

# Supercharge your service desk with Omnissa's DEX solution

Streamline the digital experience  
for IT and end users alike

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# ONE solution for best-in-class DEX

Across the business world, workplace trends are compelling organizations to improve their digital toolkits and enhance the digital employee experience (DEX). At the same time, IT environments are becoming increasingly complex, requiring IT teams to manage more device types, locations, and applications than ever before. Delivering a better employee experience in the face of this IT complexity is a challenge to say the least. Thankfully, Omnisca's DEX solution can help.

Omnisca's DEX solution powered by Workspace ONE® Experience Management, Workspace ONE® Intelligent Hub, and Workspace ONE® Assist gives your IT teams a holistic view of your environment while enhancing the digital experience for end users through improved access and issue remediation. This innovative, industry-leading solution features best-in-class telemetry, automation-drive workflow orchestration, and artificial intelligence capabilities that allow your employees to do their best work from anywhere, on any device.

With one solution, your organization can realize a variety of benefits.

- Give your employees seamless, secure access to the resources they need to do their work.
- Gain insights through quantitative and qualitative data collected from endpoints and end users.
- Use these insights to accurately and effectively identify the causes of negative experiences.
- Expedite the remediation of IT challenges by leveraging AI/ML models, automated workflows, and advanced support functionalities.



## What is DEX, exactly?

According to Forrester, DEX is “The sum of all the perceptions that employees have about working with the technology they use to complete their daily work and manage their relationship with their employer across the lifecycle of their employment.”

Source: Forrester Research, Inc.  
“Digital Employee Experience Is Not A Tool, It’s A Perception.”  
Andrew Hewitt, Cheryl McKinnon, May 2022.

# Improving DEX is easier said than done

The modern work environment presents a number of challenges when it comes to delivering an exceptional employee experience.



## Difficulty supporting remote work

As hybrid work becomes more commonplace, employees expect seamless access to the tools they need to work from anywhere. To meet this expectation, many IT teams have quickly implemented multiple new technologies that probably don't work together as seamlessly as they should. In fact, **74% of managers** feel their employees are frustrated by tech disruptions and lack of experience consistency as they work across locations and devices.



## Increasingly complex environments

To support the increasing volume and variety of endpoints being adopted by organizations, IT departments have had to implement piecemeal solutions that don't readily integrate with one another. As a result, **60% of users** feel IT uses siloed tools to manage different device experiences, creating discord.

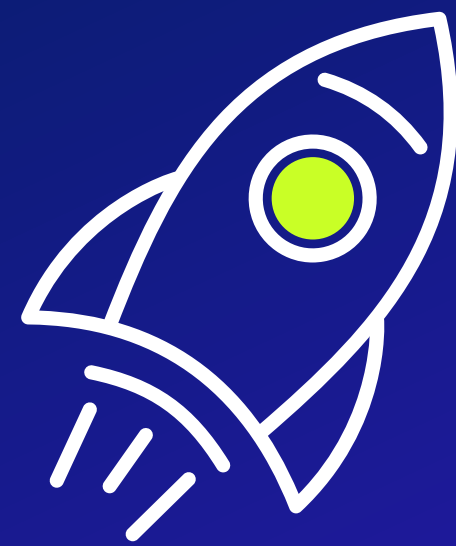


## Long resolution times

To be productive, employees need to be able to access their corporate resources from anywhere, at any time, and to resolve issues as quickly as possible so they can get back to work. However, complex environments and endpoint proliferation have made it difficult for IT teams to resolve tickets in a timely manner. Not surprisingly, **48% of employees** view insufficient training and support as the most significant inhibitors to workforce productivity and satisfaction when using business IT services.

Source: DEX Research, Enterprise Management Association. 2024.

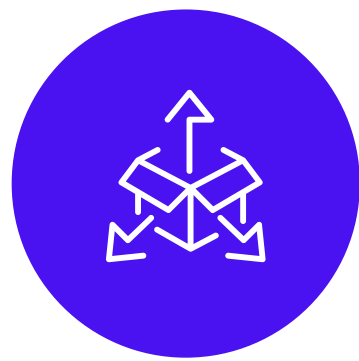




Omnissa's DEX solution helps overcome these challenges by enabling IT teams to manage apps and endpoints holistically and remediate issues quickly, creating a better, more productive experience for anywhere workers.

