

DEX ASSESSMENT SERVICE

A 3-month service providing insights into device/app performance, network reliability, and user experience to empower informed IT decision-making and drive positive change.



HOW DOES THE SERVICE WORK?

We start with an onboarding session where your Softcat Customer Success Manager explains the service to you and your stakeholders, ensuring everyone knows the prerequisites, like providing technical resources when required.

Softcat's Technical team then creates your platform instance and assigns the appropriate user profiles and permissions. Next, you can install your agents to pull all the data required to understand your current digital employee experience.

Once the connections are complete, you can start using the DEX platform with pre-built dashboards. We can also help build any additional dashboards you might need. Our 24/7 Operations Centre will support your platform throughout your agreement.

We will deliver a platform demo in month 2 and set up any additional dashboards and reports required, and then on month 3, we will show trends over the past 3 months and discuss options moving forward.

BENEFITS TO YOU

People

Softcat's DEX Assessment Service provides better end-user experiences, increased uptime, proactive issue resolution, performance management, and capturing essential asset data for informed decision-making and efficient resource allocation.

It's a comprehensive solution to optimise IT infrastructure and enhance user satisfaction.

Technology

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

This results in reduced service tickets and quicker issue resolution, all through a single pane of glass for end-user devices, with comprehensive application metrics and data for informed decision-making.

Commercials

Softcat's DEX Assessment Service streamlines IT management with automation and enhanced visibility, reducing the time and effort required for issue management.

Additionally, it 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 the day-to-day experience of your users.
- ✓ 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.

Licence Baseline & Optimisation 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

Findings - You will receive a report after each month resulting from the service outputs.

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

Assessment Report - After the 3 months have finished, 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.