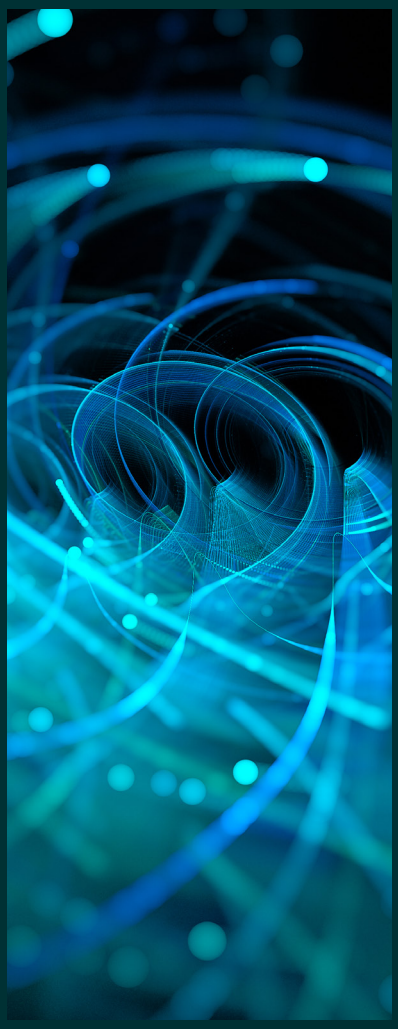
unisys

Beyond digital experience monitoring

Achieve maximum productivity by enhancing employees' IT experience







Reaching employees at the experience level

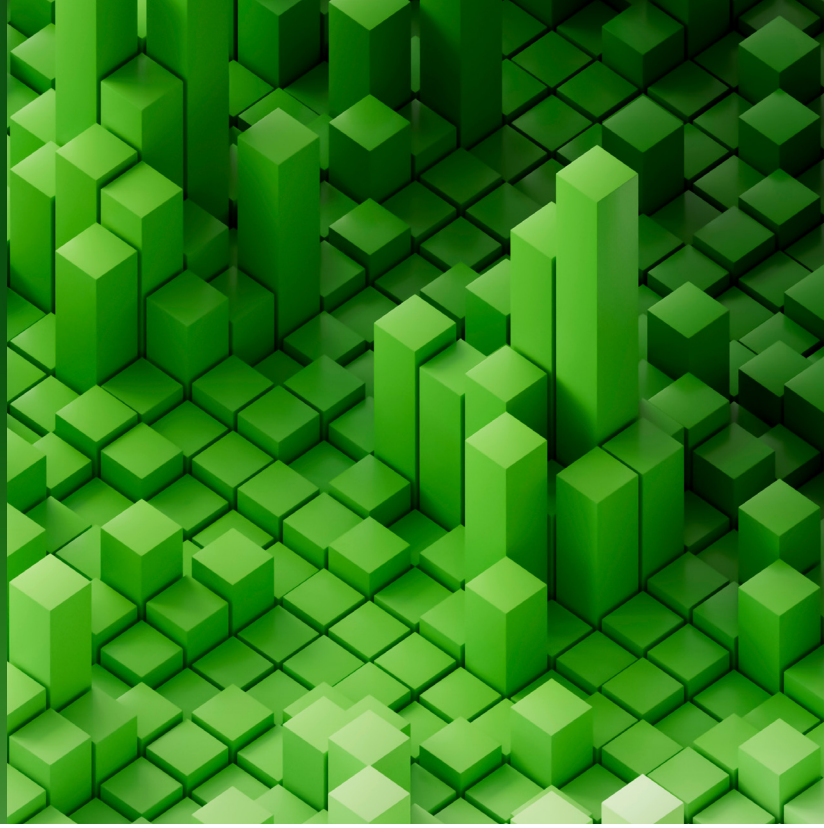


Your staff drives customer success with responsive service and creative problem-solving. Every employee—from office staff to field technician—expects technology to match their skills: personalized devices, smooth upgrades and reliable tools. Digital employee experience monitoring tools track these daily interactions, but measuring uptime and performance metrics alone can't spark the progress your business seeks. Digital Experience Management converts these metrics into practical improvements.

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The digital experience challenge



Moving past metrics to meaning

Employee experience monitoring tools excel at gathering system data—tracking device performance, monitoring application usage and generating health reports. Yet these numbers only hint at the real story of how technology affects your employees' ability to serve customers effectively.

Consider a typical scenario: Your experience monitoring dashboard shows 99% application uptime and healthy system metrics. Yet your field service team reports growing frustration with mobile app performance during support visits, leading to delayed repairs and dissatisfied customers. This gap between measurement and meaning creates real business challenges.



