non-Domain, Domain, AD Groups, and custom groups, flexible questions such as net promoter score, free text, multiple choice, and multiple selection, and triggered survey deployment.

Comprehensive Device and Operating System Support

In a heterogeneous endpoint environment, IT needs to be able to manage any desktop, OS, and app in a single-pane-of-glass view. With intuitive dashboards, DEX solutions can consolidate information from various sources, allowing IT to monitor, diagnose, and resolve issues effectively across the environment.

Key Features

To maximize ROI, look for comprehensive monitoring and management for all major operating systems (Windows, macOS, Linux, and ChromeOS), physical endpoints, thin clients, cloud PCs, and VDI and DaaS. Also, look for seamless integrations with tools you already use, including Citrix, Omnisia, AVD, Windows 365, Amazon Workspaces, Intune, and ServiceNow.

Synthetic Monitoring

Applications play a critical role in business operations. From local and remote to SaaS apps, they must be available when users need them. DEX solutions should monitor service availability and provide early warning of outages or performance issues to reduce help desk calls and ensure users remain productive.

Key Features

A powerful synthetic monitoring capability should include end-to-end proactive synthetic monitoring and testing of apps, and proactive notifications of outages and issues.

Proactive IT Enablement with Customizable Alerts and Notifications

IT teams are often overwhelmed with support tickets, resulting in support bottlenecks that reduce productivity and frustrate employees. DEX tools should provide customizable alerting and notification features, seamlessly integrated with existing service management platforms, that send timely alerts when issues arise. This enables IT to respond promptly and minimize disruptions to employee workflows.

Key Features

Enabling proactive IT operations requires capabilities like alerting for network, hardware, OS, applications, SaaS/DaaS, VDI stack, alerts to trigger actions, and alerts to open a ServiceNow ticket.

Automated Remediation

Known or common problems can be programmatically detected and remediated. However, IT needs insight into when these problems occur. DEX software should offer automated remediation capabilities to resolve common issues without manual intervention, reducing downtime and improving employee satisfaction.

Key Features

Look for index value- and script-triggered alerts, multi-script language support for PowerShell, VBScript, Jscript, Command Script, Python, Python 3Bash, Swift, and Shell Script, a vendor-published script library, personal and community-driven scripts, a script audit log, and scripts to collect data in a cloud database.

Vulnerability Tracking and Configuration and Patch Management

Proactively enforcing endpoint security policies and compliance standards is critical to maintaining device health and reducing risk. When selecting a DEX tool, look for a solution that provides real-time risk detection and automated remediation to keep endpoints secure and business audit-ready.

Key Features

User-risk analytics, OS patch and vulnerability management, drift-prevention, security software asset management, automated security scanning and remediation, customer scanning and remediation actions, and security dashboards.

Building a DEX Strategy and Roadmap

Gartner states that “through 2027, 80% of the DEX tool deployments that account for only IT-focused use cases will fail to achieve a sustainable ROI.”^[2]

20%

DELIVER
LONG-TERM
VALUE

80%

FAIL TO
ACHIEVE
SUSTAINABLE
ROI

To be successful in implementing DEX software, it's essential to build a clear strategy and roadmap for deployment.

A DEX strategy is essential for several reasons. First, it provides a roadmap for how an organization will improve the digital employee experience. Without a strategy, efforts can be disjointed, reactive, and ultimately ineffective. Your strategy helps to align digital workplace optimization initiatives with overall business objectives, ensuring that technology investments are driving tangible results.

A clear and comprehensive DEX strategy also helps to secure buy-in from key stakeholders across the organization. By clearly articulating the benefits of DEX and how it will improve productivity, engagement, and satisfaction, you can gain the support of leadership, IT, and other departments.

Furthermore, a strategy helps to prioritize initiatives and allocate resources effectively. By assessing the current state of the digital employee experience, identifying areas for improvement, and setting clear goals, organizations can focus their efforts on the most impactful projects.

Key Components of a Successful DEX Strategy

Assess Current State, Toolset, and Success Metrics

Before implementing any changes, it's crucial to understand the current state of the digital environment, the tools already in place, and the current measurement of success. This will provide a baseline for improvement and help identify areas that need the most attention.

