



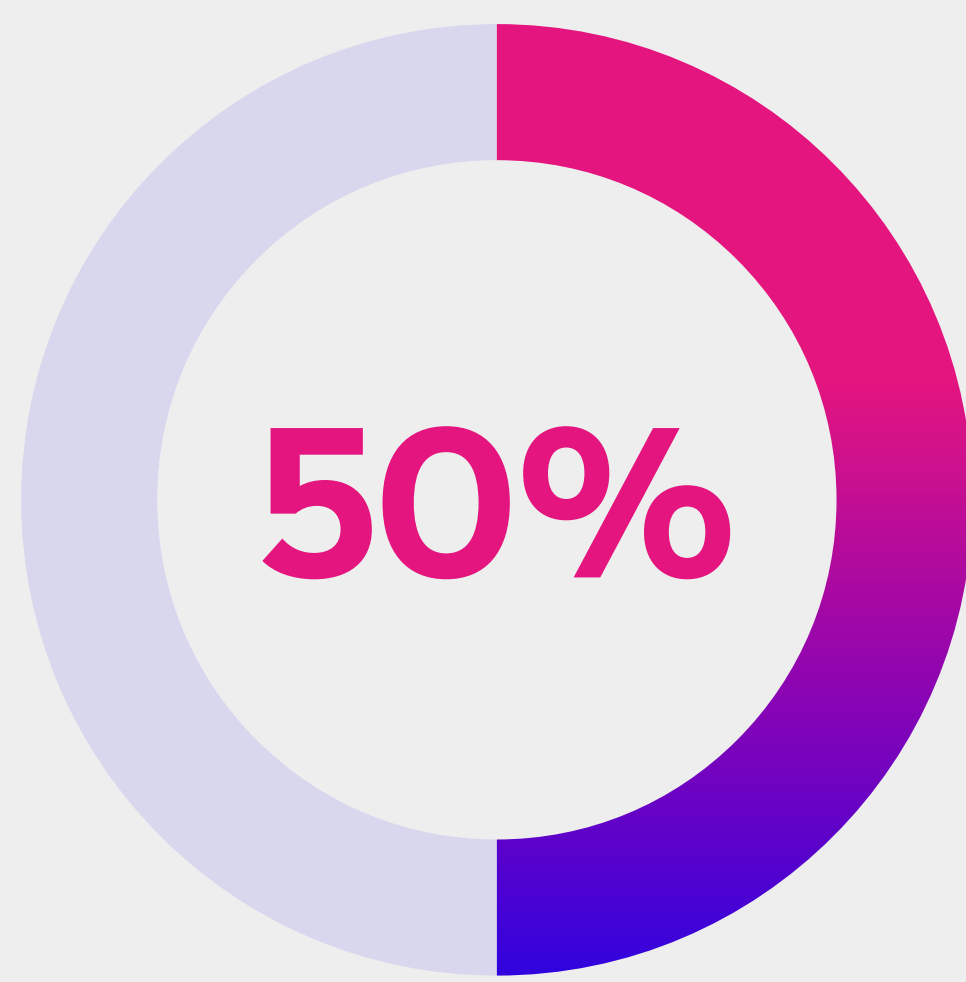
9 in 10 IT pros agree: Experience is performance.

When technology works, people barely notice it. When it doesn't, everything stops. We asked 50 enterprise IT professionals about digital employee experience (DEX), the hidden cost of digital friction, and the shift from reactive to proactive IT.

