



DIGITAL EMPLOYEE EXPERIENCE

Make Every Experience Matter

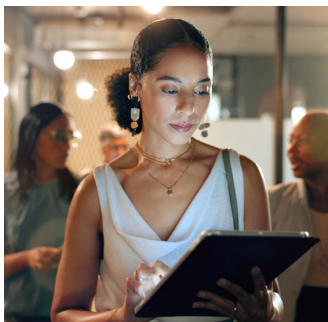
Work happens wherever your workforce is—an evolution that has made modern IT environments complex and everchanging. In this new world of work, many are looking for ways to help teams become more productive, streamline operations, reduce wasteful spending and prioritize business objectives. It's time to stop guessing.

With Managed DEX, powered by RavenTek, gain data-driven, actionable insights into the technologies your employees and end users are interacting with and deliver amazing experiences across the enterprise.



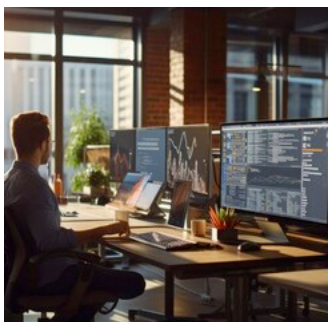
MONITOR ANY APPLICATION ON ANY DEVICE

Your teams don't care how the technology functions; they just want it to work. Now you can seamlessly monitor the user experience across any number of applications and devices to ensure optimal performance, quickly identify root-cause for issues impacting productivity and gain unmatched, real-time visibility that tells the story of how your teams engage and leverage your technology.



ANALYZE EVERY BUSINESS ACTIVITY IN REAL TIME

Your workforce relies on mission-critical applications to keep your business running. From collaborating on a Teams call, to fielding a customer service ticket, to highly complex business workflows. Managed DEX enables you to define every user interaction and benchmark, manage and improve workforce productivity while gaining valuable insights to boost the employee experience.



PROACTIVELY DETECT + TROUBLESHOOT ISSUES

Your workforce is often too busy to report device or application issues, even if it's impacting their work. Managed DEX automatically sets performance baselines, enables you to manually set SLA thresholds, and alerts you when violations occur. Detect and resolve application performance issues proactively to improve workforce productivity no matter where or how your end users work.



Deliver Amazing Digital Experiences Across the Enterprise

With Managed DEX, your IT operations teams will have data-driven insights into exactly what end users see, no matter what app or type of device they're using. Not only will you be able to isolate the cause of delays to the network or device but resolve those user-impacting issues directly and track usage over time to continually improve performance.

Continually improve performance while you streamline your technology investments, boost user satisfaction, and optimize the productivity of your tech-dependent workforce.



DISCOVER

Discover every app in your enterprise, track usage and create a score for app performance and device health.



MONITOR

See what your users see when they interact with applications in your environment in real time to resolve issues faster.



REDUCE

Reduce the cost of device refresh and enterprise software licenses based on utilization across your entire workforce.



VALIDATE

Compare your employee experience before, during and after an IT upgrade or change to ensure better service results.



AUTOMATE

Leverage a library of automation scripts to automatically resolve the most common device or employee end-user issues.



BENCHMARK

Hold cloud and SaaS vendors accountable for user experiences through benchmarking and monitoring performance.

RavenTek provides digital transformation and cybersecurity solutions and services to mission critical organizations worldwide. We combine small-company agility with big-company stability—applying our team's industry expertise to understanding client business needs and delivering the right solutions, at the right time.

Learn more at raventek.com/digital-experience-management

