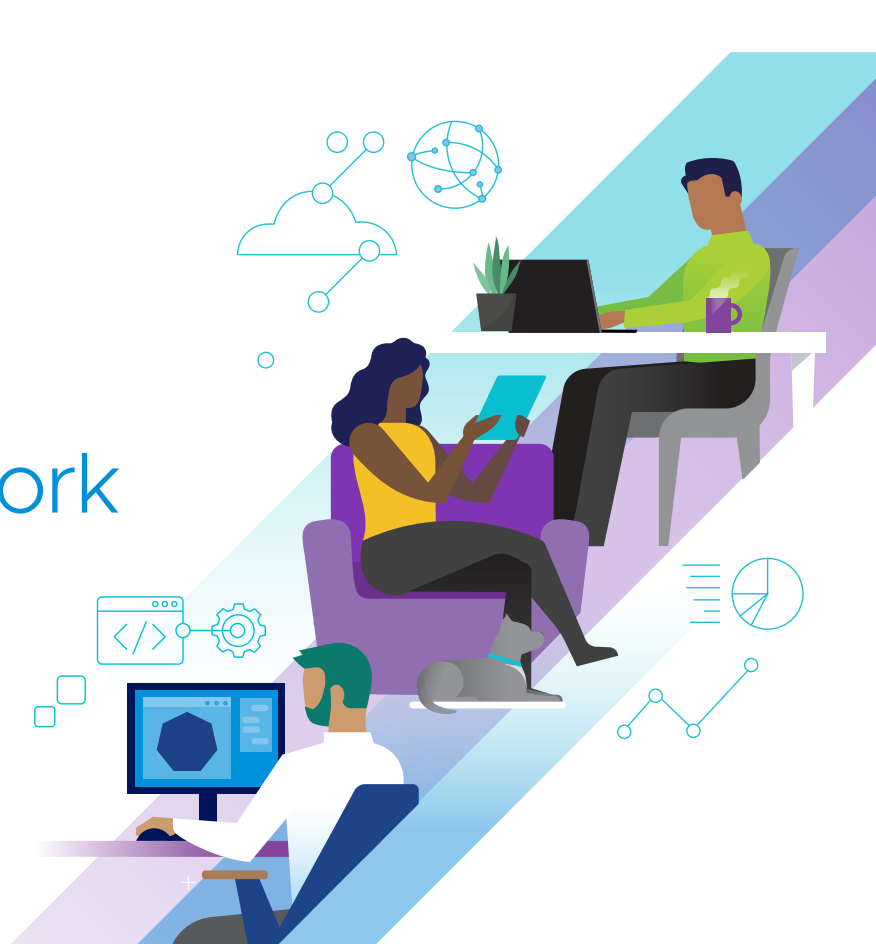


Stack the DEX in Your Favor and Unlock Hybrid Work Productivity

Insights from
Optimizing Digital Employee Experience for Anywhere Work

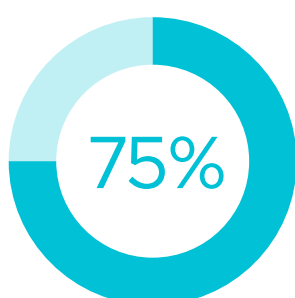


A new survey of 537 global IT decision-makers and influencers—conducted by Forrester Consulting and commissioned by VMware—explores the benefits of a well-designed employee experience in an anywhere-work environment. The study revealed that leaders highly value integrated digital employee experience (DEX) solutions that lead to increased productivity, faster issue remediation, and higher employee engagement—all while mitigating security risks.

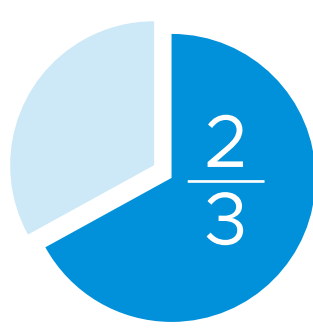


The rise of hybrid work has put DEX front and center

As more organizations embrace an enduring hybrid work model, digital employee experience has gained significant momentum. The reality of an anywhere workforce has made DEX a critical business priority—and introduced new challenges for digital employee experience decision makers (DEXDMs). While most have started their DEX journey, they report that their DEX solution is not well integrated due to multiple vendors and solution sprawl.

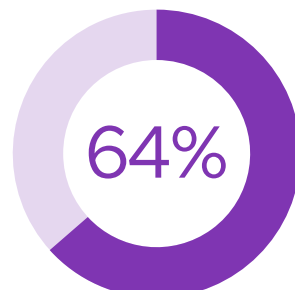


Seventy-five percent of respondents say **DEX has become a higher or top priority**



Two-thirds **prioritize holistic DEX solutions** that can offer successful delivery, monitoring, analysis, and remediation capabilities

DEX management involves multiple technologies and partners



Sixty-four percent of respondents are **purchasing solutions from three or more vendors***

A holistic solution requires four integral components:

- Experience delivery
- Experience measurement
- Analysis
- Remediation

Managing and empowering an anywhere workforce compounds challenges for technology leaders



When it comes to the highest-rated concerns with DEX, cost, root cause analysis, and issue remediation rise above the rest. Organizations face the challenge of translating DEX investments into tangible business outcomes, often because disparities in artificial intelligence (AI) and machine learning (ML) capabilities result in insufficient data.

