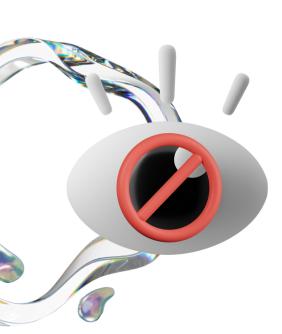# Lakeside®

A Checklist for Making the Business Case for a Digital Employee Experience (DEX) Strategy

STRUGGLING TO MAKE THE BUSINESS CASE FOR IMPROVING DIGITAL EMPLOYEE EXPERIENCE (DEX)? HERE'S A QUICK CHECKLIST THAT CAN HELP.

You lack complete visibility of your IT estate.

For organizations that want to build an effective DEX strategy, much of the work starts and ends with visibility. IT leaders need to have complete visibility across the IT estate to understand IT's impact on end users. Insights from DEX data closes traditional IT blind spots.

Your devices and applications are not right-sized for employee needs.

A one-size-fits-all approach to software and hardware provisioning is costly and can have a negative effect on DEX and, in turn, on talent retention and business resilience. A DEX solution can ensure that your employees have the right digital tools for their specific roles.

Your IT support team is struggling to support remote workers.

Many remote work issues fall outside the radar of typical IT tools. To eliminate blind spots and reduce digital friction, organizations need a DEX strategy that can effectively address the root causes of problems at endpoints, regardless of their location.

Your IT service is reactive, not proactive.

For IT teams that are always scrambling to put out fires, there are compounding effects: workers constantly getting burnt out or IT problems getting in the way of productivity. A data-driven DEX strategy can help IT "shift left" to a proactive approach that detects issues before they affect the end user.

The time spent on responding to IT tickets is hurting employee productivity.

Every minute a user spends opening a service desk ticket and interacting with IT support takes away from productivity and employee satisfaction. A DEX platform can help reduce mean time to resolution through real-time and historical data, streamlined service desk workflows, ticket prioritization, and automations.

Ready to build a DEX strategy?

Get a better view of your hidden issues, the smartest fixes, and cost-saving opportunities.

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