



Digital Employee Experience Management

Delivering A Friction-Free Experience For The Work From Anywhere World



Why The Digital Employee Experience (DEX) Matters

Employers have long dictated where and how people get their jobs done. But today, millions of people demand remote work options because they know they are more productive when they can work where they want. For businesses, flexible workstyles lead to more opportunities to attract and keep the best talent from around the world. It is for these reasons that the digital employee experience matters.

Managing a distributed workforce presents challenges for IT. Apps break, endpoint devices freeze, video calls lag, Wi-Fi quits, employees get frustrated. IT teams are struggling to keep up with demands and are held back by outdated, technology-centric tools designed for a time when everyone worked in the office.

The work-from-anywhere world requires employee-centric tools that are designed to deliver a friction-free remote work experience. This eBook will examine how DEX management tools ensure a digital employee experience with fewer headaches, lower costs, higher productivity, and happier people who have the freedom and ability to be their best at work and in life.



10%
of companies
have advanced
their vision for
remote work
McKinsey & Co

60%
of US employees
will work remotely
by 2024
IDC forecast

Technology Centric Management

Until recently, IT teams took a technology-centric approach to managing desktops—whether virtual or physical—and other elements of their environments. So long as systems were running and adhering to security and compliance policies, that’s all that mattered. How all this affected people and their digital employee experience was not a top priority when 80-90% of employees were in the office.

A technology-centric approach doesn’t consider the employee experience. For instance: a remote worker might have a brand-new, fully patched laptop, and from a technology standpoint, all would be in good working order. But an approach like this doesn’t give IT visibility into home network configuration and latency issues, or problems with Wi-Fi and ISP connectivity that might inhibit people from getting their jobs done.



Employee Centric Management



Employees today need—and, frankly, demand—a frictionless remote work experience. They want applications that work simply and that deliver a consumer-grade experience. They want technology to enable them to be productive instead of inhibiting their ability to get their jobs done. Employees want the freedom and flexibility to work where they want, when they want, and how they want.

An employee-centric approach focuses on the digital employee experience (DEX). DEX is now a business directive, that is purpose-driven to fulfill the needs of employees, while also giving the business the tools they need to attract and retain top talent.

Why DEX Management Tools

IT needs to continue using technology-centric tools and add tools that are purpose-built for a distributed workforce to understand and improve the digital employee experience. They need to be able to see problems as they are happening, so they can quickly resolve them and deliver the friction-free experience that remote workers deserve and demand.

Employees are expecting a consumer-like, frictionless technology experience, no matter where or when they work

IT teams deliver technologies to employees to enable them to be productive and connect and collaborate



ControlUp DEX Management Platform

Proactive IT

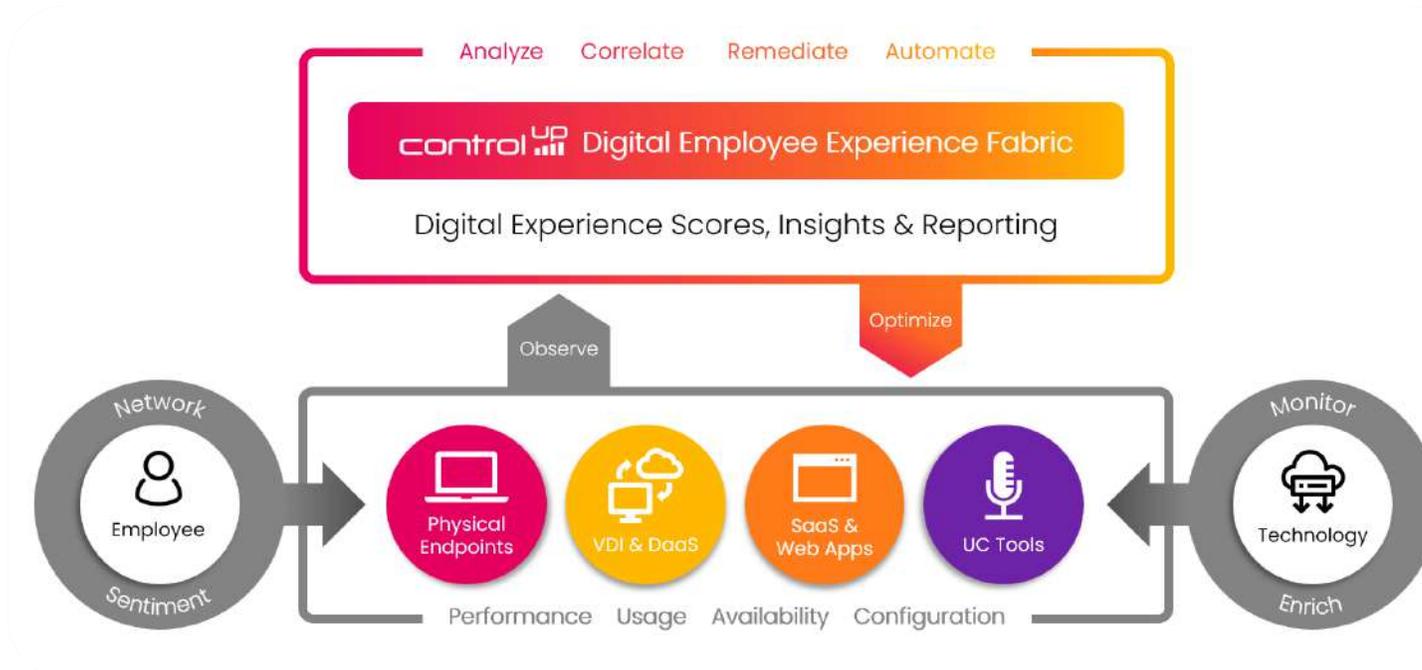
Continuously monitor the availability and performance of all your critical resources. Through notification and self-healing, you can fix issues as they happen, not after they happen.

