



# 5 Considerations Before Buying a DEX Solution



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# Introduction

## Questions to consider during your DEX solution buying journey

Digital employee experience (DEX) solutions assess and measure the quality of employee interactions with the tech and digital tools needed to do their job and the performance of these digital assets. Accordingly, DEX solutions play a crucial role in ensuring productivity and employee job satisfaction, especially for employees working in hybrid and remote environments.

These tools are able to improve IT service delivery and eliminate productivity roadblocks because they track, measure, and optimize the ways in which users interact with workplace technology. Where do you begin when choosing the right tool for your organization, especially given that use cases can vary—from improving IT help desk efficiency, software rationalization, hardware optimization, virtual desktop infrastructure (VDI) migration, widespread IT system deployment, or digital employee engagement?


It's important to fully assess the features each platform offers. Critical questions to consider when comparing solutions include:

- Does it offer detailed digital experience monitoring data for clear visibility across the digital environment?
- Does it use surveys to better understand user sentiment?
- Does it have integrations with other IT service management (ITSM) tools such as ServiceNow?
- Does it have automated remediation features such as self-healing and mass-healing?
- Does it perform automated root cause analysis (RCA) for a faster mean time to resolve (MTTR)?

To help navigate this market, this eBook will consider the following five key components to look for in a DEX platform:

1. Comprehensive Endpoint Data Collection
2. Intelligent Automation with AIOps
3. A Broad Range of Integrations with Existing Tech Stacks
4. Use Cases for Faster ROI
5. End-User Experience Index



A woman with long, wavy brown hair is sitting at a desk, smiling and looking towards the right. She is wearing a dark blue t-shirt and has her hands clasped in front of her. A white laptop is open in front of her. The background is a blurred office setting with a window.

Let's take a closer  
look at each of  
these components.



# 01 Comprehensive Endpoint Data Collection

Optimizing the digital employee experience at any company or organization starts with gaining complete visibility across the entire IT estate. Broadening visibility requires organizations to capture a high amount of quantitative and qualitative data at the edge. To do this, a DEX solution deploys an agent directly to the endpoint device (e.g., laptops, servers, hand-held devices in retail or warehouse environments, printers, digital kiosks, etc.) to gather real-time, objective data from telemetry metrics, such as CPU and memory usage.

For a full picture of the end-user digital experience—whether of a knowledge worker, call center representative, or warehouse employee – it's also necessary to understand

user sentiment about whether the digital experience is an effective one. Surveys – either prebuilt or customized – enable the IT staff to receive subjective employee feedback to complement hard metrics about end-user device performance.

Lakeside SysTrack identified CPU throttling on 1,492 systems (1,281 of which were 8GB systems that already were significantly memory bound and affected by the throttling). Gaining visibility revealed that the throttling was a power management setting made by the manufacturer and delivered in that state. The Global Professional Services Company was unaware of the CPU throttling issue or that it was a power management setting. An automation within the DEX tool reset those settings.



# 02 Intelligent Automation with AIOps

Gathering a large amount of DEX data is not enough to improve end-user experience if the platform cannot sort through all that information to provide actionable insights. Machine learning enables IT technicians to sort through the noise to pinpoint the most relevant data and understand what to prioritize to optimize the IT environment.

Enter AIOps, which stands for artificial intelligence for IT operations. AIOps solutions aggregate, analyze, and contextualize massive amounts of data from multiple sources, not only to deliver meaningful insights but also to automate processes and tasks.

One of the uses of AIOps is to correlate events to find patterns, enabling faster identification of the root cause of problems and incident prediction. With automated data investigations and pre-built scripts, it's possible to trigger

alerts or automate responses if certain thresholds are reached. For example, if the Wi-Fi signal drops to 80 percent, the IT team could be notified automatically.

With intelligent automation, organizations can make their IT operations more proactive and improve employee productivity. Here are specific ways in which AIOps improves IT efficiency:

- By resolving issues quickly, it's possible to reduce mean time to resolution (MTTR) and downtime.
- Preventing issues from happening contributes to lower help desk ticket volumes.

Quicker resolution and automated remediation save time and support costs, freeing IT staff to focus on higher-priority tasks.





