



Digital employee experience (DEX)

Put the employee experience at the forefront of your IT strategy.



Employee success hinges on IT effectiveness

Traditional, manual, and reactive IT support often falls short in key areas, like:

- fully resolving recurring IT issues.
- accurately gauging user sentiment.
- reliably delivering device performance insights.
- effectively informing intuitive refresh cycles.

These gaps can trigger a negative chain reaction, undermining employee experience and productivity across your organization.

But, by modernizing your IT support and leveraging a proactive, data-driven approach to DEX, you can break this cycle — supporting employees, empowering IT staff, and driving better business outcomes.

Sit back, relax, and resolve with SHI

SHI's DEX services ensure your DEX tools are customized for your unique environment, so your team can quickly identify end user pain points and automate responses across your users, devices, networks, applications, and systems.

Our holistic approach delivers clear visibility into all factors affecting end user performance, enabling IT teams to detect, diagnose, and resolve issues — often before users are even aware of a problem.

SHI's DEX expertise helps:



Improve employee experience by reducing disruptions and downtime.



Measure and manage experience scores with relevant metrics and real-time insight into employee sentiment.



Maximize uptime and productivity with automated remediation and tailored fixes for persistent issues.



Increase IT sustainability by using data to determine exactly which devices to replace or redeploy.



Attract and retain top talent by reducing IT disruptions and barriers to collaboration.



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Selecting the right DEX tool is just the beginning

When organizations deploy DEX tools, they often encounter an overwhelming flood of data and alerts. Without expert guidance to optimize their DEX investment, IT teams can struggle to prioritize critical issues — leading to alert fatigue and missed opportunities for meaningful impact.

SHI helps you optimize your DEX solution by fine-tuning configurations, streamlining workflows, and enhancing analytics to ensure your data transforms into actionable insights that drive business growth. With SHI, you maximize ROI, reduce IT support costs, boost productivity, and elevate employee satisfaction — all through one trusted partnership.

Optimize your DEX investment in four key areas



DEX score configuration

We help you feed in the right applications, endpoints, and tools to ensure your DEX score reflects what matters most. Then, we prioritize key metrics and alerts — eliminating irrelevant data, simplifying reporting, and delivering actionable insights.



Proactive mitigation

We help you shift your IT support from reactive to proactive by leveraging real-time data to detect recurring issues. Next, we create a library of tailored, automated fixes, so you can reduce downtime and create a smoother digital experience.



Intelligent refresh

We help you transform complex DEX data into clear user personas that inform an enterprise-wide understanding of your workforce experience. This guides strategic device upgrades and reallocations, helping you cut costs commonly tied to large-scale refreshes.



Smarter IT ticketing

We help you integrate your DEX solution with your ITSM platform to enhance incident workflow response with targeted interventions and personalized alerts — speeding up resolution time, lowering ticket volume, and improving service delivery.

DEX services

Give your employees the seamless digital experience they deserve. Find, customize, and optimize the right DEX solution for your organization with SHI.