wanstor
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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?

Start with the outcome, not the technology

Before DEX begins, we agree what you're trying to improve, how success will be measured and when progress will be reviewed. We then turn digital experience insight into prioritised action and measure the results against those agreed outcomes. Ask us about DEX Value Assurance.

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	• Real-time DEX telemetry for endpoints and core apps • Automated fixes, triage for complex incidents and device health validation • Cross-industry automation library as standard (Wanstor's DEX blueprint) • Trend and root-cause analytics (symptomless problem management) • Monthly summary of experience	Everything in *DEX Foundation*, plus: • Experience Score management • Continuous monitoring of user, device and application experience • Custom automated remediations and proactive 'DEX hunters' • Departmental and app-level Experience Score reporting • Cost & licence optimisation insights (refresh forecasting, redundant apps) • Quarterly executive experience review and roadmap
Customer value	• Fewer disruptions, faster fixes • Consistent device and app performance • Improved employee satisfaction	• Measurable productivity improvement • Lower total cost of ownership • Evidence-based roadmap for improvement • Technology experience aligned to business outcomes
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 DEX strategy session

Ready to see where technology is getting in the way? We'll explore your priorities, identify the outcomes that matter and discuss how DEX could help you measure and improve the digital experience across your organisation.

Book your session