# A single solution to enhance every experience

The ideal DEX solution is one that enables you to cost-effectively control and optimize the employee experience from end to end through a single, holistic platform. Omnissa's DEX solution achieves this by focusing on four core pillars.



## 1. Deliver

Omnissa Workspace ONE Intelligent Hub provides end users with seamless access to all their corporate resources via an easy-to-use interface, application library, and directory service. Single sign-on allows employees to easily access their apps securely from any device, personal or provisioned. It also enables self-service remediation capabilities, providing pathways to remediation for simple issues and quick access to help desk actions for more complex ones, all through a single application.



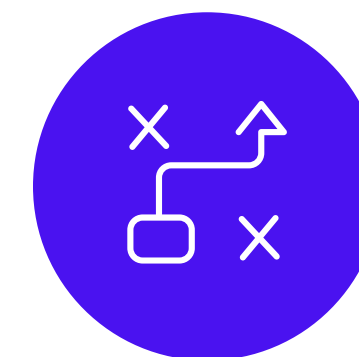
## 3. Analyze

With Experience Management, IT can monitor the digital workspace KPIs that impact employee experience and proactively identify issues—including high app crash rates, batteries reaching end of life, and long startup or shutdown durations—and compare them over time. By leveraging machine learning models, Experience Management can identify anomalies as they occur, eliminating the manual work involved in setting up alerts and cutting through the noise so that IT can focus on the most impactful issues. With Omnissa Freestyle Orchestrator in Omnissa Intelligence, admins can then build workflows to orchestrate remediation, increasing overall efficiency and enhancing the end-user experience.



## 2. Measure

Decisions are only as good as the data that informs them. Workspace ONE Experience Management collects telemetry from all your endpoints, including apps, devices, and networks, and visualizes the data to deliver a complete view of user experience. Providing your teams with data that paints a holistic picture of your environment and user experience enables them to make stronger, more informed decisions and realize more impactful outcomes.



## 4. Remediate

Once Workspace ONE Experience Management identifies anomalies and experience issues, Workspace ONE provides several routes to remediation through both self-service resources for end users and advanced capabilities for service desk admins. Omnissa Workspace ONE Assist connects IT administrators to end users by enabling integrated screen-sharing capabilities, file system access, and command modules that allow admins to automate issue resolution by sending commands to the end user's device. Leveraging artificial intelligence and machine learning models, Workspace ONE has the capacity to identify issues proactively and push the proper remediation steps to your admins before they widely affect your workforce.

# Better DEX starts at the service desk

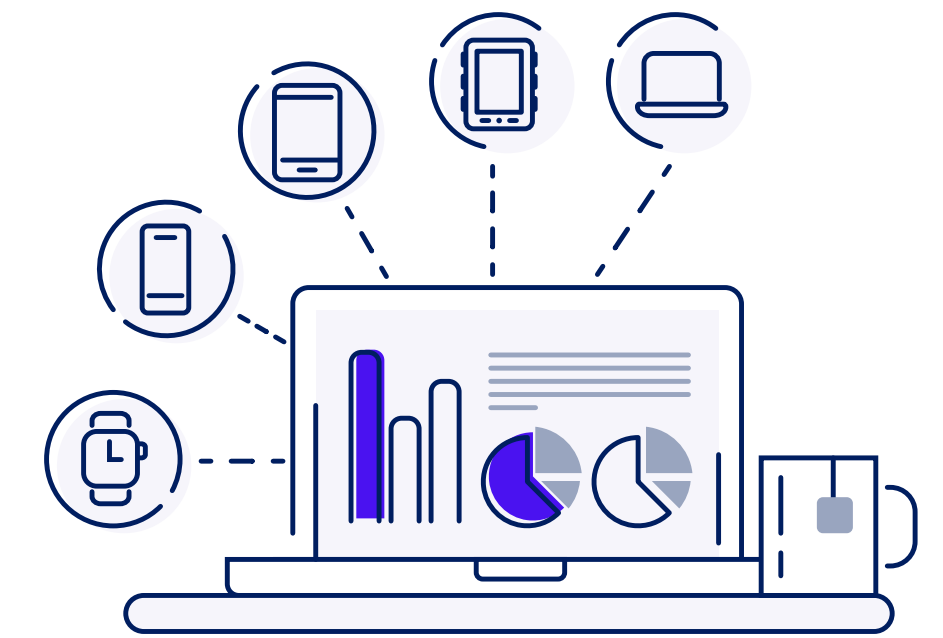
Service desk teams are responsible for a significant portion of the employee experience. By resolving tickets quickly, service desk teams help ensure your anywhere workforce continues to fire on all cylinders. Omnisca's DEX solution equips your service desk with an array of tools to speed up time-to-resolution, reducing overhead costs associated with escalating tickets and improving the employee experience by keeping critical apps running smoothly.

