

The 1E Digital Employee Experience (DEX) Management Suite is a **platform designed to improve the digital experiences of employees by proactively identifying and resolving issues, automating tasks, and measuring employee sentiment**. It aims to help IT departments become more strategic enablers by optimizing processes, reducing costs, and enhancing employee productivity and satisfaction. [1, 2]

Here's a more detailed overview:

Core Functionality:

- **Digital Employee Experience (DEX):** The suite focuses on ensuring a smooth and uninterrupted digital experience for employees, minimizing frustrations and enabling them to focus on their work. [2, 2, 3, 3]
- **Autonomous DEX Platform:** It leverages automation and AI to proactively identify and fix issues, predict device drift, and deliver personalized DEX. [2, 2, 4, 4]
- **Endpoint Management:** Provides real-time visibility and control over endpoints, ensuring compliance and enabling rapid response to security vulnerabilities. [1, 1, 5, 5]
- **IT Process Automation:** Streamlines IT processes, reduces costs, and improves efficiency by automating tasks like troubleshooting, patching, and software deployment. [1, 1, 4, 4]
- **Employee Sentiment Measurement:** Collects feedback from employees using surveys and other methods to gauge their digital experience and identify areas for improvement. [4, 4, 6, 6]
- **Experience Analytics:** Provides data-driven insights into employee digital experience, allowing IT teams to make informed decisions and improve their services. [1, 4, 4, 6, 6, 7, 8]
- **Application Experience Management (AXM):** Manages the performance and availability of applications used by employees, ensuring a positive user experience. [4, 4, 9, 10]
- **Hardware and Software Asset Management:** Provides visibility and control over hardware and software assets, enabling IT to optimize resource utilization and reduce costs. [1, 2, 4, 4]
- **Virtual Desktop Experience (VDX):** Optimizes the performance of virtual desktops, ensuring a smooth and reliable experience for users. [1, 4, 4, 11]

Key Benefits:

- **Improved Employee Productivity:** By minimizing digital friction and ensuring a smooth experience, the suite helps employees stay productive and focused. [2, 2, 12, 12]
- **Reduced Costs:** Automation and improved efficiency lead to significant cost savings in

IT operations, service desk management, and endpoint management. [1, 1, 4, 4]

- **Enhanced Security:** Real-time endpoint management and proactive security measures help organizations maintain compliance and reduce the risk of security breaches. [1, 1, 4, 4]
- **Improved Employee Satisfaction:** By delivering a better digital experience, the suite can contribute to higher employee satisfaction and engagement. [1, 1, 12, 12]
- **Data-Driven Decisions:** The suite provides data-driven insights into employee digital experience, allowing IT teams to make informed decisions and improve their services. [1, 4, 4, 6, 6, 13, 14]
- **Business Alignment:** The suite's focus on delivering a positive digital experience and reducing costs aligns IT with business goals. [1, 1, 2, 2]

Target Audience:

The 1E DEX Management Suite is designed for IT teams responsible for managing and supporting the digital workforce, including IT service desks, endpoint security teams, and those responsible for end-user computing. [2, 15]

In summary, the 1E DEX Management Suite is a comprehensive platform that helps IT teams improve the digital experience of their employees by proactively identifying and resolving issues, automating tasks, measuring employee sentiment, and providing data-driven insights. It aims to empower IT to become more strategic enablers by optimizing processes, reducing costs, and enhancing employee productivity and satisfaction. [1, 2, 4]