# Softcat

# DEX ASSESSMENT SERVICE

A 90-day assessment that provides insights on employee digital experience, helping you make informed IT decisions. It covers device and application performance, network reliability, and users' digital experience. Our in-house analyst offers insights and recommendations for improvement. The service supports Windows, Mac OS, iOS, Android, and Virtual Desktop solutions.

## 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.

In the second month, you will get access to the DEX platform and receive training on the tool with its pre-built dashboards. Our DEX Analysts can help build any additional bespoke dashboards needed. We will support your platform from our 24/7 Operations Centre throughout your agreement.

In the third month, we will deliver an assessment report and hold workshop calls to help you maximise the platform and improve your digital employee experience scores. We will highlight focus areas and provide recommendations for improvement, which you can discuss with your account manager to receive implementation support.

## 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 and data to support informed decisions.

### 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

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

# WHAT'S INCLUDED

**Managed onboarding** – 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.

**Bespoke Dashboards and Reports** – Our DEX Analyst will work with you to produce custom reports and dashboards to provide further insight.

**Assessment Report** – After three months, our DEX Analyst will provide an assessment report to you to show findings, any trends and any recommendations to alleviate problems found.

**Service deliverables** - These will be presented to you as a dashboard pack showing the impact/change/monitoring of all areas of end-user experience and subsequent recommendations on improving the experience, productivity and reducing faults.

# SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.