

# 6 Essential Endpoints for Impactful Digital Experience Management

How to avoid blind spots by expanding visibility across your IT environment

Digital employee experience (DEX) tools power all kinds of IT initiatives. Whether improving productivity, optimizing assets, or reducing downtime, actionable insights start with the right data. But in order to capture those deep end-user experience metrics, you need visibility across all types of endpoints throughout your IT estate.



## 1

### Devices

The most critical endpoint for most employees is their computer. The ability to support a variety of operating systems both now and in the future gives IT the freedom to procure and optimize assets based on need and performance.

- a. Windows
- b. MacOS
- c. Linux
- d. Chrome OS
- e. Microsoft Windows Server

## 2

### Mobile

Employees on the go need to stay connected to be productive. Support team members should be able to dive into real-time data when users on the front lines are struggling with their mobile device.

- a. Android
- b. Apple iOS



## 3

### VDI & DaaS

From virtual desktop infrastructure (VDI) assessment and planning to ongoing management, IT pros need accurate and detailed data to ensure virtual desktops are optimized for productivity and cost savings.

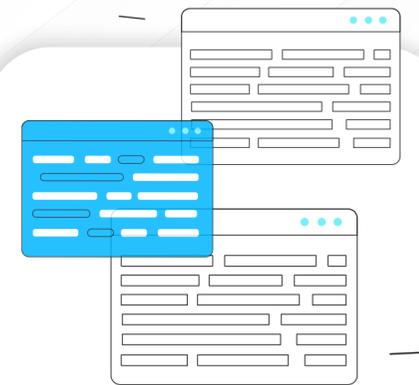
- a. VMware
- b. Citrix
- c. Azure Migrate
- d. Microsoft AVD
- e. Nutanix

## 4

### Networks

Whether employees are in office, at home, or anywhere in between, service desks need network and internet data to troubleshoot issues efficiently. This includes latency, http/https errors, Wi-Fi information, performance, connection and disconnections, and VPN details.

- a. Wi-Fi
- b. VPN
- c. Connections & Disconnections



## 5

### Applications

Collect and surface meaningful data from the end-user perspective and determine where problems start – whether it's an error, crash, fault, or lag.

- a. Software
- b. SaaS-based

## 6

### End Users

Automated feedback through surveys and engagements paired with intelligent sentiment analysis will keep IT leaders on top of the employee experience.

- a. Sentiment Analysis (Qualitative)
- b. Qualitative Scoring

