

Work better with DEX

A guide to understanding digital
employee experience (DEX)



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Introduction

Welcome to the digital workplace, where employee experience and business success are defined by the digital tools and support available. **Where a smooth, frustration-free experience is no longer just nice-to-have—it's essential.**

Despite this, [49% of employees](#) still lose between one and five hours of productivity each week to IT issues. [69% have even missed deadlines](#) due to tech disruptions. These digital breakdowns are more than an inconvenience—they're a drain on your workforce and your business bottom line. But in a world where, with few exceptions, workplace productivity relies on technology, surely keeping your employees free from digital friction is the minimum?

That's where digital employee experience (DEX) comes in.

Digital friction

Unnecessary effort for employees using workplace technology or data. It's often caused by slow systems, disjointed tools, or poor support. In the context of digital employee experience (DEX), digital friction leads to frustration, lost productivity, and employee burnout—eliminating it is key to enabling efficient work and accruing the benefits of employee engagement, such as talent retention.

What is digital employee experience (DEX)?

From the device to apps, networks to employee sentiment—[digital employee experience \(DEX\)](#) is about **understanding every aspect of the employee technology experience in real time.**

A key component of any successful digital workplace, DEX is more than a technical measure; it's about how well your technology enables employees to work efficiently and without disruption, wherever they are.

[“Tools that measure and continually improve the digital employee experience are becoming more important as enablers of modern digital workplaces.”](#)

- Gartner, 2024

DEX sits at the heart of digital transformation and modern IT Service Management (ITSM). It encompasses both performance—like device health and application responsiveness—and perception, for example, how intuitive and helpful tools are in day-to-day use.

A strong DEX strategy combines fast, reliable technology with proactive support and intelligent AI. DEX platforms use [real-time monitoring and automation](#) to detect and resolve IT issues before users even notice. This eliminates digital friction, avoids costly downtime, and keeps IT operations running smoothly.

Why does DEX matter?

Put simply, DEX matters because great business thrives on happy, productive, and engaged employees, all of which depends on a smooth, disruption-free digital experience.

In today's digital-first workplace, it's not chatty coworkers or fire drills that slow people down—it's outdated hardware, slow software, clunky processes, and a lack of proactive IT support.

By 2026, 50% of digital workplace leaders are expected to have a formal DEX strategy to combat such challenges. And by 2028, those who've fully implemented DEX platforms will hold a competitive edge.

Why? Because digital friction doesn't just frustrate employees—it directly impacts business outcomes.



50%

The true cost of poor DEX

A poor digital employee experience has a [butterfly effect](#) across your entire organization. Seemingly small disruptions—like slow software or connectivity issues—ripple out, impacting everything from productivity to customer satisfaction. We see the cost of poor DEX in two key places: employees and IT.

Cost to employees



Employees lose up to **2.8 hours every week** due to digital disruptions, costing businesses an average of **USD4,072 in labor costs** per employee annually.



Lost time ripples outward: U.S. businesses forfeit a shocking **USD1.8 trillion every year** in productivity.



Low engagement is estimated to cost the global economy **USD8.1 trillion**. Furthermore, frustration climbs, deadlines slip, and morale takes a hit.

Cost to IT



IT teams spend roughly **one-third of their workweek** responding to unplanned disruptions and downtime, leaving them to firefight problems instead of focusing on innovation.



When employees are stuck with tools that don't match their needs, usage drops and IT budgets suffer. For example, **48% of annual software budgets** at organizations with 200+ employees are wasted on unused or under-utilized licenses.



If official tools slow work down, employees find workarounds and take security shortcuts. Data shows **39% of employees** use apps not managed by their company on work devices to be more productive, creating shadow IT and new attack surfaces.

So, why does DEX matter? Because the cost of ignoring it is too high. Poor DEX drains performance, overloads IT, and pushes employees out the door. **Great DEX reduces disruption, boosts engagement, and helps the entire business operate at its best.** It's not just an IT initiative—it's a business imperative.

DEX challenges

The process of implementing DEX technology and strategy isn't without its challenges. Knowing what to expect helps you plan more strategically. Be sure to develop a good sense of what your challenges are first to prioritize the right use cases. Understanding the before state means you can make comparisons afterwards and illustrate the impact. You could do this by taking an inventory of tickets, for example.

