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Are your employees losing time to technology friction?

Measure your organization's experience management readiness in five minutes.

Most organizations track IT through help-desk tickets, service-level agreements and device uptime. These metrics tell you what happened and how quickly you responded, but they miss how your employees feel about their digital tools.

When technology creates friction instead of flow, productivity suffers. Slow logins, confusing interfaces, devices that work inconsistently — these daily frustrations add up, affecting morale, output and business results. And traditional IT metrics don't capture them.

Unisys Digital Experience Management (DXM) measures employee experience as a service outcome. We combine operational data with real sentiment to identify and resolve issues before they disrupt your workforce.

Take the assessment

Answer the questions below. Each "Yes" adds one point to your score, showing how ready your organization is to manage DXM across the hybrid workplace in terms of experience-level agreements (XLAs). Your results will help you identify gaps, qualify opportunities and prioritize next steps.

Strategy and experience goals

- Do you have an employee experience strategy that's aligned to business outcomes? ○ Yes ○ No
- Are experience metrics tied to productivity, revenue, retention, customer experience and/or cost optimization? ○ Yes ○ No
- Do IT, HR and workplace teams share common experience goals? ○ Yes ○ No
- Is AI being used to predict experience issues and guide improvement priorities? ○ Yes ○ No
- Do you measure experience continuously beyond annual surveys? ○ Yes ○ No
- Have you adopted XLAs to measure critical employee experience factors? ○ Yes ○ No

Digital experience visibility

- Can you see how employees experience devices, apps and support in real time? ○ Yes ○ No
- Do you capture experience data across endpoints, networks and collaboration tools? ○ Yes ○ No
- Are AI models analyzing experience data to surface patterns humans miss? ○ Yes ○ No
- Can you identify friction points before users submit tickets? ○ Yes ○ No
- Do you benchmark experience performance over time? ○ Yes ○ No
- Do you know how your employee experience compares to your competitors? ○ Yes ○ No

Hybrid workforce support

• Can employees work productively from home, office or anywhere without friction?	○ Yes	○ No
• Are devices consistently configured and supported regardless of location?	○ Yes	○ No
• Do you offer multiple channels for support (chat, voice, self-service, in-person)?	○ Yes	○ No
• Is AI used to personalize support based on role, location, and work patterns?	○ Yes	○ No
• Can you scale support up or down without service degradation?	○ Yes	○ No

Service and support maturity

• Do you resolve issues quickly regardless of how or where they are reported?	○ Yes	○ No
• Are automation and self-service reducing ticket volume meaningfully?	○ Yes	○ No
• Can you correlate service performance with employee sentiment?	○ Yes	○ No
• Do service desk agents have the tools and knowledge to resolve issues efficiently?	○ Yes	○ No
• Are service improvements driven by data?	○ Yes	○ No

Physical workplace experience

• Do you measure physical workplace elements like meeting rooms, air quality and space booking systems as part of overall experience?	○ Yes	○ No
• Do you centralize employee support for IT and facilities in one place?	○ Yes	○ No
• Are improvements to the physical workplace driven by measurable usage, performance and experience data?	○ Yes	○ No
• Are you connecting the physical workplace with employee experience, productivity, engagement and well-being?	○ Yes	○ No

Operating model and partners

• Do you utilize per-user, per-month consumption models?	○ Yes	○ No
• Are you open to adopting an outcome-based instead of a metric-based service model?	○ Yes	○ No
• Do you have the flexibility to scale experience services up or down without significant capital commitments?	○ Yes	○ No
• Can your current operating model support continuous improvement?	○ Yes	○ No
• Do you have a partner accountable for experience outcomes?	○ Yes	○ No
• Can you add or change services without large-scale transformation projects?	○ Yes	○ No

Calculate your readiness

Add one point for each "Yes" answer, then refer to the table below to understand your organization's readiness level.

Yes ☐ No ☐

Your readiness total

27–32 points: Experience-led organization

You are well-positioned to deliver experience management across the hybrid workplace. Your strategy, data and operating model support continuous improvement and measurable outcomes. A fully managed DXM approach can help you accelerate value and scale impact across your organization.

Next steps: Schedule a discovery workshop to optimize your DXM strategy.

18–26 points: Solid foundation in place

You have many of the right elements. We can help you unify experience data, shift from metrics to outcomes and design a phased approach that builds momentum.

Next steps: Let's collaborate on your experience evolution through a discovery workshop.

10–17 points: Early-stage readiness

You're addressing experience in pockets. Focus on high-impact visibility improvements, automation and cross-functional alignment as quick wins.

Next steps: Connect with our advisory team to map your improvement strategy.

0–9 points: Foundation for growth

Opportunities exist to build a stronger foundation. Start with a focused workshop to identify where DXM can accelerate your goals and establish visibility into employee experience.

Next steps: Partner with our advisory team to explore your growth path.

Ready to accelerate your experience evolution?

Schedule a call or discovery workshop here or explore Unisys.com.

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