4 Benefits of DEX
for your Service Management

Although more than half of IT teams see digital employee experience (DEX) a high priority, they still lack the C-level buy-in. At the same time, almost a third of employees reach out to a colleague instead of a help desk when they experience a tech issue. Why? 55% of them believe it's faster.

Better DEX has more benefits for your service management than you think and here are the top four.

01 Discover assets, services & dependencies

Equip your service desk analysts with all asset insights – device, users, usage, performance, licensing and warranties status – and move towards **proactive support.**

21% of IT professionals don't have full visibility into which workplace applications employees use.

02 Measure & improve support quality

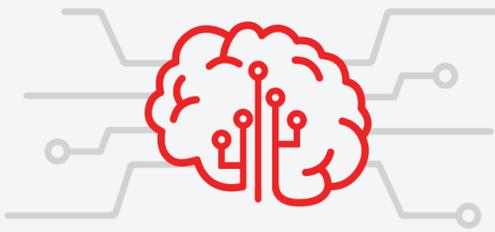**Reduce escalations** and resolve more issues on the first call.

37% of IT teams use speed of ticket resolution to track DEX.

03 Identify issues proactively

Enable your team to use **intelligent automation and AI powered bots** to remediate issues proactively.

48% of office workers prefer to fix their own tech problems when possible.
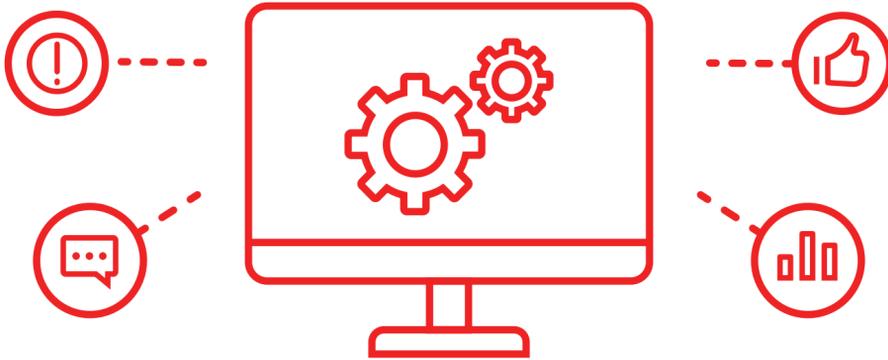
26% companies don't offer self-service resources.

04 Resolve incidents & security threats

Identify service interruptions before end users report them, quantify impact and severity and leverage automation to **accelerate diagnosis and remediation.**

32% of IT teams report uptick in ticket volume due to remote working...

...but only

8% prioritize automating repetitive tasks.

Learn how to improve Mean Time to Repair (MTTR), reduce ticket volume and shift left to accelerate resolution time and reduce cost in the ITSM+ Toolkit.

Get started here

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