Let's look at some common DEX challenges:



Cost and buy-in

DEX requires upfront investment in tools, training, and change management. While the long-term benefits are clear, it can be hard to justify the spend without immediate ROI. Frame DEX as a **business enabler, not just an IT initiative**. Use metrics (like downtime, ticket volume, attrition) to build a compelling business case and show potential cost savings over time.



Fragmented tech stacks

Disconnected tools and platforms create silos, reduce visibility, and make it hard for IT to solve problems proactively. Aim for **platform consolidation or integration**. Choose DEX solutions that offer end-to-end visibility and unify data across endpoints, applications, and networks.



Security concerns

More tools and cloud platforms mean more entry points for potential threats. Poor integration and a lack of oversight can increase risks. **Involve security teams early in DEX planning**. Prioritize solutions with built-in compliance and endpoint-level security controls and continuously monitor for vulnerabilities.



Change management

DEX initiatives often shift how people work, which can create resistance or confusion. Without guidance, even good tools can fall flat. **Invest in clear communication, user training, and phased rollouts**. Partner with HR and internal communications to reinforce benefits and provide ongoing support.

Great DEX isn't just about choosing the right tech—it's about aligning people, processes, and platforms.

DEX benefits

When it comes to the digital workplace, **technology powers productivity**. By investing in digital employee experience (DEX), you create a proactive environment where work flows seamlessly, IT runs smoothly, and employees feel supported.

Organizations that prioritize DEX don't just reduce downtime; they unlock **better performance, smarter decisions, stronger engagement, and improved customer outcomes**. Let's explore the business benefits of DEX and how it drives real value.



Reduced operational costs

DEX reduces IT support overhead by equipping teams with real-time visibility into endpoints, helping them **solve problems faster and more proactively**. Rather than reacting to costly outages or user complaints, IT can identify and fix issues before they derail operations. This leads to less downtime, more productive employees, and significant cost savings. By streamlining digital tools and automating workflows, businesses can reduce waste and allocate resources more strategically.



Data-driven decision making

Modern DEX platforms capture valuable data on how employees interact with digital systems. This insight helps organizations monitor performance, pinpoint problem areas, refine technology strategies, and improve both software and hardware asset management. Real-time data allows IT to identify bottlenecks, improve digital workflows, and resolve issues faster. It also feeds back into broader HR and business decisions—supporting **continuous improvement, better training, and more effective employee engagement initiatives**.



Improved IT efficiency

DEX supports IT teams in reducing ticket volume, accelerating resolution, and shifting focus to strategic work. Monitoring, predictive analytics, and automation help identify problems before they impact users, allowing for **seamless, behind-the-scenes fixes**. With fewer fires to fight, IT teams can concentrate on strategic initiatives and advanced problem-solving. Effective DEX also enables the democratization of support tools, allowing the entire service desk—not just the EUC team—to better manage user experiences.





Better customer experience (CX)

There's a direct link between [employee experience and customer experience](#). When employees are equipped with intuitive, efficient tools, they can better serve customers—resulting in **faster resolutions, higher satisfaction, and stronger brand perception**. Frictionless digital workplace experiences mean your employees can focus on creative and strategic tasks, instead of dealing with IT issues. That means delivering better, more genuine CX.



Higher employee retention

DEX is a key factor in employee engagement and loyalty. Frustrating systems and inefficient workflows can push even high-performing employees to leave. On the other hand, a seamless digital experience boosts morale, reduces stress, and fosters long-term commitment. Forrester research shows that **93% of employees at organizations with a high DEX score plan to stay**, compared to just 49% with poor experience. In a competitive job market, DEX becomes a key differentiator for attracting and retaining top talent.



Compliance and security

DEX gives IT greater visibility into what's running across the digital environment—helping ensure systems are secure, compliant, and functioning as intended. With real-time monitoring of endpoints, teams can quickly detect missing or malfunctioning agents, identify devices that haven't received critical updates, and verify that patching tools are working correctly. Anomalies in device or application performance can also signal potential threats, allowing teams to investigate and respond faster. DEX strengthens both security posture and compliance oversight, **reducing risk without adding friction**.



In short, DEX isn't just about making IT more effective—it's about making the entire organization more agile, responsive, and resilient. When employees thrive, so does the business.