## An AIOps Checklist

Does the DEX solution you are reviewing include AIOps capabilities? The key components include the following in order to improve IT service delivery:



### Scalable Data Aggregation

AIOps aggregates data from multiple sources and different collection methods, breaking down IT silos such as network infrastructure and application management.



### Data Analysis

AIOps analyzes and contextualizes massive amounts of real time and historical data to deliver meaningful insights. As a result, it can:

- Correlate events to find patterns
- Detect anomalies
- Monitor the availability and performance of apps
- Identify root causes of problems more quickly
- Predict future incidents



### Automated Remediation

AIOps can also take actions based on data. It's possible to generate a recommendation, trigger an alert or automate a response. Automated resolution helps with service desk optimization because it minimizes the occurrence of common incidents requiring technicians' intervention.



# 03 ■ A Broad Range of Integrations with Existing Tech Stacks

Organizations often rely on a wide range of IT solutions from different vendors, adding complexity to their digital environments. The right DEX solution can give insights into which workplace technologies employees actually use. In addition, the ability to extend these insights or incorporate performance data from other tools is critical to help companies simplify workflows and maximize the value of their IT investments.

By integrating with popular technologies, DEX platforms can help enterprises optimize IT resources based on business needs. Organizations using Lakeside for ServiceNow augmentation, for example, have benefited from an 18 percent drop in IT support tickets opened and up to 40 percent faster incident resolution!

That's why the choice for a DEX product should also consider which third-party integrations are available out-of-the-box. For scalability, too, it's important to deploy a platform that works with physical and virtual desktops, laptops, thin clients, and mobile devices, in addition to all major operating systems.

Offering support for cloud technologies is a must, too. Trends of digital transformation and remote/hybrid work have increased the demand for cloud computing.

## A snapshot of some selected tech integration benefits

- **Citrix integration:** Assess, implement, and monitor your potential or current Citrix environment.
- **Microsoft integration:** Gain real-time visibility, analytics, and insights into Windows endpoints and Office applications.
- **VMWare integration:** Plan and manage your VMware environment for optimal end-user experience.
- **NVIDIA integration:** Understand GPU requirements by identifying which users demand and use high-performance graphics.



# 04.

## Use Cases for Faster ROI

DEX solutions have expanded their capabilities, offering more use cases to help organizations achieve their return on investment (ROI). This means deploying DEX tools to align IT metrics to business key performance indicators (KPIs), especially when it comes to controlling IT costs and creating experience level agreements (XLAs).

Here are some common use cases that help to improve digital employee experience and save operational costs. Does the DEX solution you are exploring support relevant use cases for your enterprise or organization?

| DEX Solution Use Case                     | Value to the Enterprise or Organization   |
|---|---|
| <b>DEX Visibility</b>                     | Specific focus on CPU/Disk/Memory impacts to the user experience, by identifying impacted devices, resource-hungry apps, system config/ issues that lead to impact and more.  |
| <b>Hardware Optimization</b>              | Examining the physical desktops across the estate for the purposes of hardware utilization and reclamation. This will lead to device longevity, device right-sizing, and an improved end-user experience through better hardware utilization and performance. |
| <b>Software License Optimization</b>      | Examining the software packages across the estate for the purposes of license reclamation – leading to reduced costs, or cost avoidance of software licensing.  |
| <b>Proactive IT Ops Resolution</b>        | Investigating the sensors that trigger in an environment and being able to choose which sensors are good candidates for building into a proactive IT program.   |
| <b>Boot &amp; Login Analysis</b>          | Estate-wide view of boot & login times identifying problem areas proactively thus preventing poor user experience and helpdesk ticket generation  |
| <b>System Compliance &amp; Governance</b> | Maximize device health by identifying patching issues, poorly performing applications, and firmware-related challenges.   |
| <b>Self Help</b>                          | Realize cost savings by preventing longer-than-necessary productivity impact to the users, as well as time savings for the IT service desk.   |
| <b>Helpdesk Ticket Avoidance</b>          | Identify issues driving helpdesk tickets and proactively resolving issues preventing helpdesk tickets.  |

# 05 End-User Experience Index

To better illuminate the impact of digital experience on user productivity, some digital employee experience platforms can collect both qualitative feedback and quantitative telemetry for a group (such as remote workers, device type, etc.).

