DEX: Connecting the Dots
Measuring, Managing, and Moving the Digital Employee Experience

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Today’s Agenda

- Importance of Employee Experience
- Compucom’s Framework
  Dimensions & Process
- Continuous Improvement
  Automation & Adoption
- Workplace Modernization
- A New Perspective on Experience
Bad Technology is Bad Business
Better technology can mean more engaged, more satisfied employees

**Productivity Impact**
Minor disruptions occur an average of 4 times a day, lasting a total of 21 minutes equating to 10.5 workdays a year.

**Security Risks**
Workers often switch to personal devices, raising cybersecurity risk; vulnerable endpoints could lead to costly cyberattacks.

**Employee Turnover**
Daily frustrations impact the experience and kickstart job searching; leading to the loss of valuable employees and budget to recruit, replace and train talent.

**Customer Loss**
EX and CX go hand in hand. A negative employee experience can lead to a poor customer experience, which could lead to customer churn.

*In collaboration with OnePoll*
Technology Determines the Experience

Experience is everything in the digital workplace

- Keeps employees happy and engaged
- Helps you acquire and retain talent
- Impacts productivity company-wide
- Improves your customers’ experience
- Determines business outcomes
Imagine...
Compucom’s Customer-centric Framework

Building Trust and Driving Outcomes

Data Driven Analytics and Outcome Management

Governance and Customer Success

Transition and Adoption

Sentiment

Telemetry

CSAT

XLAs

Continuous Improvement

SLAs

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Dimensions of Employee Experience

- **Technology Enabled**
  Are you able to work the way you want and need?
  - Device Performance
  - Productivity Application Stability
  - Employee Productivity

- **Self Sufficient**
  Do you have the ability to complete most tasks independently?
  - Self service resolutions
  - Knowledge usage
  - Contacts per user

- **Well Supported**
  Do you have the support you need, when and where you need it?
  - Sentiment
  - Support Performance
  - Onboarding Performance

- **Flexible Workplace**
  Can you be productive and secure, regardless of your location?
  - Cloud utilization
  - Network Performance
  - Browser Application Performance

Example Experience Indicators

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Measuring The Digital Employee Experience

Technology Enabled “See More”
Experience Management Improvement Cycle

- Measure and Track Experience Improvements
  - Improvement development, approvals and change management
  - Insights are solutioned to drive service or content improvements
  - Analytics processes, including AI/ML, identify actionable Insights
  - Telemetry and metrics collected from services, sentiment, etc.

Improvements → Actionable Insights → Analytics → Metrics

Digital Support → Endpoint → Lifecycle → Field Services → Cloud & Security

Advanced Analytics

ITSM

Governance

Experience Management

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The Enhanced Employee Experience

Achieving your desired goals and outcomes while driving continuous improvement

Experience Management

- AI Chat Content
- Knowledge Content
- Quality Enhancement
- Support Interaction Optimization
- Process Improvement
- Performance-Based Refresh
- Service Performance Enhancement
- Automation Creation
- Software License Optimization
- Device Right-Sizing

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Experience Management – Productivity Impact

Measuring Device Productivity

Analysts Agree that Employee’s Devices should run at 95% Productivity to maintain an enhanced Experience!

- On average, devices running at productivity of 83%
- Average Productivity Impact to each device is 6 hours and 25 mins per week
- Average Productivity Impact to organization of 11K devices is over 70 thousand hours per week!

The Productivity Impact reflects the amount of time that a user is not achieving full productivity due to the employee’s device having its computing performance or resources limited.
Experience Management – Performance-based Refresh

Improving employee performance and satisfaction

Hello <Valued Employee>,

The Asset Management team has determined that the PC you are currently using is not providing you the performance required to meet the demands of your work and potentially affecting your productivity. As such, you qualify for an early refresh of your computer. We will be advising you of the replacement date soon.

<IT Department>
How We Modernize the Workplace Experience

Bridging the Employee Experience Divide

• Understand and optimize how endpoints, applications, and related workplace infrastructure are performing

• Maximize employee productivity through expedited incident resolution

• Boost endpoint health and longevity through automated remediation and scheduled maintenance

• Enable employees to resolve issues directly using self-service actions on an endpoint

• Improve device procurement decisions using detailed endpoint performance data

• Optimize Compucom services using advanced analytics to identify service and content changes
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