DEX INTELLIGENCE SERVICE

Softcat

Offers ongoing insights into employee digital experiences, empowering informed IT decisions by monitoring performance and reliability to enhance productivity and proactively resolve issues.

HOW DOES THE SERVICE WORK?

Our service begins with an onboarding session led by your Softcat Customer Success Manager, where we explain the service and its prerequisites to you and your stakeholders. After that, our Technical team sets up your platform instance, configures user profiles and permissions, and assists with agent installation to gather necessary data for understanding your digital employee experience.

Once the connections are established, you can start using the DEX platform, which includes pre-built dashboards. We are also available to help you create any additional dashboards you may require. Throughout your agreement, our 24/7 Operations Centre supports your platform.

We provide monthly reporting and conduct workshop calls to help you maximise the platform's benefits and enhance your digital employee experience scores. We offer continuous insights into employee digital experiences, capturing data on device and application performance, network reliability, and user experiences. This empowers you to make informed IT decisions, proactively address issues, and improve user productivity effectively.

BENEFITS TO YOU

People

The service enhances daily end-user experiences, boosts system uptime, and improves service quality.

We achieve this through onboarding, tailored platform development, data collection, and ongoing support with reporting, ultimately helping you optimise your operations.

Technology

We utilise advanced technology to provide a comprehensive view of your team's digital experience, proactively addressing performance issues, reducing service tickets, and expediting resolutions.

We offer a unified perspective on end-user devices and valuable application metrics, simplifying management and improving operational efficiency.

Commercials

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

Additionally, we offer 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 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 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.

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 - Customers will receive full onboarding to the platform, with many 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 and provide monthly reporting, providing insights into how you can optimise the performance of your device estate, as well as looking for areas to lower cost, increase sustainability, even help with projects such as the move to Windows 11.

Application insights - Network analytics are all part of the package, allowing you to focus on outcomes while we run and provide guidance from the platform.

SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.