End-to-end Visibility

Bring together all relevant data affecting the digital experience across physical and virtual desktops, applications, and unified communications.

Minimize Disruption

Remove technology issues in real time through intuitive dashboards, assisted troubleshooting and remediation, allowing your employees to get back to what they want to do: work and be productive.



Physical Endpoints



Most remote workers have a physical device, such as a Windows or MAC laptop. These devices are typically 2-4 years old, with security and compliance managed by the business IT staff. Endpoint management technologies focus on application delivery, security, and compliance and do not capture the user's digital experience with the endpoint device.

ControlUp's DEX management solution understands the employee experiences on physical endpoints no matter where in the world they are. Experiential data is used to help IT detect any issues impacting the employee's expertise to improve or fix problems quickly, getting employees back to what they want to do: a good job. ControlUp's DEX management tools can automate reoccurring digital experience problems before creating helpdesk tickets like altering the user to get closer to the Wi-Fi router to increase the signal strength.



VDI and DaaS



Used, on a daily basis, by millions around the world, virtual apps and desktops give users as good an experience as they would have running local applications on a physical desktop, but with many benefits for IT teams, spanning application roll-out, end-user support, and security. However, due to the complexity of these environments even seemingly minor issues with the shared infrastructure, including the local or remote network can immediately impact the digital employee experience.

Controlup Digital Employee Experience management for VDI & DaaS brings together, in real time, all relevant performance and availability metrics for your EUC environment in a single place. This allows IT teams to easily correlate between the various components in the EUC technology stack and quickly find and fix issues impacting your people.

SaaS and Web Applications



SaaS applications and critical network resources, when they are slow or unavailable, can cause frustration for end-users. IT departments may not want to support employees who work off-hours; however people want to work when it's most convenient for them. What's needed is automated synthetic transaction testing to proactively alert you or your employees when the availability of SaaS and Web apps are impacted.

ControlUp's DEX solution for SaaS applications has detailed reporting, so you can go back in time to look for trends that could affect the digital employee experience in the future. For example, network resources, such as an internal website, might be slow or unavailable at the end of every quarter; this kind of experiential data is critical to users who depend on the website at those times. With ControlUp's experiential data, IT can provision more resources for servers during peak load times.



Unified Communications



Today, among your most mission-critical applications are Unified Communications (UC) tools. Monitoring and optimizing a UC call must be your number-one digital employee experience management priority. When employees have issues with these applications, work stops. But is the problem with the service provider, home network, local device, or user error?

ControlUp's DEX solution for unified communications provides a 360° view into the UC digital experience. For instance, when something goes wrong, ControlUp knows whether the problem is with the UC service itself, the local network, or VDI / endpoint devices. ControlUp understands, fixes, and optimizes UC-reliant peripherals like misconfigured microphones and speakers, VDI client optimization, and performance tuning to ensure the UC is always running optimally.

Digital Employee Experience Fabric

control UP Digital Employee Experience Fabric

Digital Experience Scores, Insights & Reporting

Legacy security and management tools understand the health of the device, not the employee experience of using the device.

ControlUp is built on a cloud-based fabric to capture virtual, physical, SaaS, and UC metrics that affect the digital employee experience.

