



# A Winning Combination

Digital Employee Experience Solutions  
and Login Enterprise



# Digital Employee Experience is More Important than Ever

Technology plays a central role in shaping the employee experience. Regardless of whether employees are working on-site, from home, or in a hybrid arrangement, the digital employee experience provides insights into how well-equipped and empowered they are to perform their duties, regardless of their location.

The digital employee experience refers to the level of satisfaction employees derive from their interactions with the technology they use for their work. Several key aspects contribute to the digital employee experience, including:

- **Performance of infrastructure and applications:** Are they properly configured to enhance employees' productivity?
- **Reliability of devices and programs:** Does the technology consistently function without disruptions?
- **Mobility:** Can employees work efficiently from any location?
- **Collaboration:** Do collaboration tools enhance productivity and contribute to the success of the business?

Given the increasing reliance on technology for interactions with colleagues, customers, and other stakeholders, it is imperative to gain deeper visibility into and manage end-users' technology experience.

## Consequences of Poor Digital Experiences

1. Employees experience too much friction due to endpoint issues and become less productive.
2. IT help desks are overwhelmed with chronic issues and can't focus on strategic projects.
3. Employee sentiment is unmeasured and leaders lack the clarity to improve digital experiences.
4. Organizations may be falling behind in unlocking employee potential and even risking retention.



# Growing Popularity of Digital Experience Focused Solutions

To address this challenge, a growing number of enterprises are deploying digital employee experience (DEX) and digital experience monitoring (DEM) solutions and services to support the modern workforce.

Many organizations see DEX and DEM as a key to improving workers' satisfaction and therefore retaining them at a time when many are considering job and career changes. DEX and DEM are two distinct approaches to managing and optimizing the user experience, each serving unique purposes.

DEX encompasses a holistic strategy aimed at optimizing every aspect of the user's digital journey. It goes beyond monitoring and actively seeks to understand, analyze, and enhance the entire user experience across various touch points, applications, and channels.

On the other hand, DEM tools concentrate primarily on the real-time or near-real-time monitoring of digital services and applications. DEM tools provide IT teams with insights into the performance and availability of digital assets. These insights enable them to quickly identify and address issues such as slow load times, downtime, or security threats. While DEM is an essential component of DEX, its scope is narrower, focusing on the technical aspects of digital operations.



# 50%

Gartner® estimates that by 2025, 50% of IT organizations will have established a DEX strategy, team, and management tool, up from 15% in 2022.<sup>1</sup>

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<sup>1</sup> Gartner, Market Guide for DEX Tools, Dan Wilson, Tom Cipolla, Tori Paulman, Autumn Stanish, Stuart Downes, August 2022



# Key Capabilities of Digital Experience Focused Solutions

Digital experience-enhancing solutions encompass a broad array of offerings, shaped by the diverse range of needs they serve. This vibrant landscape has given rise to numerous vendors, some of whom offer overlapping capabilities in Unified Endpoint Management (UEM) or IT Service Management (ITSM). This overlap can occasionally lead to less-than-perfect alignment among the offerings. However, within this diverse ecosystem, there are core capabilities that these tools commonly share.

<b>Data Collection and Aggregation</b>	<ul style="list-style-type: none"> <li>Track device and application inventory, stability and responsiveness, performance, and usage.</li> <li>Segment by location, department, or employee type.</li> <li>Gather and monitor employee sentiment.</li> </ul>
<b>Analysis and Insights</b>	<ul style="list-style-type: none"> <li>Measure technology adoption, performance, and capacity.</li> <li>Identify interruptions, incidents, performance degradation, and crashes.</li> <li>Analyze how employees feel about deployed technology—in aggregate and by type.</li> <li>Compare performance, issues and experience scores against similar companies.</li> </ul>
<b>Actions</b>	<ul style="list-style-type: none"> <li>Remediate issues with automated actions, such as script execution, service restart, or configuration changes.</li> <li>Engage employees with feedback surveys, announcements, or prompts to adjust behavior.</li> </ul>

## Digital Experience Vendors and Solutions

- **1E**  
Tachyon
- **ControlUp**  
DEX Platform
- **eG Innovations**  
eG Enterprise
- **Ivanti**  
Neurons for Digital Experience
- **Lakeside Software**  
Digital Experience Cloud
- **Liquidware**  
Stratusphere UX
- **Nextthink**  
Nextthink Experience
- **Riverbed**  
Aternity Digital Experience Management Platform
- **VMware**  
Workspace ONE Intelligence



# Common Challenges When Using Digital Experience Management and Monitoring Solutions

While digital experience tools offer many benefits to IT teams, there are also some challenges that they may face when implementing and using these tools. Here are some of the common challenges:



## Complexity

In large or distributed environments, these solutions are often complex to implement and use.