A DEX health score can be used as a business KPI to ensure that employees are having a positive interaction with workplace technology. This feature is beneficial not only to optimize productivity but also to evaluate the impact of IT actions.

## End-user experience use cases

The Lakeside SysTrack platform can quantify user experience to support productive workplaces. Here are a few use cases for measuring the end-user experience with hard metrics.



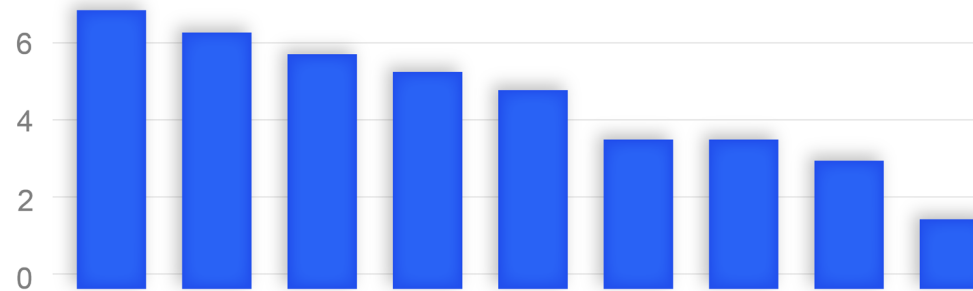


## 01. Remote workforce

Whether it's supporting employees working in their office, their home, or any combination of the two, today's digital business needs end-user services to be fully functional across all working environments. In this new era of working, specialized capabilities are required to proactively manage devices both inside and outside corporate networks, as well as quickly deploy whatever applications are needed to support overall user productivity. With the ability to accurately monitor both online and offline devices, and having an entire library of customized tools for remote working use cases, SysTrack helps IT bridge the gap in supporting a highly distributed digital workforce.



**USER/ACCOUNT NAME BY NUM USER CRITICAL APPLICATIONS**



| NAME         | ACCOUNT | WORKSTYLE | ROLE      | CRITICAL | #APPS | DEPARTMENT  | LOCATION  | DAYS |
|--------------|---------|-----------|-----------|----------|-------|-------------|-----------|------|
| Sarah Smitt  | User102 | Deskbound | Task      | 8        | 10    | Marketing   | London    | 5    |
| John Jacob   | User103 | Deskbound | Knowledge | 7        | 29    | Engineering | Ann Arbor | 18   |
| Ella Jackson | User104 | Shared    | Power     | 6        | 49    | Sales       | Boston    | 8    |

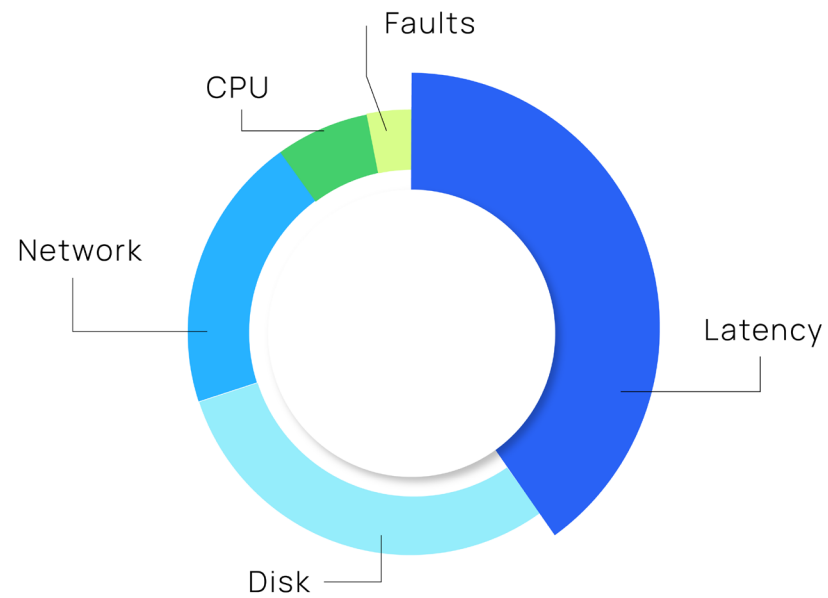
\*Lakeside's cloud platform is GDPR and SOC 2 Type 2 compliant, as well as ISO/IEC 27001 certified.

