

DEX INTELLIGENCE SERVICE

Provides key insights on employee digital experience to enable informed IT decision-making. Monitors device and application performance, network reliability, and users' digital experience. Our analyst provides insights and recommendations for improvement. Access the Aternity platform to drive change, resolve issues, and boost productivity. Supports Windows, Mac OS, iOS, Android, and Virtual Desktops.



HOW DOES THE SERVICE WORK?

The service begins with an onboarding session where your Softcat Customer Journey Manager explains the service to you and your stakeholders, ensuring everyone knows prerequisites, like the need for technical resources when required.

Softcat's Technical team then creates your platform instance and assigns appropriate user profiles and permissions. Our SAM Technical Team will then give you access to the agents and guide you through the installation process. Automatic monitoring will then start, sending the data required to understand your current digital employee experience.

You will then receive access to the DEX platform and training on its pre-built dashboards. You will be able to create automated remediations using the inbuilt Runbooks feature. Our DEX Analysts can help create any additional bespoke dashboards. We will continue to support your platform from our 24/7 Operations Centre throughout your agreement.

We will provide monthly reports and workshop calls to help you maximise the platform and improve your digital employee experience scores. During these calls, we highlight focus areas and provide recommendations for improvements, which Softcat can help implement.

Our goal is to increase your DXI score, indicating higher employee productivity and allowing your IT team to be more proactive with support.

BENEFITS TO YOU

People

Delivers tangible benefits like better day-to-day user experiences, higher system uptime, and improved service quality. By onboarding, creating customised platforms, and gathering data, it ensures a smoother digital employee experience.

Ongoing support and reporting also help optimise your operations efficiently.

Technology

Leverages advanced technology to offer a holistic view of your people's digital experience. It proactively addresses performance issues, leading to fewer service tickets and quicker resolutions.

By offering an integrated view of end-user devices and critical application metrics it also streamlines management and enhances operational efficiency.

Commercials

Simplifies operations through automation and enhanced visibility, reducing the time and effort required to manage and resolve issues.

It also offers a straightforward, monthly commercial model for cost-effective and predictable service.

SUITABLE FOR YOU IF...

- ✓ You are looking to increase the visibility of end-user experience and device performance.
- ✓ You want to enhance your users' day-to-day experience.
- ✓ You want to lower and automate your service tickets
- ✓ You need greater visibility of the performance of your device estate
- ✓ You need a greater reporting and monitoring capability

WORKS WELL WITH

Managed Device Lifecycle Service

Ensuring joiners, movers and leavers have the right device at the right time. Configuring and managing every device throughout its lifecycle.

SaaS Support Service

Offers a complete SaaS management solution via a web-based portal. You can view all your SaaS subscriptions and usage in one place, helping you to identify optimisation opportunities, manage entitlements, and report on spend across all your SaaS vendors. Softcat's Intelligence Service Team supports and guides you to help you get the full value of your service.

Multi-Vendor Support Service

Offers customers a convenient and central point of contact for maintenance support of both hardware and software from various vendors.

WHAT'S INCLUDED

Monthly Service Report – You will receive full onboarding to the platform, with a multitude of dashboards available out of the box to monitor and manage the health and performance of your device estate.

Managed Service - Our service team will look after all the patching and management of the tool. We also provide monthly reports with insights into how you can optimise the performance of your device estate, look for areas to lower cost, increase sustainability, and even help with projects such as the move to Windows 11.

Application insights – Network analytics are all included, allowing you to focus on outcomes while we run and provide guidance from the platform itself.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.