

Digital Friction Assessment

Uncover Digital Friction. Quantify Productivity Loss. Build the Case for DEX.

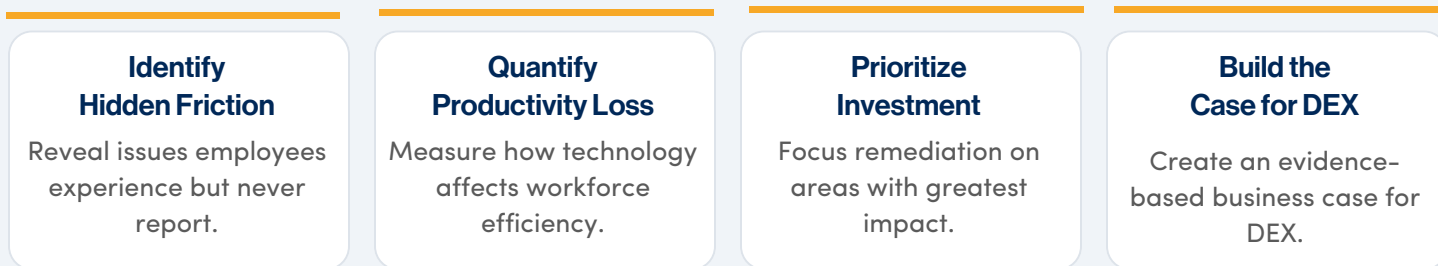
You Can't Fix What You Can't See

Most organizations only see the technology issues users report. Application crashes, slow devices, login delays and poor digital experiences often go unnoticed, creating hidden productivity loss and employee frustration.

The Teneo Digital Friction Assessment provides the data to identify friction, quantify business impact and build a case for DEX.



Why Run a Digital Friction Assessment?



How It Works



Customer Outcomes

- ✓ Reveal hidden digital friction
- ✓ Quantify productivity loss
- ✓ Improve employee experience
- ✓ Reduce reactive support effort
- ✓ Prioritise remediation activities
- ✓ Establish a DEX baseline
- ✓ Build a business case for DEX

Deliverables

Digital Friction Report

- Experience score
- Friction hotspots
- Productivity impact analysis
- Prioritized recommendations

Executive Workshop

- Findings review
- Quick wins
- DEX roadmap
- Managed DEX recommendations

Privacy & Security

Collects: Performance, stability and experience telemetry.

Does Not Collect: Email content, documents, Teams messages, chat conversations or business data.

Security: GDPR aligned, encrypted communications, encrypted storage, role-based access controls.

[Start Your Digital Assessment](#)

Delivered by Teneo Managed DEX Services