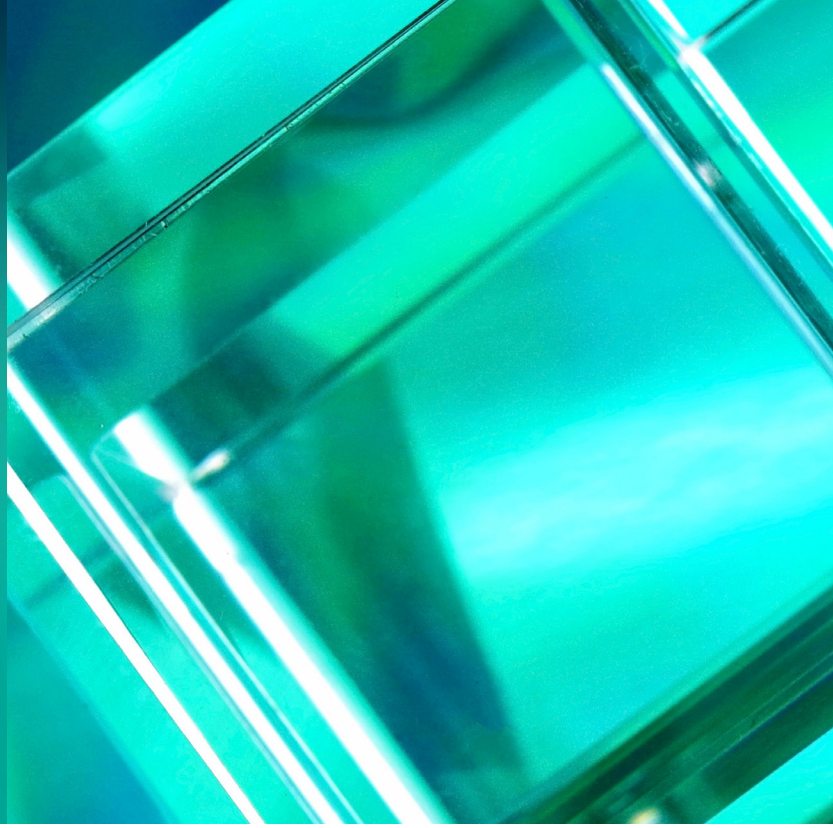
Strategic transformation through holistic experience solutions

All-encompassing employee experience solutions bridge this gap by combining digital experience monitoring tools' valuable data with strategic consulting, experience-level agreements (XLAs) and dedicated support. This comprehensive approach creates measurable improvements in employee satisfaction and operational efficiency—helping you retain top talent, serve customers faster and achieve real business outcomes through enhanced IT experiences.

The results are clear: faster issue resolution, improved first-contact resolution rates and enhanced field worker satisfaction. These improvements stem from actively enhancing every employee interaction, not just monitoring it.

Digital Experience Management: A strategic framework

Creating value beyond monitoring



The Unisys Digital Experience Management (DXM) framework builds on experience monitoring's foundation through four key components:

Strategic consulting and planning

While monitoring tools provide usage data, a complete employee experience solution examines how technology affects daily work.

- Assessment of current employee experience across all roles
- Development of targeted improvement strategies
- Creation of clear success metrics aligned with business goals

Experience-Level Agreements (XLAs)

DXM solutions shift perspective from basic service metrics to measuring actual employee satisfaction. Agreements go beyond traditional service-level agreements by addressing the critical question: "How do you feel we did?" Experience-level agreements combine operational metrics with sentiment analysis to create accountability for genuine experience improvements.

This dual approach of science and art—measuring both system performance and user satisfaction—provides a complete picture of your technology environment.

- Operational excellence and daily satisfaction
- Support response effectiveness
- Workflow efficiency improvements
- Technology adoption rates
- Overall performance enhancements

Experience Management Office

The Experience Management Office brings together Unisys experts and your organizational leaders to guide continuous improvement. This dedicated team:

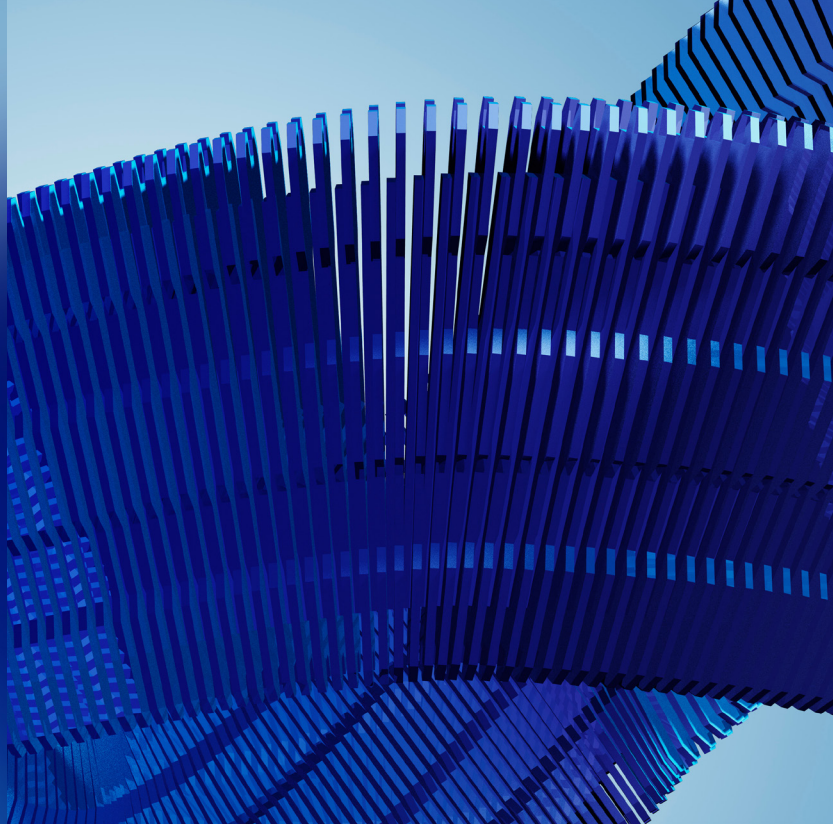
- Analyzes experience data and trends
- Identifies opportunities for efficiency gains
- Adjusts strategies based on employee feedback
- Ensures alignment between IT initiatives and business outcomes

