

# Digital experience trends for UK public sector workers



**80%**

experience reduced productivity due to IT issues



**25%**

rated digital experience as "very poor"



**11%**

have seriously considered leaving their jobs due to severe IT problems.



**29%**

of participants remain unsatisfied with the technology provisions in their organisation



**68%**

of respondents identified connection problems as the most prevalent IT issue

## FIVE WAYS TO IMPROVE DIGITAL EMPLOYEE EXPERIENCE IN PUBLIC SECTOR ORGANISATIONS:

**1**

Gain executive-level buy-in for digital employee experience solutions such as Lakeside's SysTrack, as public sector workers expect more executive focus, commitment and support of their technology needs (especially for remote and hybrid work) and their engagement with work-issued digital tools.



**2**

Review, continually evaluate and improve implemented DEX solutions across all stakeholders, including executive leadership, IT decision-makers and – perhaps most important – the users themselves.

**3**

Make sure that tools also can empower IT practitioners to improve the digital employee experience; otherwise, the full value of the solution is lost.



**4**

Make the most of data gathered by DEX solutions by building automation and AI-driven algorithms that enable a more proactive IT posture.



**5**

Ensure that the implementation of the DEX solution provides complete visibility across the IT estate for executive-level purposes, showing in a single dashboard where value can be achieved (e.g., cost-savings through hardware optimisation and right-sizing equipment to each employee's specific technology needs for performing their responsibilities).

### About Lakeside

Lakeside Software is how organizations with large, complex IT environments can finally get visibility across their entire digital estate and see how to do more with less. For far too long, IT teams have struggled to see what's going on in their dark estate – where costly inefficiencies, poor employee experiences, and unresolved problems hide. Only Lakeside lets you give everyone a better view, so they can see the hidden issues, see the smartest fixes, and see the biggest savings. That's why so many of the world's leading global brands rely on Lakeside. And it's how our customers see an average ROI of more than 250%. Learn how you can get a better view at [lakesidesoftware.com](https://lakesidesoftware.com). Give everyone a better view.™