Top challenges of DEX management**



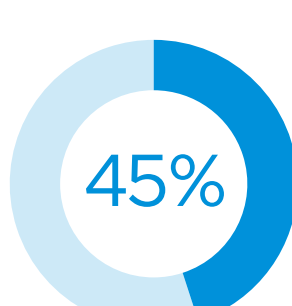
High costs



Root-cause analysis

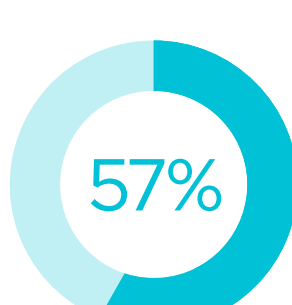


Issue remediation



Remediation is manual and time consuming

Only forty-five percent agree they can **predict technology issues and remediate them ahead of time using AI/ML**



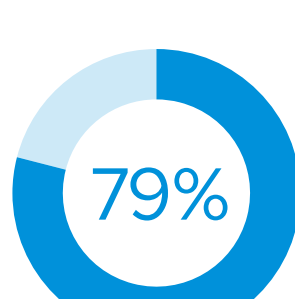
Skill gaps inhibit ROI

Only fifty-seven percent are **satisfied that they have the right organization in place to capitalize on DEX**



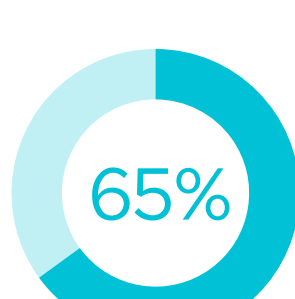
Maximizing your DEX investment drives productivity, retention AND revenue

Investing in positive experiences improves results, notably by promoting employee engagement, improving business resiliency, and reducing security vulnerabilities.



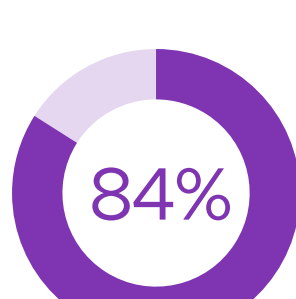
Self-service can increase productivity

Seventy-nine percent of respondents said they are **interested in employee self-service tools** from a DEX platform



Streamlined procurement and management is a significant opportunity

Sixty-five percent are **interested in unified management across all devices**



DEX investment will continue to be significant

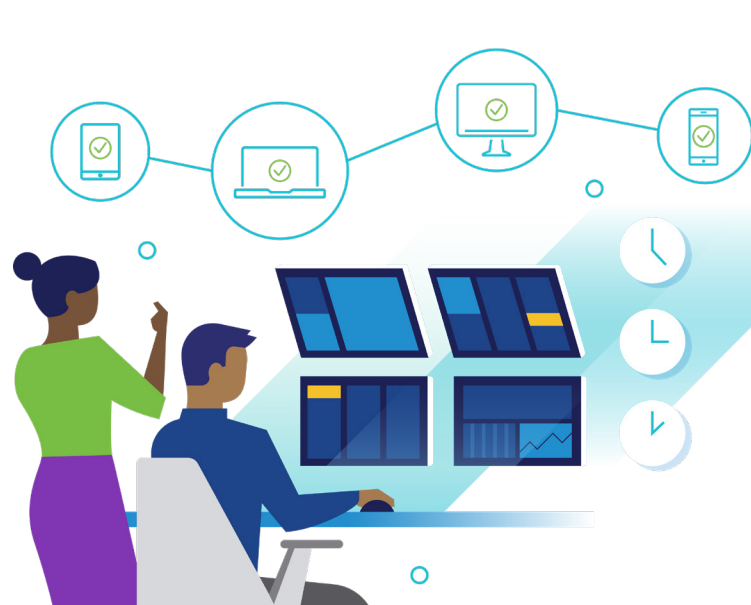
Eighty-four percent expect to **allocate 10-25 percent of their IT budget to DEX solutions** in the next 3 years

Enhance hybrid work with a comprehensive DEX solution

As the strategic importance of delivering a strong digital employee experience has increased, so has the focus on DEX and the percentage of annual budgets dedicated to it.

See what else the survey uncovered and access key Forrester Consulting recommendations for maximizing your DEX investment, streamlining DEX platform management, and enhancing DEX effectiveness across your organization.

[DOWNLOAD THE STUDY](#)



Online survey of 537 Global Directors and decision-makers with responsibility for strategy, oversight or implementation of digital employee experience (DEX). Survey conducted between February and March of 2022.

*Executive summary data: 42% of respondents are using 3-5 vendors to support their DEX, 19% are using 6-10, and 3% are using more than 10.

**Decision-makers responding that the issue is "Extremely challenging" or "Very challenging."