Lakeside

What It Takes to Be a DEX Leader

DIGITAL EMPLOYEE EXPERIENCE (DEX) ISN'T JUST A TRENDY IT TOPIC — IT CAN ALSO BE AN IMPACTFUL COMPETITIVE ADVANTAGE.

Enterprises that develop their technology capabilities — with proactive IT, comprehensive data, automations, and more — also realize benefits including highly productive and flexible workforces; increased employee recruitment and retention; reduced IT downtime; and lower provisioning costs.

While most enterprises are still progressing along their DEX journeys, a small number of organizations have fully committed to improving digital experiences as part of the overall business strategy.

SO WHAT DOES IT TAKE TO BECOME ONE OF THESE LEADERS? HERE ARE SEVEN KEY TRAITS THAT DEFINE TRUE DEX LEADERSHIP:

01. Proactive IT

Shifting away from purely reactionary IT service operations and support to preemptively identify and prevent problems from occurring in the first place.

02. Fully integrated

Having a single source of truth that provides a holistic view of the digital environment to all sub-teams, instead of relying on disparate tools and workflows.

03. Complete data

Ability to gather and analyze objective system details, device performance, and user behavior data directly from endpoints, as well as user sentiment and other qualitative metrics.

04. Personalized IT

Eliminating over- or under-provisioning by providing end users with the specific hardware, software, and IT support needed based on their job responsibilities, technology requirements, and work styles.
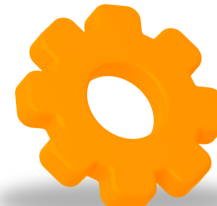
05. Self-help access

An "always on" IT environment that supports users continuously with self-help remediations instead of limiting support to times when IT personnel are available.

06. Automated

Automatic remediations, updates, patches, and more triggered when certain thresholds are met rather than having personnel perform these tasks manually.

07. Predictive analysis

Leveraging artificial intelligence and machine learning to surface trends that can negatively impact digital environments and end users.

Want to learn more about becoming a DEX leader? Download Lakeside Software's Digital Experience Guide.

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