DEX IRL

It's easy to talk about the benefits of digital employee experience (DEX) in theory—but what does it look like in real life (IRL)?

Organizations see **real, measurable results when they prioritize DEX**. Whether it's resolving long-standing IT pain points or empowering employees with seamless support, DEX initiatives are transforming the way businesses operate.

Organizations with mature DEX programs are already seeing the difference:



TeamViewer

7x

fewer digital disruptions

33%

higher employee satisfaction

62%

better employee retention

56%

more likely to say DEX enhances remote work experiences

Stop outages in their tracks

When an authentication issue disrupted internet access for 70,000 employees, a global manufacturer used DEX to deploy an automated fix in real time—**cutting potential downtime from eight hours to just one**. With full visibility and rapid response, IT kept the business running and turned a major disruption into a minor blip.

From reactive to proactive IT

A specialty insurer didn't have insight into how devices were performing across their hybrid environment, making it difficult to identify issues before they impacted users. With DEX capabilities, the company gained **real-time visibility into endpoints, enabling proactive support and faster resolution**. IT no longer waits for tickets—they now spot and fix issues before employees even notice.

Increased visibility, improved experience

Britain's favorite retailer transformed its IT operations with DEX tools, streamlining management of over **26,000 devices across 1,000+ stores**. With automation and real-time remediation, they improved visibility, reduced digital friction, and **achieved 98% device uptime**—all while lowering mean time to resolution (MTTR) and enhancing employee experience.

7 steps to better DEX

So, we've covered the essentials of digital employee experience (DEX)—from what it is, to why it matters, to how organizations are already reaping the benefits.

Now it's time to reflect: what's next for you?

Whether you're just starting out or already on your DEX journey, these key steps can help you move forward with clarity, confidence, and impact.

01

Audit your current experience: Start by understanding how your digital environment is performing today. Use real-time telemetry, employee feedback, and IT data to identify pain points and patterns of digital friction. Look for high-volume tickets, recurring issues, or performance gaps across teams and tools.

02

Map the employee journey: Examine key stages in the employee lifecycle—onboarding, daily workflows, remote access, collaboration, and offboarding. Identify where delays, confusion, or poor UX create friction.

03

Listen, then act: Conduct surveys, run listening sessions, and consult end users regularly for feedback. This input is essential for identifying issues and validating changes. A good DEX strategy is designed with—not just for—your workforce.

04

Set KPIs that actually matter: Traditional IT metrics only tell part of the story. Define success using indicators that reflect both technical health and human experience—like MTTR, ticket deflection, endpoint performance, satisfaction scores, and sentiment trends.

05

Create a cross-functional DEX team: DEX doesn't live in a silo. It needs champions from IT, HR, operations, and leadership. Building a cross-functional taskforce ensures buy-in, breaks down organizational silos, and drives alignment across digital tools, support, and policy.

06

Prioritize change management: Technology changes are only as effective as the people using them. Create a clear, inclusive change management plan. Offer training, support, and communication tailored to different user needs.

07

Choose a DEX platform built for scale: Look for a solution that enables real-time visibility, remote remediation, proactive automation, and seamless integration with your existing stack. Scalability, user-centric design, and AI-driven insights should be non-negotiable.

Conclusion

In a world where work is defined by digital tools, seamless digital experiences aren't just good for employees—they're essential for business performance. Every delay, every crash, every slow login costs more than just time. But with the right tools, insights, and strategy, you can turn disruption into momentum.

You've seen how DEX eliminates friction, empowers IT, drives productivity, and transforms outcomes across the board. You've explored the challenges, the benefits, and the real-world results.

Whether you're building the case, mapping out next steps, or levelling up an existing strategy, we have one question for you: Are you ready to work better with DEX?

Do you want to learn more about DEX?

Maybe you're ready to discover what DEX can do for your business?

[Head over to our site and get in touch today!](#)





About TeamViewer

TeamViewer provides a Digital Workplace platform that connects people with technology—enabling, improving and automating digital processes to make work work better.

What began in 2005 as a solution for remote access has grown into a global platform used to manage, support, and optimize digital work—whether on the factory floor or in the office.

With TeamViewer, organizations work more efficiently through instant access to information. They are more productive with seamless support across devices and more innovative by leveraging technologies like AI, AR, and DEX—all in one secure, scalable digital workspace.

Learn more at www.teamviewer.com

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