Benchmarking and monitoring

While experience monitoring tools track basic metrics, comprehensive employee experience solutions provide a complete measurement of:

- Baseline experience metrics
- Industry standard comparisons
- Progress on improvement initiatives
- Return on technology investments

Field services and DXM: The backbone of modern workplace efficiency



Making the difference on site

Field workers require technology experiences that enhance their ability to deliver exceptional service. Modern field services equip frontline workers with AI-powered support, smart device management and flexible support options that drive measurable improvements:

Superior technology reliability

Your field teams need devices and applications that perform flawlessly in diverse environments. Unisys DXM and Field Services provides proactive monitoring and maintenance to prevent failures before they impact customer service. This means fewer crashes, reboots and network disruptions when it matters most.



Flexible support options

Field workers can access the support they need through their preferred channels—email, chat, phone, text or video assistance. Smart lockers and IT vending machines provide immediate device replacement, while on-site support remains available for complex issues.

Enhanced productivity tools

IoT sensors and augmented reality remote assistance speed up work while reducing manual effort. On-demand location-based training helps workers master new features of the latest modern tools quickly. AI-powered automation handles routine tasks, letting your team focus on customer satisfaction.

Our comprehensive approach delivers:

Faster
issue resolution

Reduced
device issues

Improved
first-visit resolution rate

Greater
field worker satisfaction

Decreased
support escalations

Improved
productivity

Measuring success: Beyond traditional metrics

The science and art of experience measurement



An effective employee experience solution combines operational data and employee feedback to reveal the true impact of technology investments on business outcomes.

Operational excellence indicators

While experience monitoring tools track basic metrics, a comprehensive employee experience solution reveals deeper insights through:

- Performance trends that identify potential issues before disruptions
- Support response patterns that affect worker efficiency
- System availability impact on customer service delivery

User sentiment analysis

Complete experience solutions capture the human side of the technology experience:

- Regular satisfaction surveys examine how technology helps or hinders daily work
- Real-time feedback captures insights during or right after support interactions
- Trend analysis connects sentiment patterns with operational changes, identifying improvements with the greatest impact

Business impact metrics

DXM connects technology to business success by measuring:

Customer satisfaction correlation:
Understanding how employee technology experiences affect service quality

Employee retention improvements:
Better technology experiences lead to more engaged employees who serve customers better

Productivity gains and cost savings:
Clear measurement of how investments translate into reduced downtime, faster resolution and improved outcomes

Implementation framework: Making the transition

Moving from monitoring to improvement



Organizations often start their experience improvement journey with just employee experience monitoring tools. A comprehensive DXM solution builds on this foundation through a structured approach:

Assessment and discovery

We evaluate your current monitoring tool implementation to understand how you measure and manage employee experiences, identifying:

- Key metrics and their effectiveness
- Underutilized data opportunities
- Critical measurement gaps
- Employee pain points beyond help desk tickets
- Support channel inefficiencies
- Technology barriers affecting service

Strategic alignment

A complete experience solution connects technology improvements to business success through:

- Experience objectives linked to business goals
- Measurement frameworks that combine operational and satisfaction metrics
- Clear ROI targets that demonstrate business value
- Performance indicators that justify strategic investments

Building your Experience Management Office

The Experience Management Office drives continuous improvement by:

- Bringing together IT leaders, business managers, and field representatives
- Establishing governance for consistent performance review
- Creating feedback channels across all organizational levels
- Enabling real-time input from field workers
- Maintaining structured evaluation processes
- Adjusting strategies based on measurable results

Moving forward with confidence



Your employees deserve technology experiences that help them excel at their jobs and serve your customers effectively. While digital employee experience monitoring tools provide valuable insights, a holistic solution like Unisys DXM delivers the comprehensive framework needed to drive real improvement.

By combining strategic consulting, experience measurement and field service optimization, Unisys DXM creates measurable business value:

- Enhanced employee satisfaction and retention
- Improved first-visit resolution rate
- Reduced technology support costs
- Increased operational efficiency

Unisys brings together global expertise, proven methodologies and comprehensive field service capabilities to deliver employee experience and support success. Our network of 7,300 field technicians across 120 countries ensures consistent support for your entire organization.

Ready to transform your employee experience?

Contact us to schedule an assessment and discover how Unisys XaaS can drive success for your organization.

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