Align With Business Objectives

Your DEX strategy should be directly aligned with your organization's overall business goals. Whether it's improving productivity, increasing employee retention, or enhancing customer satisfaction, DEX initiatives should contribute to these objectives.

Involve Cross-Functional Teams

As previously mentioned, the digital experience is not just an IT issue; it has implications for every department in the organization. Therefore, involving stakeholders from across the business in the development and implementation is essential. This will ensure that the strategy meets the needs of cross-functional stakeholders and has broad support across the organization.

Take an Incremental Approach

Improving DEX is an ongoing process, not a one-time project. It's often best to take an incremental approach, starting with small, manageable projects and gradually expanding efforts and use cases over time. This will allow you to learn from your successes and make adjustments as needed. Additionally, priorities and business needs change over time, so it's valuable to check in with your strategy on a regular cadence.

Focus on the Complete End-User Experience and Journey

A successful DEX strategy should consider the entire employee experience, from the moment they onboard to the day they leave the organization. This includes all the interactions they have with technology, including hardware, software, applications, and training and support services.

A well-defined DEX strategy is not merely a technical endeavor, but a fundamental component of achieving broader business goals. By understanding the current digital environment, aligning with organizational objectives, fostering cross-functional collaboration, and focusing on the entire employee experience through an iterative approach, organizations can lay a strong foundation for successful DEX implementation.

Top 4 Business Objectives

01

Revenue Growth

02

Operational Efficiency

03

Customer Satisfaction

04

Innovation and Strategic Differentiation

Vendor Evaluation and Selection

When selecting a DEX software vendor, it's important to evaluate options and ensure they align with business objectives, your team's training and support needs, key capabilities, integrations, and innovation. In addition, a strong user community can be a valuable resource, sharing ideas and creating custom script actions to support different use cases.



Important Considerations When Selecting a DEX Software Vendor

Vendor Expertise, Customer Support, and Resources

Leading vendors are distinguished through exceptional customer support, deep technical expertise, and a wealth of resources designed to empower IT professionals. Look for comprehensive training and support, delivered through self-paced or live courses, to help your team become subject matter experts. An active user community, for instance, serves as a vibrant hub where members can connect with peers and industry experts to share knowledge and insights.

Ease of Deployment and Ongoing IT Usability

To realize results quickly, it's ideal to look for a tool known for its swift and straightforward deployment process. SaaS-based architecture eliminates the need for complex infrastructure, allowing IT teams to quickly gain comprehensive visibility into their environments. Solutions that can be operational within minutes, rather than days or weeks, will provide immediate actionable insights for high priority use cases. Furthermore, the POC setup should be user-friendly, not requiring extensive consulting, to allow your organization to quickly experience the value of DEX solutions.

Robust Demo and Proof-of-Concept (POC) Program

Vendors should offer a robust demo and POC program that allows organizations to effectively evaluate the tool's capabilities. The process should be streamlined, enabling users to set up and assess the platform's features with ease. Comprehensive guides and dedicated support during this evaluation phase are essential for making informed decisions based on firsthand experience. Critically, ensure the POC environment can be easily transitioned to a production environment once the evaluation period concludes.

Community-Driven Script Library

In addition to resources provided by a DEX software provider, user communities can be an invaluable resource. Look for a dynamic, community-driven script library that empowers IT professionals to automate and customize their environments efficiently. An extensive repository of scripts, contributed by both vendor experts and community members, can address a wide range of use cases. The ability to seamlessly integrate these scripts into the platform enhances operational efficiency.

Proven Track Record of Success

When evaluating a DEX vendor, look for solutions validated by independent analysts and those that have a strong reputation among IT professionals. Factors like growth and customer satisfaction can be good indicators of success. Global expansion and growth in adoption are also signals of product flexibility, reliability, and versatility. In addition, organizations can review customer reviews and testimonials, looking for diversity of customers and the benefits they have achieved, like enhancing IT operations, reducing costs, and improving user experiences across various industries.

