



VMware Workspace ONE Digital Employee Experience

What is digital employee experience?

Digital employee experience (DEX) defines employees' perceptions of and feelings about their interactions with the digital tools they use to perform their jobs.

Over 70 percent of workers believe they should have the freedom to choose where they work.

Source: Adaptivist. "2021 Digital Etiquette Report." 2021.

In a tight talent market, employee experience matters. Employees are far more likely to recommend their company if it provides a great digital employee experience. By putting your employees first puts your business first.

Delivering a positive digital employee experience correlates with improved business outcomes, and this connection is shaping how organizations innovate and compete. Our latest research study, *Optimizing Digital Employee Experience for Anywhere Work*, conducted by Forrester Consulting on behalf of VMware, found that 75 percent of organizations are making digital employee experience (DEX) a higher or top priority.

A holistic DEX solution requires four integral components: experience delivery, measuring employee experience, analysis and remediation.

Experience delivery

VMware Workspace ONE® Intelligent Hub is the center of experience delivery. It provides services and resources throughout the employee lifecycle, from pre-hire to onboarding to day-to-day application access and corporate communications. Single sign-on, people search, intranet, custom home tab, IT support and HR communications are some of the capabilities that create an engaging experience for employees. Intelligent Hub also offers a self-service capability that empowers employees to solve their own problems, remote troubleshooting assistance powered by Workspace ONE Assist, and quick business process approvals with experience workflows.

The Workspace ONE Intelligent Hub application is available for Android, iOS, macOS and Windows, and it can be used on any device on the web.

Why is digital employee experience important?

Three-quarters of organizations are making DEX a higher or top priority because it drives revenue through increased productivity and retention.

Source: Forrester Consulting. "Optimizing Digital Employee Experience for Anywhere Work." Research study conducted on behalf of VMware.

Over 75 percent of companies focus on employee experience to increase retention.

Source: 2020 Global Talent Trends, LinkedIn.

Measuring employee experience

Today, issue discovery is mostly reactive in response to 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 frustration and reduces satisfaction, but also hurts productivity and engagement.

Digital Employee Experience Management, powered by Workspace ONE Intelligence, enables IT admins to measure the employee experience, analyze the data, and remediate with automation. Digital Employee Experience Management tracks cross-platform key performance indicators (KPIs) that impact employee experience, such as device health, OS stability, and app and network performance. Based on this data, Digital Employee Experience Management calculates device, app and user experience scores. In addition to quantitative metrics, it also empowers IT to measure employee sentiment by gathering qualitative feedback through contextual surveys and polls.

Analysis to identify issues proactively

With Digital Employee Experience Management, IT can monitor the digital workspace KPIs 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 time.

By leveraging machine learning models, Digital Employee Experience Management can identify anomalies as they occur, eliminating the manual work involved in setting up alerts and cutting through the noise so that IT can focus on the most impactful issues.

Remediating issues

Digital Employee Experience Management enables IT admins to proactively identify issues and troubleshoot to find their root cause. The next step is to quickly remediate those issues to avoid a negative employee experience and improve productivity. VMware's DEX solution supports several remediation paths.

Self-service

Many employees try to figure out problems before contacting IT. You can reduce the help desk call volume for the most common problems by enabling employees to self service their own issues, such as password rotation, access to the VPN, Wi-Fi profiles, and adding new devices.

Workflow automation

With the Workspace ONE Intelligence automation engine, 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, such as ServiceNow and Slack, to speed up remediation across the IT ecosystem and notify users.

Benefits to a digital employee solution

- Engaged and productive employees
- Improved business outcomes
- Increased efficiency and agility
- Reduced time to resolution

Learn more about VMware Workspace ONE:

www.vmware.com/go/dex

Remote assist

While self-service and automation reduce help desk tickets, complex issues require more assistance. Workspace ONE Assist enables support teams to see and interact with all kinds of user devices to solve problems without escalation. Help desk staff can launch web-based remote sessions directly from Workspace ONE or the ServiceNow console. This seamless integration helps support organizations dramatically reduce average handle time, increase first-call resolution, and ultimately, boost DEX.

Digital employee experience is a team effort

Improving DEX is a business imperative that drives revenue through increased productivity and retention. Organizations that prioritize and choose a holistic and integrated solution that encompasses experience delivery, measuring employee experience, analysis and remediation benefit from talent acquisition and retention.

With Digital Employee Experience Management, IT can proactively identify issues, perform root-cause analysis and quickly remediate with end-user self-service and automation to deliver an exceptional employee experience.

How to get started

For more information, reach out to our valued partner community or your [VMware sales representative](#) for a demo or [free trial](#).