Softcat

DEX SNAPSHOT SERVICE

Offers vital insights for informed IT decisions. The service provides a high-level snapshot of your device and application performance, network reliability, and users' digital experience. Our in-house analyst will then offer insights and recommendations to improve your digital experience.

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.

Softcat's DEX Snapshot service is perfect for short-term projects and tactical decisions. After one month of monitoring and managing the platform, we produce a report covering areas like Windows 11 readiness, hybrid work, SaaS engagement, network stability, device insights and any other specific information required.

At the end of the engagement, we deliver a high-level snapshot report to show you how the software works and conduct a workshop to present quick wins and areas of focus for your device estate. We will highlight specific focus areas and provide recommendations for improvements that Softcat can help implement; just ask your account manager.

BENEFITS TO YOU

People

This is a comprehensive solution to optimise your IT infrastructure and enhance user satisfaction.

The assessment will provide better end-user experiences, increased uptime, proactive issue resolution, and performance management, as well as capture essential asset data from informed decision-making and efficient resource allocation.

Technology

Gain a holistic view of your people's experience, enabling proactive performance issue analysis and resolution.

This helps to reduce service tickets and provide quicker issue resolution, all through a unified interface for end-user devices, accompanied by extensive application metrics.

Commercials

Streamlines IT management with automation and enhanced visibility, reducing the time and effort required for issue resolution.

Offers a straightforward, upfront commercial model for ease of engagement.

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

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

Effective Licence Position Assessment

Providing a view of your current license position, to help you identify potential cost savings and optimisation within your IT estate.

Security Baseline Assessment

Service description Providing a 'point-in-time' look at your organisation's cyber security posture in comparison with industry best practice.

WHAT'S INCLUDED

Initial Findings – A comprehensive report will be provided one month after the service commencement, detailing the outcomes derived from the service.

Service Deliverables – You will receive an extensive dashboard pack outlining the impact, changes, and monitoring of all aspects of the end-user experience, along with targeted recommendations for enhancing experience, boosting productivity, and minimising faults.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.