DEX score configuration

Break free from data overload, fuel your DEX score with meaningful metrics, and elevate your digital employee experience.

IT teams need clarity, not clutter

When your digital employee experience (DEX) tool collects irrelevant data, it buries real issues under a mountain of noise, trapping your IT teams in a cycle of data overload and alert fatigue.

By aligning your DEX score with the realities of your digital ecosystem and the sentiment of your workforce, SHI empowers IT teams to:

- escape the trap of unactionable data.

- transform raw metrics into meaningful, actionable insights.

- build a clear path toward a smarter, more responsive digital experience.

- maximize ROI from your initial tool investment.

- avoid costly missteps caused by misaligned metrics and misunderstood user sentiment.

Measure what matters, fix what frustrates

Relevant metrics:
Map your DEX score to your KPIs and user journeys, ensuring every insight can drive action.

Actionable alerts:
Customize DEX alerts to quickly resolve the outages that impact users most.

Advanced reporting:
Gain deep insights into your IT environment's endpoint performance, application health, and collaboration quality.

Employee sentiment:
Acquire robust feedback from your workforce to define 'good', 'average', and 'frustrating' digital experiences for end users.

Focusing on what fuels productivity

Harnessing the power of your DEX environment starts with feeding in the right applications, endpoints, and collaboration tools you want your DEX score to reflect. Instead of tracking everything, SHI helps you pinpoint the metrics that expose productivity blockers, like slow apps, device health, and connectivity. By aligning your DEX score configuration with your KPIs, we help IT teams streamline efforts, resolve high-impact issues, and elevate employee satisfaction.

Cut through the noise, capture what counts

SHI's proven three-step process is designed with your IT team in mind. Because every environment is unique, we tailor each DEX score configuration to meet your specific needs.

1	**Discovery**	Our experts work to understand your daily challenges and review your current DEX scoring to uncover gaps and opportunities. Using your data, we guide you in weighing real-time application data.
2	**Co-design scores**	Working side-by-side with your stakeholders, we help prioritize the metrics and alerts that address your most pressing issues, drawing on our extensive experience configuring DEX scoring in diverse environments.
3	**Custom build and integrate**	We don't just set up your DEX score — we equip your IT team with dashboards, benchmarking, and ongoing reviews to drive continuous improvement as your environment evolves.

Turn your DEX score into a strategic advantage with SHI

Increases employee retention

Enhances productivity

Boosts collaboration

Facilitates remote and hybrid work

Improves business outcomes

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Don't let irrelevant data cloud your IT team's vision for your digital employee experience. Speak with our experts to build a DEX score that represents how your users really feel.

SHI