## Connect your service desk to your most-used tools

The Omnisca Workspace ONE® ITSM Connector for ServiceNow gives IT admins integrated access to common troubleshooting and remediation actions directly within the ServiceNow portal for a seamless workflow. It brings together capabilities from

Experience Management, Workspace ONE Assist, and Freestyle Orchestrator to deliver their functionalities to the ServiceNow Incident Management portal. This integration empowers your admins by putting a variety of advanced capabilities at their fingertips.

- Quickly assess device performance and experience-related data and perform in-depth root cause analysis.
- Leverage Workspace ONE Assist to remotely take control of devices and troubleshoot issues in real time.
- Speed up remediation by accessing various UEM device actions within ServiceNow, without having to launch the Omnisca Workspace ONE® UEM console.
- Automate frequently reported support issues with scripts or freestyle workflows, enabling service desk teams to resolve issues with the click of a button.





## Harness the power of proactive remediation

Guided root cause analysis allows you to leverage the historical data collected by Intelligence to automate the troubleshooting of issues and identify the most probable cause of widespread issues within your userbase. The feature can analyze both hardware and software performance data to help admins determine the best course of action, and allow them to push solutions to their end users.

- Proactively detect issues by leveraging machine learning models to calculate a baseline and automatically identify anomalies as they occur.
- Streamline incident management by surfacing relevant diagnostic information through dashboards and reports, and collaborating with other admins on troubleshooting and resolution.
- Automate root cause analysis to accelerate troubleshooting and drastically reduce time to resolution.

## Support end users wherever they are

Many times, IT admins and end users facing issues with their devices or apps end up engaging in a tedious back-and-forth of communication that delays ticket resolution. Workspace ONE Assist gives admins a direct link to the end user and their device, enabling them to control and guide the worker through the necessary troubleshooting steps without leaving the platform. With a host of remote support features in Omnissa's DEX solution, admins can view or control devices in real time to quickly troubleshoot and fix device, network, or app issues with file and task management tools.

## Empower your admins to solve tougher challenges

The constant expansion of IT environments can create barriers to resolution due to the inability to effectively train teams on new technology at scale. L1 and L2 admins are often reliant on knowledge base articles for information, with no guarantee that these resources are up-to-date or effective. With Omnissa's DEX solution, senior admins can support their staff by building and deploying playbooks that feature step-by-step remediation instructions, troubleshooting data, and one-click automated remediation actions within a single interface.