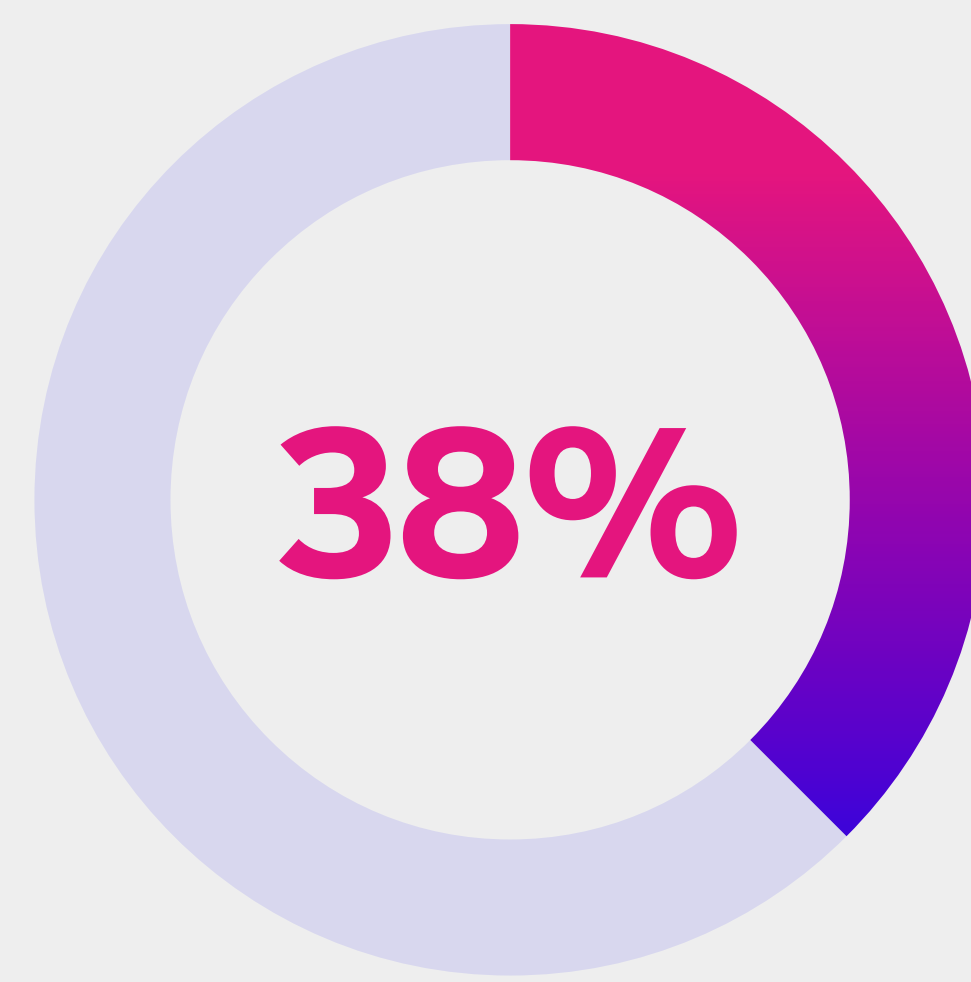


Performance runs on experience

88% of IT professionals say investing in DEX directly improves employee productivity, efficiency, and satisfaction.



Strongly agree



Somewhat agree

This consensus is a clear sign that getting ahead of digital friction is how teams plan to stay ahead.

If systems stall, work stops

IT disruptions significantly impact productivity through downtime, workflow interruptions, and user frustration.



“They can’t do clinical work, they can’t see patients, they can’t provide necessary support, they can’t do billing, it’s all downhill.”

Director of IT,
Healthcare

“It has a huge impact; all work is done in their computer so if they can’t access programs or resources they need they’d be dead in the water.”

Senior Desktop Support,
Financial Services

“IT-related disruptions cut productivity by **15% a year.**”

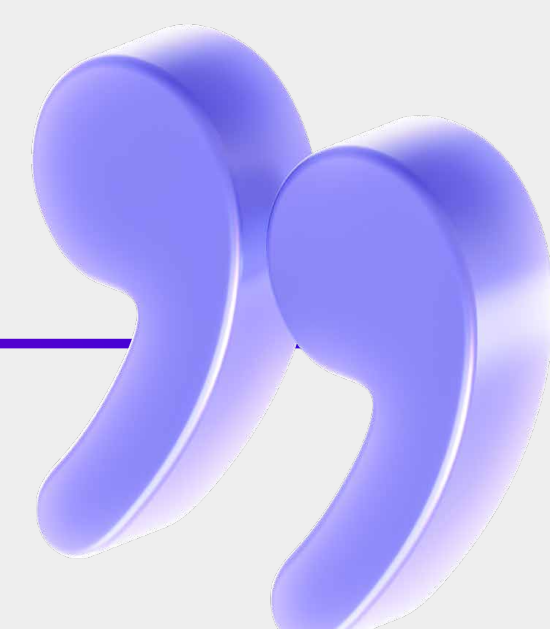
Information Systems Technician,
Government

The cost of poor DEX

A poor digital experience slows people down. It also changes how much they trust and interact with IT.

“A lot of IT issues are not reported as customers don’t have confidence that the issue will be resolved.”

IT Portfolio Director, IT Services



You can feel it, but can you measure it?

IT pros can see the impact of digital friction across their business. But most can’t yet put a number on it or how it affects employees.

“It’s more challenging to calculate ‘loss of productivity’ to build a business case to fund tools and processes to provide proactive support.”

VP IT,
Manufacturing

“We don’t really measure impact, to be honest. We work to fix it.”

Director of IT,
Manufacturing

Providing IT with the visibility and tools to accurately measure digital experiences will help to reduce disruption, improve productivity, and boost business outcomes.

The shift: From reactive to proactive

Belief in DEX is there. The missing piece is connecting visibility and action: seeing digital experience, measuring it, and remediating issues before people feel the impact.

That’s the shift digitally mature organizations are making. Moving away from simply resolving issues faster to preventing them altogether, so employees can focus on work, not friction.

Want to learn more about the human side of digital experience?

[Explore *The Psychology of DEX*](#)