



Managed Digital Employee Experience (DEX)

Proactively improve the technology experience across devices, applications, and hybrid teams.



What is Digital Employee Experience (DEX)?

Digital employee experience (DEX) is how employees experience workplace technology across devices, applications, networks, and IT support.

It goes beyond uptime. It reflects how technology performs in real-world use and how that performance impacts employees day to day.

A strong digital employee experience feels seamless and reliable. A poor one creates friction, drives service desk demand, and limits productivity.

Teneo helps organizations define a clear digital employee experience strategy and improve it through structured digital employee experience management that focuses on real outcomes.

Why It Matters

When workplace technology doesn't perform as expected, the impact is immediate. Employees lose time, frustration builds, and IT teams are pulled into reactive support.

In today's hybrid, always-on environment, visibility is often limited. Issues surface only after employees raise tickets. Troubleshooting is slow, and service desks are under constant pressure.

Common digital employee experience challenges include:



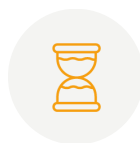
Reactive visibility

Issues that only surface after employees complain



Tool sprawl

Too many disconnected monitoring tools and alert noise



Slow troubleshooting

Slow troubleshooting across endpoints, apps, and networks



Service Desk overload

Overloaded service desk and repeat incidents



No consistent measurement

No clear way to measure digital employee experience consistently across regions

Without effective end user experience monitoring, IT teams lack the clarity needed to improve experience at scale.

How Teneo Helps

Improving digital employee experience is not about collecting more data. It is about understanding what matters and acting on it.

Teneo Managed DEX gives IT teams the visibility and guidance needed to move from reactive support to proactive improvement. By focusing on real employee experience, teams can prioritize more effectively, reduce disruption, and deliver a more consistent digital workplace.

This enables:

- Faster identification and resolution of issues
- Improved service desk experience with fewer repeat incidents
- Stronger endpoint performance monitoring across devices and environments
- Better visibility into software usage and optimization
- Clear validation of technology investments based on user experience

Over time, this approach helps organizations move toward experience-led IT, where success is measured by how employees work, not just system availability.



A Structured Path to Maturity

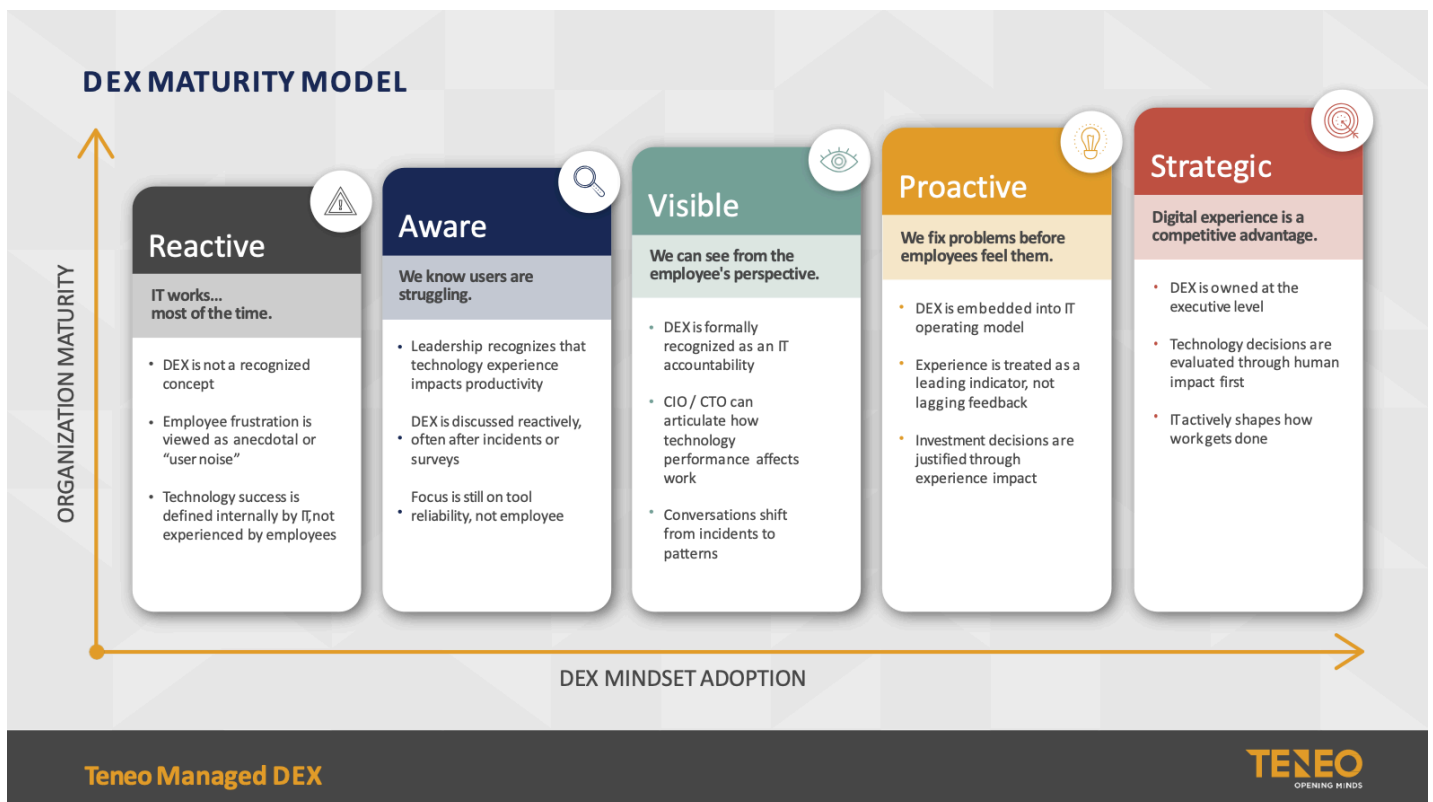
Most organizations are still operating in reactive IT, where issues are only addressed after employees report them.

