A holistic solution requires two key investments:

- **Experience Improvement**
  - Experience Optimization
  - Experience Delivery
- **Analytics and Remediation**

A new survey of 537 global IT decision-makers and influencers—conducted by Forrester Consulting and commissioned by VMware—explores the top challenges of DEX. The survey revealed that leaders highly value integrated digital experience solutions due to the intersection of security and productivity.

Managing and empowering an anywhere workforce compounds challenges for technology leaders.

Maximizing your DEX investment drives productivity, retention and revenue.

Enhance hybrid work with a comprehensive DEX solution.

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 top challenges of DEX. The benefits of a well-designed employee experience in an anywhere-work environment are numerous: A growing number of organizations have integrated DEX as a critical business priority, and a digital-first strategy is the new normal. With that in mind, VMware commissioned a study for DEXDMs to find out what DEX means to them, what their DEX journeys look like, and why they care about DEX. The results are clear:

- **DEX has increased**
  - 61% of respondents said they are increasing their annual budget allocation to DEX solutions
  - 79% of respondents said that DEX has become a higher or top priority

- **DEX platform management**
  - 64% of respondents said they are spending more time on DEX platform management across their organization.

- **Root-cause analysis**
  - 75% of respondents said they are prioritizing the mitigation of root-cause analysis.

The rise of hybrid work has put DEX front and center.

Executive summary data: 42% of respondents are using 3-5 vendors to support their DEX, February and March 2022, a 25% increase from those using 2 or fewer vendors.

**Top challenges of DEX**

- **Issue Remediation**
- **Skill gaps**
- **High costs**
- **Root-cause analysis**
- **Skill gaps**
- **High costs**
- **Root-cause analysis**

**Maximizing your DEX**

**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.**

- **Maximizing your DEX investment**
  - **Improving productivity**
  - **Increasing revenue**

- **Self-service can increase productivity**
  - Twenty-one percent of respondents are interested in employees accessing DEX platform.

- **Streamlined procurement and management is a significant opportunity**
  - Eighty-four percent of respondents believe this is a significant opportunity to drive better business results.

For more information on the top challenges of DEX and the benefits of a well-designed employee experience, contact Forrester Consulting and VMware.

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