



Proactive mitigation with DEX

Resolve issues before they surface, lighten IT workload, and reduce incident response escalations.



When service slips, trust follows

Even brief service disruptions can leave employees feeling frustrated and unsupported. These interruptions don't just slow productivity; they erode trust and overwhelm IT teams.

By optimizing your digital employee experience (DEX) tooling to shift from a reactive to a proactive mitigation approach, SHI helps IT teams to:

- automate the detection and resolution of recurring IT problems.
- create a tailored library of critical fixes.
- free up IT resources from repetitive tasks to focus on strategic priorities.
- deliver seamless digital experiences for end users.
- reduce employee downtime by resolving issues before they escalate into service disruptions.

Minimize disruptions, maximize DEX



Satisfied employees:

Resolve issues with a single click, often before end users are aware of the problem.



Reduction in MTTR:

Give IT insight to quickly respond and resolve problems, reducing costly escalations.



Continuous improvement:

Surface root causes and track success with custom dashboards demonstrating improved DEX outcomes.



Resolve early:

Issues can be detected and resolved without human intervention.

Deploying the right intervention at the right time

Moving from reactive to proactive mitigation begins with understanding the strain unresolved IT issues have on employees and support teams as frustration builds, productivity slows, and IT resources are stretched thin. SHI helps organizations create and manage scripts within your DEX environment that are triggered automatically or manually, based on real-time data insights, when potential issues are detected. With a tailored library of critical fixes, IT teams can reduce costly escalations, minimize downtime, and shift their focus to strategic priorities — all while delivering a smoother, more reliable digital experience.



Harnessing pain points to drive productivity gains

SHI partners with your IT teams to build, test, and optimize custom automations and solutions for your workforce. SHI uses the following process to identify and resolve key issues in your environment.

1	Identify high-impact issues	Working with you, we analyze your DEX data to find the most frequent and disruptive pain points for your end users.
2	Prioritize business value	With your end users in mind, we begin by targeting issues that, when automated, will drive the fastest ROI and user satisfaction.
3	Custom build and integrate	Our experts build customized automations and integrate them seamlessly into your DEX environment.
4	Pilot and validate	Solutions are piloted on select endpoints, with clear success metrics defined at the start to ensure they work as intended.
5	Enterprise rollout	We deploy the tools for general use and define baselines. We guide your teams through deployment, change management, and training to maximize adoption.
6	Continuous optimization	Post-rollout, we monitor, measure, and tune automations to ensure ongoing improvement and further increase ROI.

To provide advanced data analysis capabilities, SHI can incorporate programming environments and tools, including: Microsoft PowerShell, Python, and APIs.



Proactive mitigation

Reach out to learn how SHI can help your organization stay ahead of disruptions, delight end users, and empower IT service teams.

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