



Digital employee experience (DEX)



Employee initiatives across your entire organization rely on IT support to succeed. To truly measure their success, you need to prioritize your user experience.

But traditional, reactive IT support methodologies often fail to fully resolve IT issues and are unable to gauge user sentiment, resulting in poor digital experiences and inhibited employee productivity.

SHI's DEX service provides an accessible view of everything that's affecting end-user performance, fostering a productive user experience in which IT issues are detected, diagnosed, and resolved, often before users even feel the impact.

Sit back, relax, and resolve

Our DEX service helps you conduct automated and proactive responses, resolving issues before disruptions occur.

Quickly recognize issues impacting user experiences at the device, network, application, or system level. With DEX, it's easy to:

- Alert IT staff with trouble tickets
- Offer automated remediation for common problems
- Prompt a user to enter a trouble report and/or chat with technicians



How SHI's DEX service helps:

Improve employee experiences
Reduce incidents and disruptions

Measure and manage experience scores
Understand your user experience and provide the right applications for success

Maximize uptime and productivity
Unlock unparalleled visibility and remediations to accelerate digital adoption

Increase IT sustainability
Maximize your investments and optimize your IT estate

Attract and retain talent
Avoid recurring detriments to productivity and collaboration

Proactively improve your digital experience



Experience analytics
Gain complete visibility and insight through advanced dashboards and visualizations



Workplace automation
Provide proactive self-help and self-healing



Real-time monitoring
Actively monitor user experience and IT issues



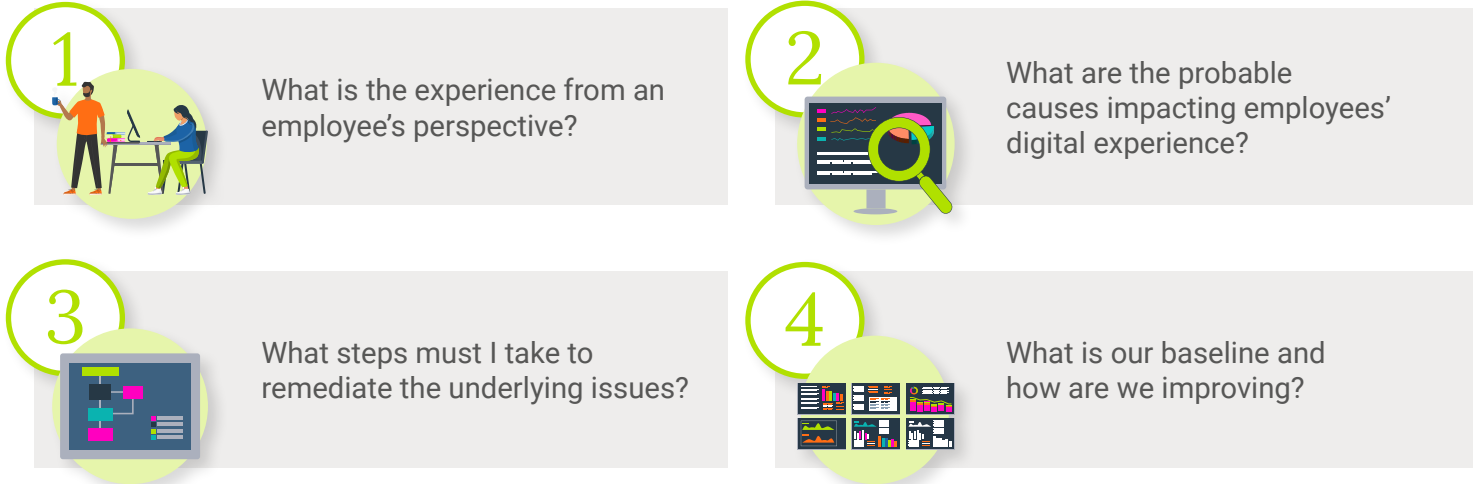
Digital experience score
Combine hard metrics and user sentiment



Employee engagement
Gather user sentiment with targeted surveys



Improving your employees' digital experience starts by understanding it.



SHI DEX: Delivered to support your needs

SHI delivers intuitive digital experiences for your organization with our proven expertise and partnerships with industry-leading DEX tool providers. Choose how you deploy our DEX service to best meet your needs, with flexible tiered options that help you set up, measure, and improve system metrics and employee sentiment.

Deploy	Jumpstart	Deploy and maintain
<ul style="list-style-type: none">• Basic configuration• 8 hours of instructor-led training• Dashboard creation tools for your use• Managed by your teams	<ul style="list-style-type: none">• Basic configuration• 10 hours of post-deployment tuning• 40 hours of dashboards creation• 12 hours of instructor-led training• 4 weeks of post-deployment support• 1 third-party integration support• Managed by your teams	<ul style="list-style-type: none">• Basic configuration• 10 hours of post-deployment tuning• 80 hours of dashboards creation• 12 hours of instructor-led training• Ongoing monthly support with 104 hours/month support• 1 third-party integration support• Fully managed by SHI

Next steps

Give your employees the digital experience they deserve. Schedule a call with our modern workplace experts to discover how SHI can help you solve what's next for your employee experience.