## 02. End-user engagement

Employees are most engaged when they have the tools they need to be productive, and are able to use these tools without frequent disruptions. IT teams have a direct impact on providing this employee experience, however, often lack the capability to properly monitor experience from the end-user's perspective. SysTrack not only allows for a unified view across your entire estate, it also quantifies the productivity impact those issues have on end users. When downtime is identified, IT teams can use SysTrack to expedite problem resolution and minimize any lost productivity.



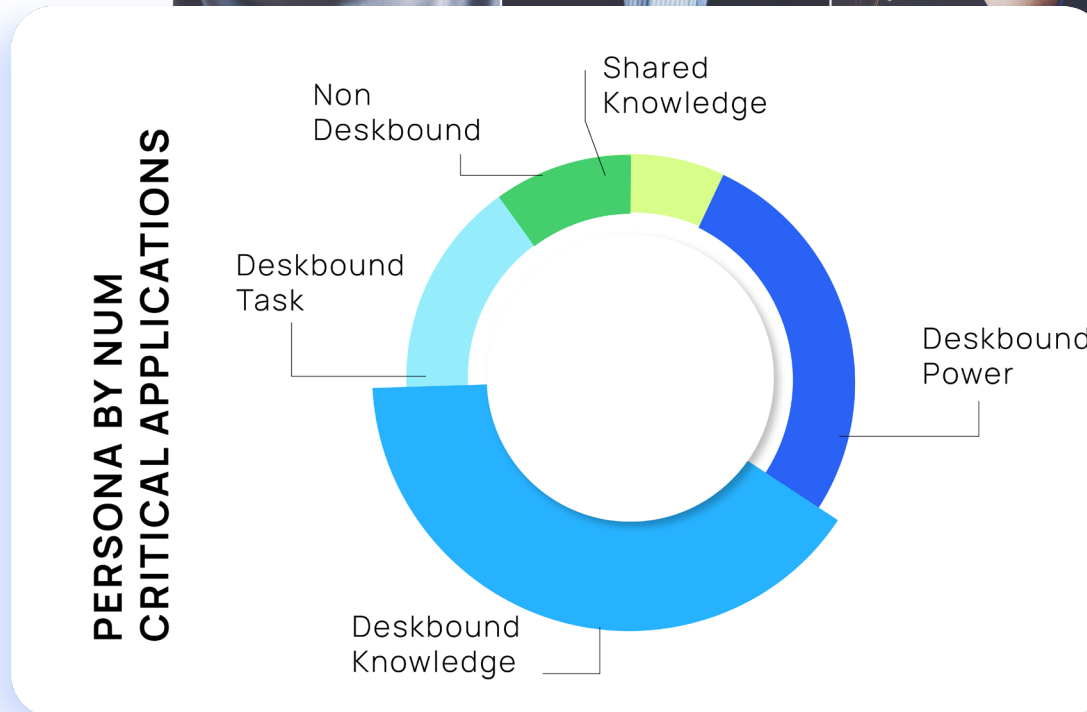
### CURRENT TOP 5 USER EXPERIENCE IMPACTS





### 03. Persona management

IT leaders responsible for end-user computing are challenged with determining the right set of tools for specific users while keeping costs down. SysTrack and its persona framework segment your users based on their monitored workstyles and continuously determine the right endpoint, application, and delivery methods for their diverse requirements rather than in an antiquated "set-and-forget" fashion.



A woman with dark hair, wearing a light-colored shirt, is looking at a laptop in a server room. The room is filled with server racks and cables. A blue overlay with white text, resembling code or data, is positioned over the laptop and the woman's face. The overall color scheme is blue and white.

# What Sets Lakeside Software Apart from the Competition?

The Lakeside SysTrack platform delivers the deepest visibility into user experience because it captures data from more than 10,000 points every 15 seconds. That's 10 times more than any competitor.

Our cloud-based platform uses artificial intelligence to analyze all the experience data, offer actionable insights to overcome productivity hurdles, and even self-heal your IT environment if certain conditions are met. Lakeside also has extensive out-of-box integrations and a value blueprint framework to accelerate time to value of certain use cases.

[Request a Demo](#)