Built-in Success Tools

Choose a software vendor offering dedicated in-software resources for tailored support. Essential features should include guided setup, team collaboration tools, integrated learning, and a growing use case library to ensure continuous optimization and better results. For example, the ControlUp Customer Success Hub provides a personalized portal with license and environment health information. By providing a clear path to value and continuous optimization, the tools ensure an effective platform to achieve better results.

A Leader in DEX

Discover why ControlUp is named a Leader in the Gartner® Magic Quadrant™ for DEX Management Tools for the second year in a row.

[Learn More →](#)



Ops Alignment

What is a “Reverse Demo”?

For a more personalized experience, ask vendors for a “reverse demo” session. In addition to viewing the DEX software capabilities, it may also make sense for your IT team to demonstrate your current workflows. This will help both parties understand where you are today, spot any noticeable gaps, identify quick wins for DEX tools, and plan for IT operations transformation.

Case Studies

Time Savings

Estes Express Lines achieved significant time savings by shortening the time spend on reporting by more than 10x!

Increased Employee Productivity

Kreston Reeves cut ticket resolution time with real-time monitoring, enabling quick interventions before disruptions impacted employees.

Improved IT Efficiency

Aveniq, a managed service provider, streamlined IT operations and reduced manual interventions by leveraging DEX for smarter workplace solutions.

Reduced IT Costs

Össur's central IT team optimized resources while delivering an exceptional digital experience to 4,000 employees, reducing operational costs.

Enhanced Employee Satisfaction

Trinks transformed its end-user computing environment to support remote work, improving employee satisfaction and meeting high-quality standards.

Faster Troubleshooting and Resolution

CIO Solutions rapidly identified and resolved IT issues with real-time visibility and proactive troubleshooting, minimizing downtime and improving efficiency.

Data-Driven Decision Making

eHealth NSW utilized DEX insights to make informed decisions that enhanced its IT environment and user experience.

Reduced Finger-Pointing

Blue Cross Blue Shield was able to easily find and troubleshoot laptop issues, like poor connectivity at home, helping to minimize internal blaming when issues occurred.

RECAP: CONSIDERATIONS AND RECOMMENDATIONS

DEX Buyer Takeaways

The landscape of the modern workplace is dynamic and ever-evolving. As employees work from diverse locations using a myriad of devices and applications, organizations face increasing complexity in supporting and optimizing their IT environments.



Digital Employee Experience Tools Bridge the Gap

DEX software solutions give IT the confidence to handle today's challenges and tomorrow's priorities. DEX platforms provide comprehensive visibility across all aspects of the digital workspace allowing IT to identify performance bottlenecks and troubleshoot issues quickly.

Benefits of DEX Tools

- Proactive, automated remediation of issues
- Consolidation of digital workplace management functions into a single platform
- Robust remote assistance and remote control for "hands-on" help
- Support for multiple desktops, unified communications tools, and SaaS and web applications
- Patch management and vulnerability management
- Real-time visibility across the IT environment and customizable dashboards
- Insights into app licenses and usage
- Employee sentiment, surveys, and scoring for digital experience monitoring

Key Capabilities of Leading DEX Platforms

When choosing a DEX solution, look for these critical capabilities:

- Real-Time Monitoring and Management
- Remote Support
- Employee-Centric Management
- Employee Sentiment Analysis
- Comprehensive Device and OS Support
- Proactive IT with Customizable Alerting
- Automated Remediation
- Synthetic Monitoring

Digital Employee Experience: An Investment in the Future

Prioritizing the digital employee experience is no longer optional—it's a strategic imperative. By investing in a comprehensive DEX platform, organizations can empower IT, boost productivity, increase employee engagement, and ensure a resilient and future-ready IT infrastructure. DEX is not just another tool in your tech stack; it's an investment in the future success of your organization.

Learn More → ControlUp ONE



ControlUp for
Desktops

Pinpoint and remediate issues across physical and cloud-based PCs with advanced, real-time performance and experience metrics.



ControlUp for
VDI

Prevent and fix issues in virtual environments before they affect employees with complete end-to-end visibility, real-time monitoring, proactive troubleshooting, and automated remediation.



