

# Digital Experience Management (DEX)

Deliver predictable performance | Prevent disruption | Reduce cost | Prove employee experience gains

Silent fixes & runbooks

ServiceNow integrated

Cross-OS coverage

## The outcomes leaders care about

DEX removes digital friction across devices, apps and networks so work feels consistent and reliable.

- Time back for teams: fewer disruptions, less waiting, less rework
- Lower cost-to-serve: fewer tickets, fewer escalations, faster resolution
- Less risk during change: upgrades, migrations and rollouts with fewer incidents
- Executive confidence: clear evidence that IT is improving productivity and experience

## What “prevention” looks like – a real life example

**Unreported issues hurting experience and cost:** battery wear and RAM bottlenecks, Wi-Fi instability, screen faults and excessive power use.

**Interventions:** silent detection and remediation, plus targeted swaps/upgrades.

**Results achieved with DEX:**

**60%**

reduction in  
application crashes

**96**

DEX score  
(vs 77 benchmark)

**£182**

productivity savings  
per device

**2.2t**

CO2 saved per year  
per site

## Hidden drains on productivity

Tickets and surveys show who complained – not how work actually feels day-to-day.

Recurring issues seem “resolved” but don’t disappear; productivity loss patterns are missed.

Firefighting replaces prevention.

High CSAT can hide slowdowns, freezes and crashes.

Leaders lack a true view of device, app and network performance.

## Visible gains with DEX

Friction detected early – before users feel the impact.

Root causes correlated and repeat incidents prevented.

Silent fixes applied and runbooks keep teams productive.

Experience turns into confidence, productivity impact and quantifiable value.

## Are your people as productive as you’d like? Consistently.

If not, with the **Digital Experience Management (DEX)** platform, we quantify what’s getting in the way, remove the friction, and prove the value with measurable outcomes.

Typical questions we answer quickly:

- Where does friction show up most – apps, devices, Wi-Fi, VDI, SaaS or specific user groups?
- What’s the cost of inconsistency in lost time, repeat incidents or delayed work?
- What would improving consistency mean for productivity, cost and confidence in change?

## How we deliver it

We start with a Digital Experience Proof of Value to establish the baseline, surface the highest-impact friction journeys, deploy quick wins, and deliver an executive-ready pack that links improvements to business outcomes.

## Wanstor Managed DEX tiers

Choose the level of service matching your ambition – from stabilising experience to continuous improvement.

DEX Foundation		DEX Insights
Purpose	Deliver consistently high service quality and reliability using automation, triage intelligence and validation tools to resolve issues faster and prevent repeat incidents.	Actively manage and improve the digital employee experience through continuous monitoring, analytics and optimisation across people, process and technology.
What's included	<ul style="list-style-type: none"><li>• Real-time DEX telemetry for endpoints and core apps</li><li>• Automated fixes, triage for complex incidents and device health validation</li><li>• Cross-industry automation library as standard (Wanstor's DEX blueprint)</li><li>• Trend and root-cause analytics (symptomless problem management)</li><li>• Monthly summary of experience</li></ul>	Everything in <i>DEX Foundation</i> , plus: <ul style="list-style-type: none"><li>• Experience Score management</li><li>• Continuous monitoring of user, device and application experience</li><li>• Custom automated remediations and proactive 'DEX hunters'</li><li>• Departmental and app-level Experience Score reporting</li><li>• Cost &amp; licence optimisation insights (refresh forecasting, redundant apps)</li><li>• Quarterly executive experience review and roadmap</li></ul>
Customer value	<ul style="list-style-type: none"><li>• Fewer disruptions, faster fixes</li><li>• Consistent device and app performance</li><li>• Improved employee satisfaction</li></ul>	<ul style="list-style-type: none"><li>• Measurable productivity improvement</li><li>• Lower total cost of ownership</li><li>• Evidence-based roadmap for improvement</li><li>• Technology experience aligned to business outcomes</li></ul>
Best fit	Organisations focused on reliable operations and improved employee experience without additional complexity.	Organisations that want to measure, benchmark and continuously improve digital experience, turning data into productivity and ROI.
Indicative price*	£3–4.50 per device / month	£10 per device / month

*\*Indicative pricing. Final pricing depends on endpoint volumes, scope and required integrations.*

## DEX is an ideal fit for your organisation if you:

- Have 250+ endpoints
- Are a hybrid/remote or multi-site organisation
- Are planning a refresh, service improvement or change of programmes
- Want outcomes delivered as a service – not yet another platform to run

## Book a free <sup>\*</sup>Digital Experience Proof of Value

Ready to move from firefighting to prevention? Our **free Digital Experience Proof of Value** will provide you with an assessment report, workshop, friction heatmap, and roadmap – built for executive decision-making.

**Secure your assessment**

\* Free for organisations of 150 employees and above.