Teneo's digital employee experience maturity model provides a clear path forward, helping organizations evolve toward a more proactive and strategic approach to managing digital experience.

The journey progresses through five key stages:

- **Reactive:** Issues are resolved after impact, with limited visibility
- **Aware:** Teams begin recognizing patterns and recurring experience issues
- **Visible:** End user experience monitoring provides clear insight across devices, applications, and workflows
- **Proactive:** Issues are identified and addressed earlier, improving performance and service desk experience
- **Strategic:** Digital employee experience becomes a key driver of IT decision-making and business outcomes

Teneo helps organizations move through each stage with a structured approach, turning insight into continuous improvement.



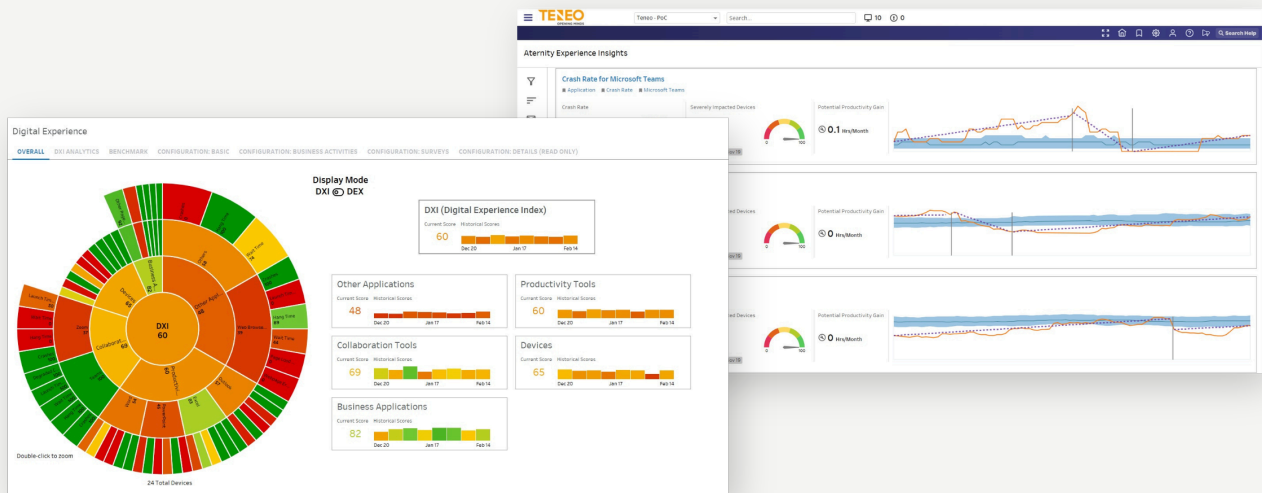
What We Deliver

Teneo Managed Digital Employee Experience (DEX) combines visibility, insight, and ongoing optimization in one managed service.

You gain a clear understanding of how employees experience technology across your environment, along with the guidance to improve it continuously.

Core capabilities include:

- End user experience monitoring across endpoints, virtual desktops, and mobile devices
- Endpoint performance monitoring and device health visibility
- IT experience monitoring across applications and workflows
- Experience scoring and reporting for IT teams and leadership
- Insight to support faster troubleshooting and smarter prioritization
- Continuous recommendations to improve performance and reduce recurring issues



How It Works

Teneo Managed DEX follows a structured, practical approach designed to deliver measurable results.



Strategy and Baseline

We align on your digital employee experience goals, KPIs, and priority use cases to establish a clear foundation for success.