ControlUp for
Apps

Real-time visibility into usage, availability, and health of locally-installed, SaaS, and unified communications platforms ensures peak performance.



ControlUp for
Compliance

Strengthen endpoint device security posture and reduce risk by identifying vulnerabilities in applications, OS, and configurations—then automatically remediating them.

EXPLORE



**ControlUp ONE
DEX Platform**

controlup.com/platform



Take a Tour

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**Request a
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app.controlup.com/trial

Glossary of Terms

Automated Remediation

The use of software and scripting to automatically resolve known or common IT issues without manual intervention, reducing downtime and improving efficiency.

Cloud PC

A virtualized desktop running in the cloud, accessible from any device with an internet connection, often offered as a service by cloud providers.

Desktop-as-a-Service (DaaS)

A cloud-based service that delivers virtual desktops to end-users over the internet, eliminating the need for on-premises VDI infrastructure.

Digital Employee Experience (DEX)

The quality of users' interactions with the technology provided by their organization, encompassing hardware, software, support, and training.

Digital Employee Experience Monitoring

The process of continuously tracking and analyzing metrics related to the digital experience, such as application performance, device health, network latency, and employee sentiment, to identify and resolve issues proactively.

Digital Employee Experience Platform

A comprehensive software solution designed to monitor, manage, and optimize the digital employee experience, providing real-time visibility, proactive issue resolution, and actionable insights.

Digital Employee Experience Tools

Specific software applications and technologies that contribute to the monitoring and management of the digital employee experience. These tools may be part of a broader platform or standalone solutions.

Digital Workplace

The technology environment and tools provided by an organization to enable employees to perform their work, including devices, applications, networks, and communication systems.

Endpoint Device

Any physical device that an employee uses to access the digital workplace, such as a desktop computer, laptop, tablet, or smartphone.

End-User Experience

The overall experience of an employee when interacting with technology in their work environment. It encompasses both technical performance and subjective feelings about the interaction.

Employee Sentiment Analysis

The process of gathering and analyzing employee feedback, opinions, and attitudes about their digital experience, often through surveys, polls, and feedback mechanisms, to gauge satisfaction and identify areas for improvement.

IT Tool Sprawl

The proliferation of numerous disparate IT management tools within an organization, leading to complexity, inefficiency, and increased costs.

Proactive IT

An IT management approach focused on identifying and resolving potential issues before they impact employees, leveraging tools and data to anticipate problems and prevent disruptions.

Real-Time Monitoring

Continuous data collection and analysis that provides up-to-the-second insights into the performance and health of the digital environment, enabling immediate detection and resolution of issues.

Remote Support

The ability of IT teams to remotely access, diagnose, and resolve issues on employee devices, regardless of their location, often including remote control, screen sharing, and troubleshooting tools.

ServiceNow

A cloud-based platform for IT service management (ITSM) that automates workflows, manages incidents, and provides a centralized system for IT support.

Synthetic Monitoring

The process of simulating user activity and transactions within applications and services to proactively test performance and availability, identifying potential problems before they affect real users.

Unified Endpoint Management (UEM)

A comprehensive approach to managing and securing all endpoint devices (desktops, laptops, smartphones, tablets, etc.) from a single console, including device management, security policy enforcement, and application deployment.

Vendor Tool

A specialized tool provided by a specific technology vendor for managing or optimizing their particular product or platform.

Patch Management

The process of deploying and managing software updates (patches) to address vulnerabilities and improve security, ensuring that systems are up-to-date and protected.

Virtual Desktop Infrastructure (VDI)

A technology that hosts desktop environments on a central server and deploys them to end-users over a network, enabling remote access and centralized management of desktops.

References

[1] [2] Gartner® Magic Quadrant™ for Digital Employee Experience Management (DEX) Tools, Dan Wilson, Stuart Downes, Tom Cipolla, Autumn Stanish, Lina Al Dana, 10 January 2025.

[3] [4] Gartner® How to Successfully Deploy a DEX Tool, Dan Wilson, Stuart Downes, Lina Al Dana, 11 February 2025.

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