



# Digital Employee Experience Assessment Service

## Highlights

**Reduce Friction** for happier and more productive end users.

**Gain insights** into technology performance and usage.

**Secure and optimise** systems, processes and workflows.

**Control costs** and make informed procurement decisions.

## Introduction

In today's remote and hybrid working world, understanding the Digital Employee Experience (DEX) is crucial for improving employee engagement and organisational performance.

From productivity to talent acquisition and retention, security to operational agility, DEX extends far beyond IT teams. By utilising DEX insights, line of business leaders can create holistic employee experience strategies by:

- Discovering issues and indicators of digital friction.
- Increasing efficiency through insights and automation.
- Accelerating value realisation of technology deployments.
- Improving employee engagement and reducing attrition.

*With no meaningful insights on digital workspace systems and processes, how can organisations satisfy employee needs in the future of work?*

## Methodology

Our Digital Employee Experience (DEX) assessment provides organisations with the information they need to make more informed decisions. During this assessment, we analyse how employees experience today's digital environment and highlight enhancement opportunities that benefit the employee experience and organisational effectiveness.

### ▶ Discover

The purpose of the initial workshop is to understand the business context, including:

- Identifying your strategic drivers and objectives.
- The current landscape state and objectives.
- Timelines and engagement mode.

### ▶ Define

During subsequent workshop(s) our specialists will work with you to:

- Analyse the endpoint, application and network connectivity performance.
- Review application stability, collaboration platform usage and workflows.
- Identify underutilised technology assets.

### ▶ Recommend

The output of this activity is a concise roadmap that includes:

- Optimisation of systems to boost the digital employee experience.
- Streamlining of ITOps and automated remediation.
- Future enhancements and continuous improvement considerations.

## Customer Success Services

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## Get in touch

Contact your account manager.

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