Deploy and Enable

We ensure the DEX platform is deployed, configured, and integrated effectively within your IT environment and workflows.



Operate with Confidence

We support ongoing platform performance, adoption, and optimization so your teams have the insights needed to act quickly.



Improve Over Time

We provide continuous recommendations, reporting, and best practices to strengthen digital employee experience management and drive measurable progress.

Built for Your Existing Environment

Teneo Managed Digital Employee Experience (DEX) is designed to work within your existing IT ecosystem.

Through digital employee experience integrations, insights connect directly into service desk workflows. Integration with platforms such as ServiceNow and Freshworks helps improve visibility, prioritization, and response without changing how your teams work.

The Difference You'll See

With Teneo Managed Digital Employee Experience (DEX), organizations move beyond monitoring to meaningful improvement.

You will see:

- Reduced service desk demand
- Faster resolution times
- Improved endpoint and application performance
- Greater visibility across the digital workplace
- Stronger return on digital employee experience solutions

The Result

Improving digital employee experience has a direct impact on productivity, efficiency, and employee satisfaction.

By reducing friction and improving how technology performs, organizations create a digital workplace that supports employees and enables better business outcomes.

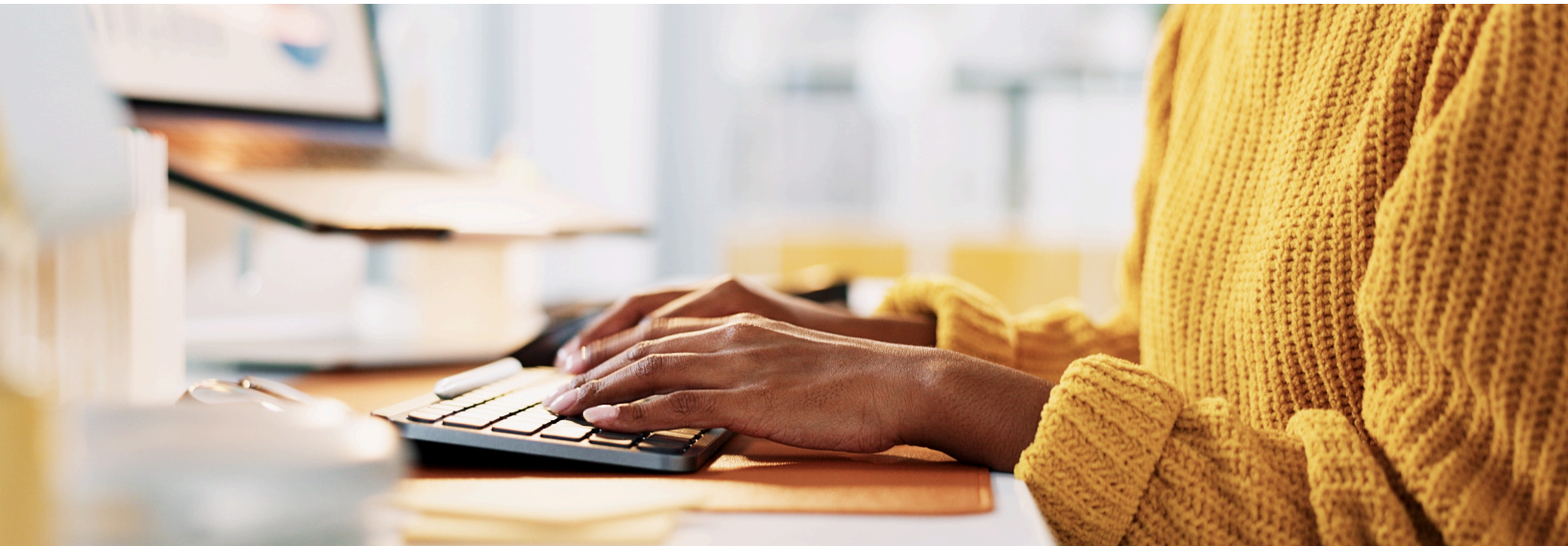
StreamlineX

Managed DEX is a key part of StreamlineX, Teneo's framework for secure, optimized, and observable connectivity. It's the first step toward complete IT observability, empowering your teams to innovate with confidence.

Find out more about **StreamlineX**.

Ready to Get Started?

Teneo Managed DEX is already helping organizations of every size improve performance, streamline investments, and boost user satisfaction. To get started with Teneo Managed DEX, contact us to schedule a meeting today at info@teneo.net.



Purpose Beyond Profit

In working with Teneo, you are helping to improve the lives of a million children around the world. [Learn more.](#)

About Teneo

Most Network and Security teams are overworked so making progress is a challenge. We securely connect users to their applications by combining leading technology with expert guidance. You stay in control, simplify your operations and keep ahead of the game.

Find out more at www.teneo.net.

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