## Data Overload

Large volumes of collected data can be overwhelming to manage and analyze— making it difficult to identify the most critical issues.



## False Positives or Negatives

The generation of false positives or false negatives can impact IT team's ability to prioritize issues and resolve them efficiently.



## Limited Insight into Interactions

A lack of insight into the user's behavior and application interactions can limit the ability to understand the root cause of issues impacting user experience.



## Regulatory Barriers

Most solutions require an agent and some organizations may run into barriers due to legislative, regulatory, industry, or labor union limits on data collection and use.



## Cost

Organizations with limited budgets may find these solutions expensive to implement and maintain, and difficult to quantify the business value.



# Login Enterprise's Proactive Approach Enhances Your Existing Digital Employee Experience Solutions

Digital Employee Experience solutions are primarily designed to monitor and improve virtual desktop environments in production. But building highly performant environments is a journey that starts with proper planning and benchmarking, tracking changes and continual optimization of a complex stack. Login Enterprise fills in the gaps by providing agent-less capabilities that work in both pre-production and production for built-in predictability through data-driven performance insights.

## Allocate Resources Intelligently

Repeatable benchmarks facilitate precise capacity planning and environment sizing. Moreover, IT can use data to spot potential hardware and software issues from the start.

## Get Early Warning Alerts

Utilize virtual users to gather performance insights and alert on environment and in-application health—ensuring that any issues are detected and addressed well before users ever login.

## Gain Geographically Aware Insights

Strategically deploy virtual user across distributed sites. With insights into performance from various geographical locations, IT teams can quickly address disparities in performance.



# Login Enterprise's Fills in the Gaps for Better Performance

## Automate Change Validation

Never be caught off guard by performance disparities before and after image or application updates— benchmark the impact of change, validate functionality and performance, and automate the entire process.

## Avoid Unnecessary Spending

Use data-driven insights and cost metrics to make smarter decisions on workload placement, cloud instances, and right-sizing hardware for on-premises implementations.

## Augment User Benchmarks

Leverage an easy to understand EUX Score that measures the overall desktop environment performance from the end-user's perspective. It considers various factors such as response time, availability, and reliability to provide a holistic view of the user experience.



# A Winning Combination

By combining Login Enterprise with Digital Experience solutions, organizations can gain a competitive edge. Enhanced visibility, resilience, performance, and cost-efficiency pave the way for sustainable growth and improved user satisfaction.

**Enhanced Visibility:** Obtain a holistic view of your virtual desktop landscape. Comprehensive insights enable an understanding of user experiences, application performance, and overall health—letting you to maintain higher levels of efficiency.

**More Resilient Environments:** By simulating user activity at different scales, Login Enterprise aids in estimating scalability needs accurately. It helps organizations plan for growth, implement effective strategies, and evaluate technology changes.

**Consistent Performance:** Close the loop between production and pre-production with a system of checks and balances. A continuous approach identifies creeping degradation early rather than waiting for users to hit a boiling point and call the helpdesk.

**Fewer Incidents and Outages:** Combining both solutions leads to a noticeable reduction in disruptive incidents and outages. Early detection coupled with automated remediation and self-healing mechanisms ensures issues are swiftly and efficiently resolved.

**Lower Costs:** Leverage cost metrics from Login Enterprise and qualitative end user sentiment from your digital experience solution to make smarter financial decisions without compromising the end-user experience.



To spot performance issues



Improvement in supported users



Automation of change testing



Less frequent outages



Reduction in cloud costs





# Discover how Login Enterprise can add value to your existing digital experience strategy.

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