

Optimize Your Digital Employee Experience

At a glance

Experience Management encompasses the processes and tools used to deliver, measure, analyze, and remediate digital tools for work.

Workspace ONE® Experience Management is key to your company's success

Your organization must provide a seamless, engaging, and efficient digital experience for employees. Digital employee experience (DEX) isn't optional—it's a crucial KPI for IT teams. The goal of DEX is to enhance user satisfaction and drive business growth. Experience Management is essential for understanding user behavior, ensuring the performance and reliability of the digital workspace, and boosting productivity.

Key components of Experience Management include:

- Experience score dashboards
- Device details and timelines
- Insights and guided root cause analysis
- Templates and workflows
- Synthetic URL testing
- Employee surveys

Experience Management is a core component of our solutions that empower organizations to transform from reactive to proactive IT, improve employee productivity, and optimize IT operations.

omnissa™



Transform the workspace

Experience Management empowers your organization to minimize technical disruptions. By proactively addressing issues, IT staff can support your company effectively and ensure that business goals are met.



Measure experiences

Combine robust experience telemetry across devices, virtual desktops, and applications with user sentiment data; out-of-the-box.



Analyze insights

Accelerate identification and resolution of problems with a prioritized, real-time list of experience-related anomalies.



Remediate automatically

Proactively resolve issues, deflect future tickets, and keep employees engaged and informed. Optimize IT and minimize help desk costs.

Supporting a remote or hybrid workforce challenges IT with limited visibility due to fragmented data from various tools. Experience Management overcomes this by aggregating data from multiple sources, providing comprehensive visibility across devices and apps.

Key use cases

Discover unreported issues -

Real-time data collection gives admins an at-a-glance view of their current organization scores, top contributors to poor experience, and anomalies to help prioritize resolution.

Troubleshooting and root cause

analysis - Empower IT to troubleshoot individual issues with granular breadcrumb and timeline views or automate large-scale issue investigation using guided RCA to jumpstart resolution.

App license optimization -

Monitor usage of enterprise applications, identify unmanaged applications, forecast adoption, and automate employee survey or license revocation to optimize your investment.

Change management -

Prepare employees for new rollouts, monitor adoption rates, identify and track any impacts to end-user experiences to maintain performance and compatibility.

Make an impact on productivity

Businesses with a strong DEX strategy and the right tools experience fewer technology related issues, better security, and higher productivity. These benefits positively impact your company's bottom line.

Key benefits

Engaged and productive employees — A seamless IT experience minimizes disruption, frustration and time wasted on opening tickets and resolving issues.

Improved business outcomes — Satisfied and engaged employees drive better business outcomes.

Increased efficiency and agility — By proactively monitoring the digital workspace and identifying and resolving issues, the IT environment becomes more stable, reliable and predictable.

Reduced time to resolution — In-context dashboards and reports help IT quickly troubleshoot issues.

DEX can be a key differentiator for your business. If your company cannot identify and address the root cause of your issues, they are likely to recur, leading to ongoing productivity losses and increased expenses. Experience Management offers analytics and insights which impact the long-term future of your company's success. With Omnissa, you can enhance your organization's productivity.

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