# Give your end users the gift of self-service

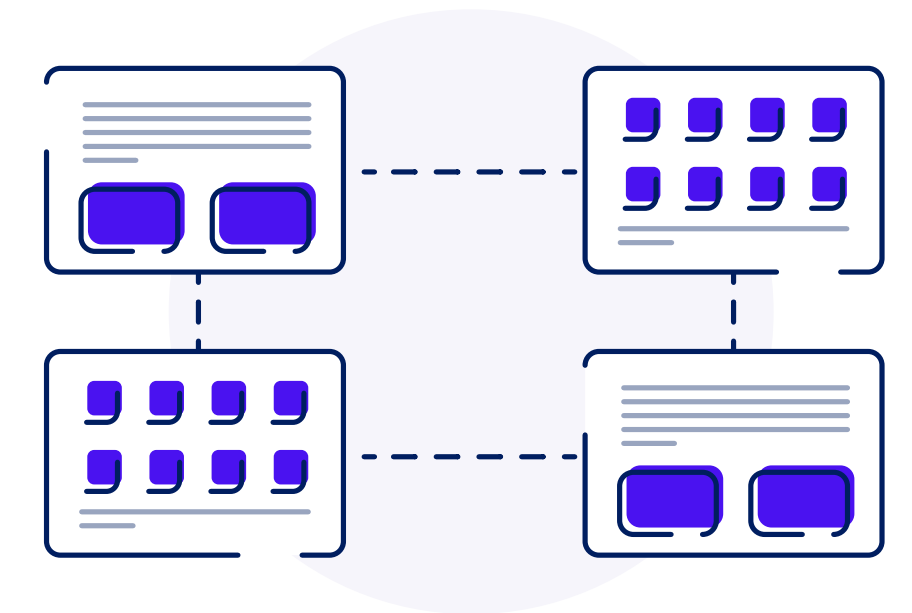
Service desk teams are regularly inundated with tickets for simple issues that can often be resolved without intervention from an admin. The main reason for this is that end users lack the resources to guide them to the solution. In addition, end users can be hesitant to seek out assistance when they need it, which allows problems to fester and cause additional frustration. Through Workspace ONE Intelligent Hub, you can give your end users the tools to troubleshoot simple issues themselves, along with an accessible line of communication to their IT support teams.

## Self-service with Intelligent Hub and ServiceNow

Workspace ONE Intelligent Hub revolutionizes self-service support by offering a user-friendly interface and a comprehensive suite of features. Users access a centralized portal that makes resource discovery simple and clear. Through the self-service catalog, employees can request access to applications, services, and resources pertinent to their roles. This catalog encompasses a wide array of items, from software applications to virtual desktops, fostering autonomy in resource management.

The solution leverages automation to streamline support processes, allowing users to initiate requests or report issues with ease. Integration with knowledge base systems grants users access to a wealth of articles, FAQs, and troubleshooting guides, empowering them to resolve common issues autonomously. Additionally, seamless integration with ticketing systems ensures efficient management and tracking of support requests, facilitating swift resolutions and updates.

Workspace ONE Intelligent Hub extends self-service capabilities to device management, enabling users to perform tasks like remote device wipes and app installations independently. Through personalization features, users can select the support options they need, accessing resources relevant to their roles and preferences. By empowering users to resolve issues autonomously, the solution reduces the strain on IT support teams, enhances productivity, and enables a more efficient work environment.





# Realize the benefits of shifting left

By helping to deliver resources and secure access to end users, measure the quality of their experience, analyze data to derive actionable insights natively, and remediate issues through either the service desk or end users, Omnissa's DEX solution enables your organization to realize a variety of tangible benefits.

## Resolve more issues more quickly

Workspace ONE provides your service desk with a single place to access data and remediation actions, simplifying their workflows and reducing the amount of training needed. This not only reduces mean time to repair (MTTR) but also increases your first call resolution rates since your service desk doesn't need to go back and forth with your employees for root cause analysis.

## Delight your end users with a seamless experience

The aggregate effect all these capabilities means less downtime, faster issue resolution, a better support experience, and ultimately improved engagement and productivity for your end users. This helps service desk teams improve their Net Promoter Scores and bolster experience metrics within your workforce.

## Focus resources where they're most needed to reduce overhead

Traditionally, lower-tier service desk personnel didn't have the knowledge necessary to solve complex challenges. Giving your L1/LS staff the tools to solve more complex issues with better data and automation helps to reduce escalations, lowering your support costs and freeing up higher tier admins and IT to focus on more strategic work.





Omnissa's DEX solution provides the most complete approach to managing the employee experience by providing the tools to make work easier and better for end users and service desk admins alike.

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