



Digital Workspace | Improve Employee Experience

ABOUT CDI

For decades, CDI has been recognized as one of the premier technology providers in the world, offering customers best-of-breed hybrid IT solutions. Our **hybrid cloud infrastructure (HCI), digital workflow and workspace, modern intelligent technology operations (MITO),** and **resale** solutions enable enterprises to accelerate their digital transformation by providing a solid infrastructure foundation.

ABOUT Microsoft

At the forefront of technological advancement, Microsoft stands as a global leader, **empowering individuals, businesses, and communities.** Their commitment to innovation drives them to create transformative solutions that shape the future. From the ubiquitous **Windows operating system** to the versatile **Microsoft 365 suite**, Microsoft seamlessly integrates productivity, collaboration, and security. Their cloud platform, **Azure**, empowers organizations to scale dynamically, harnessing the power of data, artificial intelligence, and machine learning.



Digital Employee Experience (DEX) and CDI: Improving user experience

Employee Experience

A positive experience with an organization's technology solutions is a crucial metric for employee retention. Without the right tools in place, an employee's experience is judged purely based on subjective feedback, i.e., “my computer is so slow” or “I have constant problems with Microsoft Teams”.

DEX Solutions

DEX platform tools collect and measure key metrics on applications and devices that can lead to a poor or great user experience. Data from DEX solutions can be used to track and trend improvements to the environment providing qualitative data to reinforce financial investments in technology solutions and staffing .

ControlUp Edge DX & Microsoft Intune

ControlUp is an industry leader in the DEX solution space. Their Edge DX solution extends the capabilities of Microsoft Intune giving IT support granular visibility into performance issues on endpoints and providing the necessary remote device actions (screen sharing, remote scripting, log viewing) to proactively resolve any issues that arise. The ControlUp Enrich browser plugin extends the Microsoft Intune console to ensure technicians have access to Edge DX data and device actions all from a single browser tab.

