Digital Employee Experience Management

Powered by Workspace ONE Intelligence

WHAT IS DIGITAL EMPLOYEE EXPERIENCE?

Digital employee experience focuses on employees' perceptions and feelings regarding their interactions with the digital tools they use to perform their job—apps, operating systems, devices and connectivity.

DIGITAL EMPLOYEE EXPERIENCE IMPACT

Numerous studies show that when employees are more satisfied and engaged they are more productive, positively impacting overall business performance.

AT A GLANCE

VMware Workspace ONE® Intelligence is a modern analytics platform that delivers integrated insights, analytics and automation for the anywhere workspace.

Digital Employee Experience Management, powered by Workspace ONE Intelligence, helps companies keep employees productive and engaged no matter where they are.

Why Digital Employee Experience Management?

In today's world, providing employees with flexibility and choice is a must for any company who wants to attract and retain employees. As organizations embrace the Anywhere Workspace journey—enabling employees to work from anywhere and on any device—one of the key challenges that IT teams face is ensuring that employees have a seamless experience with the technology they need to perform their job.

What IT needs is deep end-to-end visibility into app performance, desktop and mobile device health, network performance, and more. But visibility is not enough. IT also needs a way to rationalize the data, gather meaningful insights, and take actions.

Delight Your Employees with VMware Workspace ONE Intelligence

VMware's Digital Employee Experience Management solution, powered by Workspace ONE Intelligence, is a cloud-first approach to digital employee experience management across any endpoint, OS and app. It offers end-to-end visibility, meaningful and actionable insights, a policy-based automation engine, and prebuilt integrations for the Anywhere Workspace.

Unified visibility across any device and any app

One of the IT challenges with enabling the anywhere workforce is a lack of visibility or a fragmented view of employees' experience with technology tools. Rather than a unified approach, IT typically must use a variety of tools, each focused on a different aspect of the digital workspace, and then rationalize the data from multiple sources. In other cases, IT has only limited or no visibility.

Workspace ONE Intelligence aggregates data from multiple sources, including third-party systems, and delivers comprehensive visibility across desktop and mobile devices and apps. Admins get at-a-glance insight into digital employee experience, app performance and device health with out-of-the-box dashboards and reports.

Proactive issue detection

Issue discovery is still mostly reactive based on help desk calls, chat messages, and other reporting systems, burdening the IT team with a high ticket volume and potentially increasing resolution time. In many cases, employees try to figure out the problem before contacting IT, which not only increases user frustration and reduces satisfaction, but also hurts productivity and engagement.

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KEY USE CASES

- **Employee experience score** – Gain at-a-glance insights on how employees experience digital tools across any app and device.

- **Device health** – Track device health and performance to surface hardware degradation, such as battery life and memory capacity. Automate replacements to minimize loss of productivity.

- **App and OS stability** – Monitor performance to identify and quickly resolve issues that impact user experience.

- **App adoption** – Measure app utilization and engagement. Make data-driven decisions on app deployment and migration.

- **Mobile app analytics** – Understand how users navigate through an app, track the most critical user flows, identify crashes and errors, and prioritize development and bug fixes.

- **Proactive IT** – Automate IT tasks across any app and device as well as the broader ecosystem, including custom and third-party tools.

KEY BENEFITS

- **Engaged and productive employees** – A seamless IT experience minimizes disruption, frustration and time wasted on opening tickets and resolving issues.

- **Improved business outcomes** – Satisfied and engaged employees drive better business outcomes.

- **Increased efficiency and agility** – By proactively monitoring the digital workspace and identifying and resolving issues, the IT environment becomes more stable, reliable and predictable.

- **Reduced time to resolution** – In-context dashboards and reports help IT quickly troubleshoot issues.

With Workspace ONE Intelligence, IT can monitor the digital workspace key performance indicators that impact employee experience and proactively identify issues, such as high app crash rates, batteries reaching end of life, and long startup or shutdown durations, and compare them over a period of time.

Guided root cause analysis

Troubleshooting an incident requires IT to manually correlate and analyze data and often have access to the device to reproduce the issue. This is time consuming and not always possible.

The Workspace ONE Intelligence Incidents capability automates data-driven root cause analysis (RCA) to facilitate incident detection, troubleshooting and remediation. With this capability, IT admins can cut through the noise and speed up troubleshooting by automatically getting the relevant data and guided incident management via contextual dashboards for the specific issue.
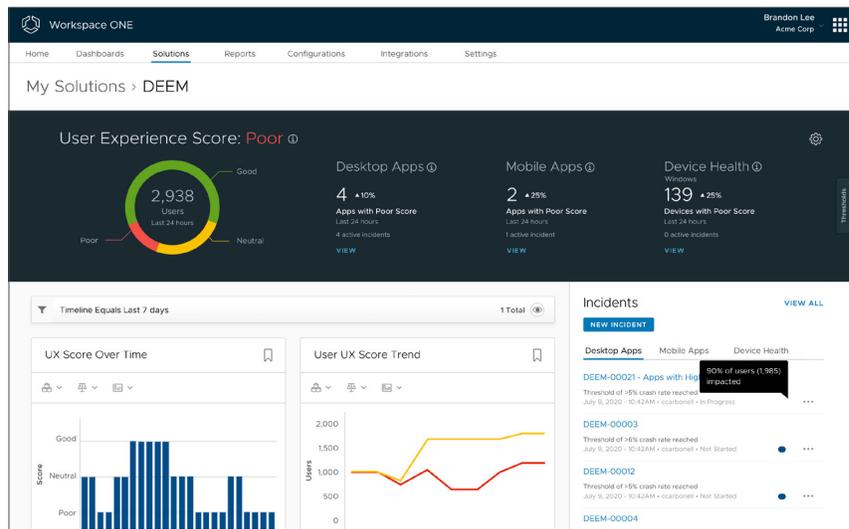
Automated issue remediation

In some cases, issues span across multiple devices or users, such as a high app crash rate because of a driver issue or a patch that needs to be deployed. In other cases, it is important to take proactive measures to ensure continuous employee satisfaction and productivity, for example, automatically ordering a new battery when life status deteriorates.

By leveraging the robust automation engine in Workspace ONE Intelligence, IT can orchestrate fixes and workflows with predefined policies across any app and device. IT can also easily integrate with custom and third-party tools that support the REST API, delivering a consistent and comprehensive solution across the entire IT ecosystem. Out-of-the-box integrations are available for ServiceNow and Slack.