

1E for Digital Experience Observability

1E for Experience Observability is a Digital Employee Experience solution that allows IT to measure, understand, and troubleshoot the employee digital experience in real-time.

Common Challenges



Low digital empathy: Lack of understanding of IT's performance relative to business expectations

IT teams across sectors struggle to measure the department's performance relative to employee needs. Measuring how the digital experience consistently affects employee productivity is difficult. And since you can't measure it, it isn't easy to know if your actions to address improve the digital experience are effective or not.



Reactive issue resolution

Reactive issue resolutions trap IT operations teams in responding to a never-ending stream of issues that have a meaningful negative impact on end users. Teams need a way to get ahead of problems and address them before end users are affected or even aware that there was an issue.



Poor visibility of endpoint estate

The lack of visibility of the endpoint estate creates a large amount of work when IT is trying to address issues. It becomes challenging to conduct root cause analysis or troubleshoot issues with incomplete endpoint estate information.

Included 1E Products



1E Experience Analytics

Provides DEX scoring, experience monitoring & root cause analysis of all endpoint and app experience issues



1E Endpoint Troubleshooting

Enables client engineering folks to remotely query and fix experience issues on one or many endpoint without need for a screen sharing session



1E Inventory Insights

Provides high quality, normalized inventory and insights on usage, software that's out of support, on an old version and version sprawl



1E Employee Sentiment

Find out how users feel about their service and overall digital employee experience



1E Endpoint Automation

Leverage a library of automated fixes to remediate issues and (optionally) develop your own fixes for any enterprise DEX issue

Benefits

- ✓ Gain certainty about the progress of DEX transformation
- ✓ Better visibility of experience issues and their cause
- ✓ Fix experience issues faster, without disrupting the end user and without a desk-side visit
- ✓ Improve stability and performance on user's devices by leveraging insights on software usage to remove unused software
- ✓ Improve experience and security posture by cleaning up version sprawl and out-of-support software
- ✓ Align IT resource investments with company priorities by measuring the effectiveness of the investments
- ✓ Fewer experience issues across the enterprise through proactive self-healing policies

IT modernization to meet the ever changing needs of a hybrid workforce requires a deep understanding of the end users' experience and the technology they need to be productive. 1E for Experience Observability is a Digital Employee Experience solution that allows IT to measure, understand, and troubleshoot the employee digital experience in real-time.

