

DEX SNAPSHOT SERVICE

Tracks device and app performance, network reliability, and user digital experience in one platform, empowering you to drive positive change, proactively address issues, and boost user productivity.



HOW DOES THE SERVICE WORK?

The service is a 30-day snapshot service with a max of 250 devices, designed as a proof of concept or to help with small projects.

The service starts with an onboarding session led by your Customer Success Manager, explaining the service and gathering project-related insights. This ensures everyone understands prerequisites, such as providing technical resources when needed.

Following that, our Technical team creates your platform instance and facilitates agent installation to gather essential data for understanding your digital employee experience.

Our DEX Snapshot service suits short-term projects and tactical decisions. We install, monitor, and manage the platform, providing a comprehensive report after one month, covering areas like Windows 11 readiness, hybrid work, SaaS engagement, network stability, device insights, and customised information.

At the end of the snapshot, we deliver a report and conduct a workshop call to demonstrate the software's functionality and help you optimise your digital employee experience scores.

BENEFITS TO YOU

People

The service helps identify user challenges in their environment and deliver recommendations that may be fit for the wider scale.

It also collects vital asset data for informed decision-making and efficient resource allocation, optimising IT infrastructure and user satisfaction.

Technology

We offer a holistic view of your people's experience, enabling proactive performance analysis and issue resolution, leading to fewer service tickets and faster problem-solving.

This is achieved through a single dashboard for end-user devices, complete with application metrics and data for better decision-making.

Commercials

We help to analyse a slice of your user environment to enable informed decision-making for projects.

Additionally, our service offers a straightforward, upfront commercial model for ease of engagement.

SUITABLE FOR YOU IF...

- ✓ You are looking for point-in-time visibility of user experience and device performance challenges.
- ✓ You want to enhance data-driven decisions for short-term projects.
- ✓ You need to sample user experience data representative of specific departments or divisions.
- ✓ 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.

License Baseline & Optimisation Assessment

Providing a view of your current licence 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

Initial findings – Customers will receive a report after one month resulting from the service outputs.

Service deliverables – These will be presented to the customer 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.