TeamViewer

The future of the digital workplace: What CIOs need to know from Gartner 2025

At the 2025 Gartner IT Symposium/Xpo, one message was clear: Digital Employee Experience (DEX) is now a strategic metric for IT success.

Across sessions, IT leaders agreed that the future of technology is about creating intelligent, adaptive environments that enable people to perform at their best.

AI, automation, and experience have become the foundation of digital business

performance. CIOs are using AI to gain visibility, predict issues, and deliver more personalized support that drives productivity and engagement.

Gartner defines DEX as the continuous optimization of the digital environment through data, sentiment, and automation. The most mature organizations are reframing IT as a strategic enabler of innovation and growth rather than a support function.

The takeaway is clear: in an AI-driven world, technology experience is business experience.

Four priorities driving the future of the digital workplace

✓ **Intelligence drives impact**
Organizations are increasingly using data and analytics to identify IT bottlenecks and recurring issues, enabling faster, more informed decision-making.

✓ **Experience defines success**
Visibility into digital experiences allows organizations to link IT performance to productivity, employee satisfaction, and retention.

✓ **Automation accelerates innovation**
Automating repetitive tasks and leveraging self-healing systems frees IT teams to focus on strategic projects and transformation initiatives.

✓ **Building for enterprise maturity**
Digital workplace tools can scale with organizational growth and adapt to evolving IT needs, supporting smarter decision-making at every stage.
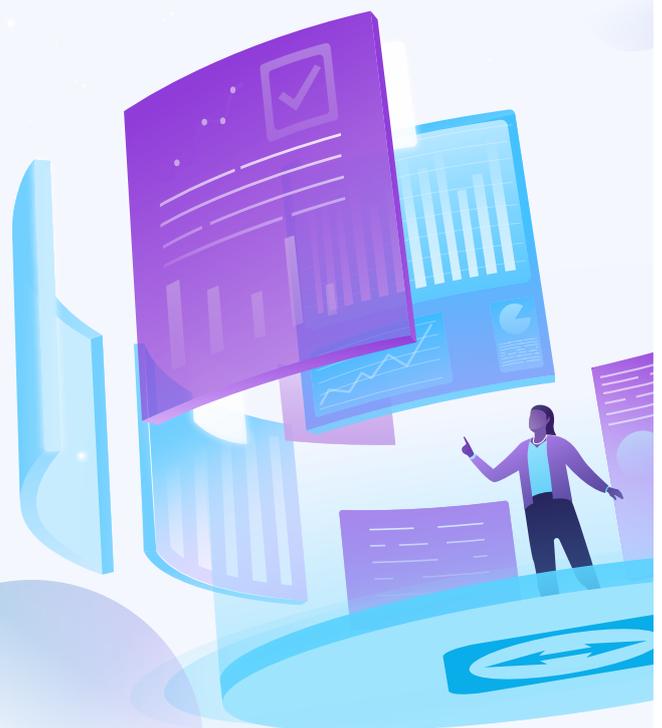
Recognized. Proven. Ready for what's next.

Trusted by 640,000+ organizations worldwide

Native integrations with Microsoft Intune, ServiceNow and Salesforce

Secure, scalable support across IT, OT, and frontline environments

Named a Leader in the 2025 Gartner® Magic Quadrant™ report for Digital Employee Experience (DEX) Management Tools

TeamViewer's AI capabilities deliver real, measurable business outcomes.

TeamViewer CoPilot: Real-time device data and smart recommendations to accelerate mean time to resolution (MTTR).
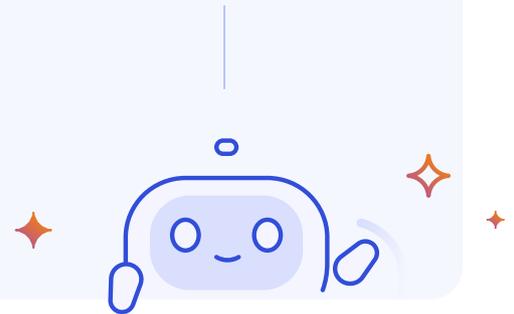
- **Session Insights & Analytics:** Automated session summaries and performance insights.

- **Generative Insights:** Converts complex telemetry into actionable intelligence for IT leaders.

- **Predictive Health Monitoring:** Detects early warning signals and triggers proactive fixes.

- **Automated Remediation:** Resolves recurring issues without manual intervention.

Start your digital workplace journey

Discover how AI-driven intelligence is transforming IT from reactive support to proactive, experience-led operations. Explore these resources to go deeper:

Access the full Gartner Magic Quadrant report to see the latest insights on Digital Employee Experience (DEX) leadership.

Watch our on-demand webinar: "From Firefighting to Fireproofing" to learn how leading organizations are using predictive analytics and AI automation to build more resilient IT operations.

Learn more about TeamViewer's digital workplace solutions and how they can help future-proof your business.

Get in touch

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