Benefits of using ControlUp's DEX fabric:

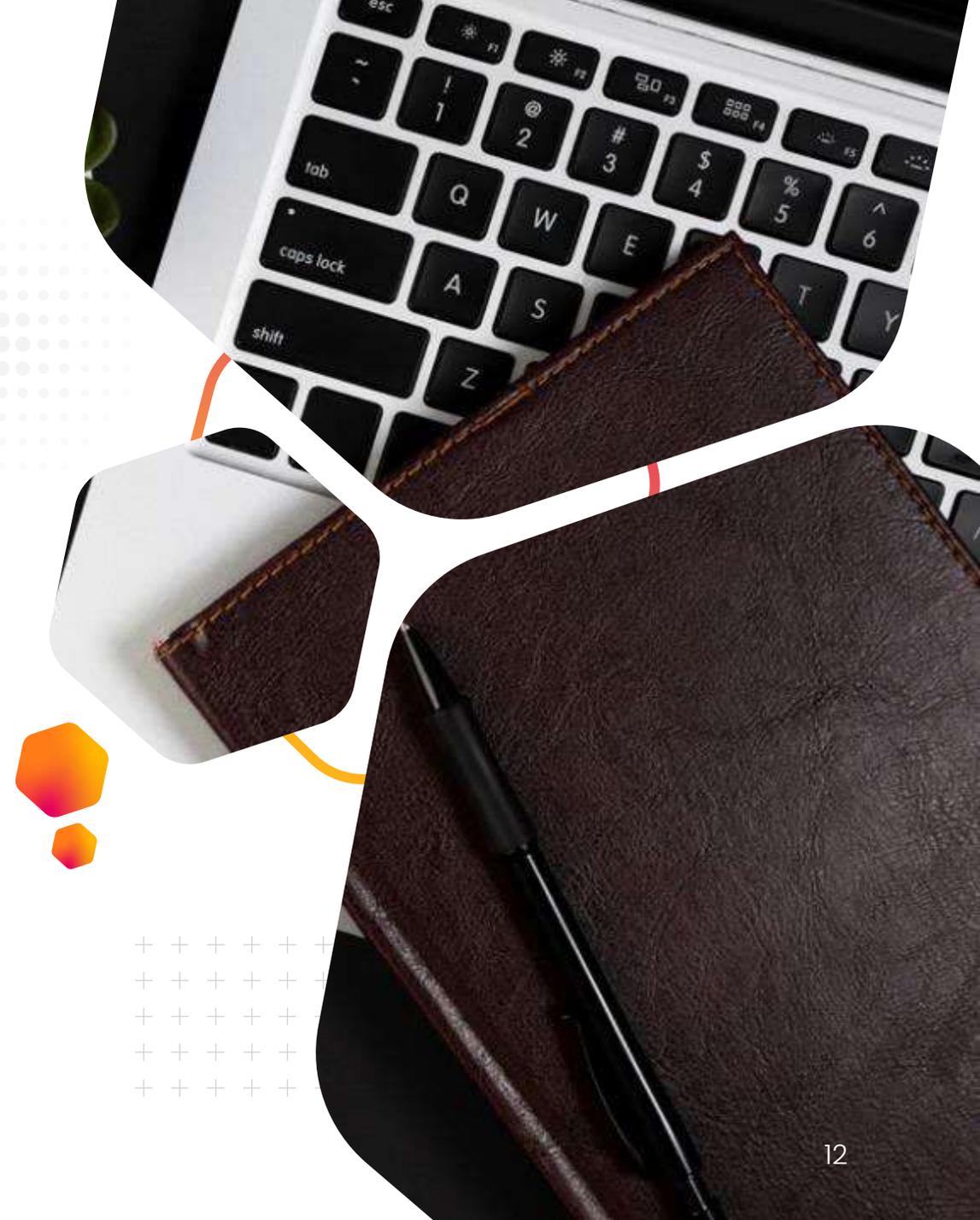
- 1 Single DEX Fabric for all metrics and data
- 2 Monitor all factors and components that affect the Digital Experience
- 3 Unified analysis, reporting and insights
- 4 Correlation between various components
- 5 Integrations with ITSM and messaging



Digital Employee Experience Management

Employees, for many reasons, do not want to come back to the office every day and some of the best talent available to you is not even in the same geography. To better understand if you need DEX management, just ask yourself these questions

1. Are you ready to fully support the work-from-anywhere (WFA) workforce?
2. Do you have the tools to understand and improve the digital experience for both in-person and remote work?
3. Are you ready to add Experience Level Agreements (XLAs) to your IT team's goals?



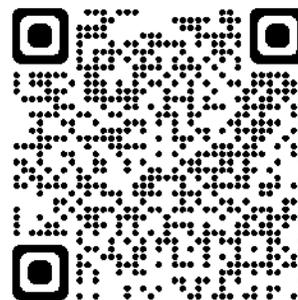


Offices in US, Europe, and Israel

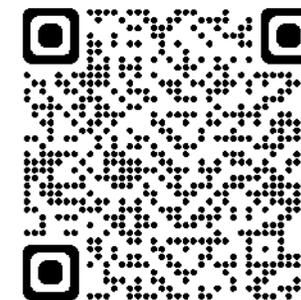
"Probably the most cost-effective monitoring tool I have ever purchased in my 30 years within the IT industry. Does what it says and for an incredible price. ControlUp is a no-brainer."

**Sean Whetstone,
Head of IT Services, REED**

Learn more about ControlUp!



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