



# ManageEngine DEX Manager Plus

Enhancing Digital Employee Experience



# Understanding Digital Employee Experience



## What is DEX?

Employees' overall experience with their digital workplace

## Why is DEX important?

Increasing reliance on technology to remain productive and tech struggles cause delays, errors, and downtime

## Benefits

Reducing downtime, boost employee productivity and enhance overall business outcomes

# An employee-centric approach focused on productivity

## Experience monitoring and analysis

Devices, applications, users and network

## Automated remediation and Self-service

Automatically remediate identified issues and provide self-service portals to help users



## Employee Sentiment Analysis\*

Gather employee feedback on their digital experience

## Experience score

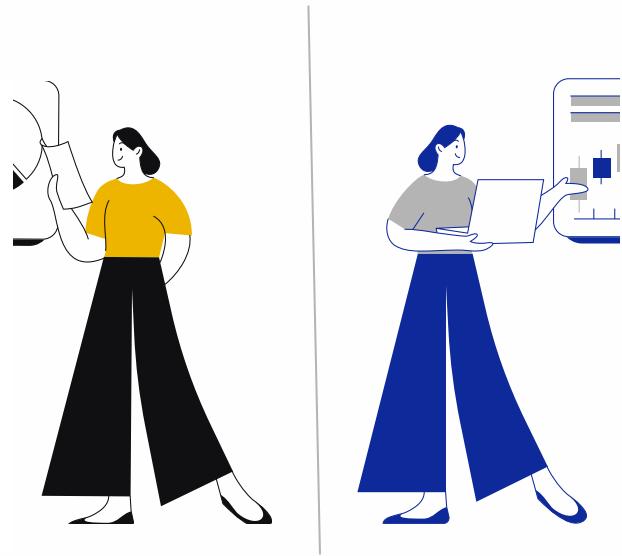
Observe how competitors connect with customers through loyalty programs and social media.

# Benefits of DEX

Fewer tickets through  
proactive resolution

Accelerate troubleshooting  
with contextual insights

Smarter decisions with data-  
driven visibility



Zero digital friction

Employee productivity

Better business  
outcomes

# DEX Manager Plus

## Features

### ROOT CAUSE ANALYSIS

Identify and resolve issues faster with built-in RCA

### WORKFLOWS

Automate issue resolution with built-in orchestration

### BENCHMARKING

Benchmarking user experience using performance metrics

### INSIGHTS

Relevant, actionable insights guided by real-time data

### ACTION LIBRARY

Ready-to-use templates to fast-track IT automation

### DATA COLLECTION

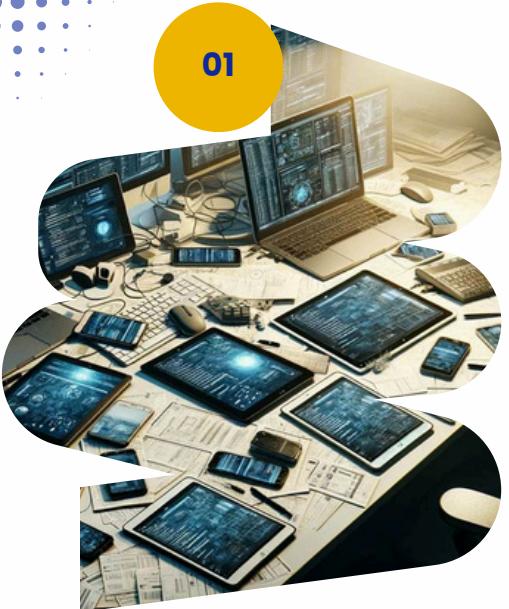
Real-time telemetry across endpoints, apps and users

### CUSTOM MODULE

Tailor data, insights, visualization and automation

# Data collection

01



02



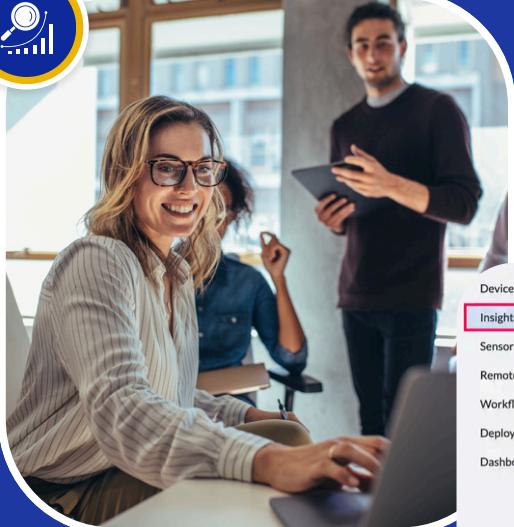
## Telemetry

Agent-based telemetry covering 1000+ endpoint data points: device health, performance, usage, software/app crashes, and more.



## Custom data collection

Collect organization-specific data, enabling context-aware insights and automations



# Insights

Turn raw telemetry into actionable insights that highlight what truly matters, enabling IT teams to resolve issues faster

Devices

Insights

Sensors

Remote Actions

Workflows

Deployments

Dashboards

Insights help you identify the potential area for improvement in your organization's technology impact and arrive at data-driven decisions

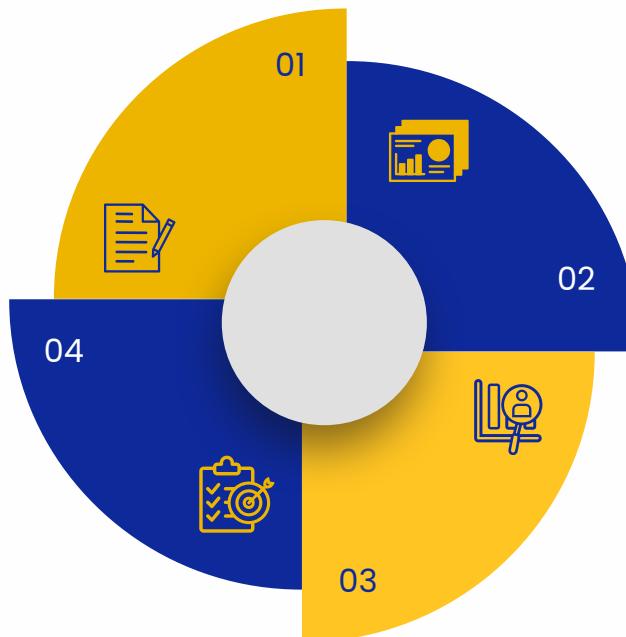
Insights	Device Count	Category
Slow boot performance detected on devices	652	Device Responsiveness
Slow extended logon performance detected across devices	626	Device Responsiveness
Hard resets detected across devices	432	Device Reliability
System crashes detected	365	Device Reliability
Application crash detected for onedrive.exe	253	Application Reliability
Application crash detected for winword.exe	253	Application Reliability
Application crash detected for chrome.exe	253	Application Reliability
Application crash detected for backgroundTaskHost.exe	253	Application Reliability
Application crash detected for acrobat.exe	253	Application Reliability
Application crash detected for msedge.exe	253	Application Reliability
Application crash detected for explorer.exe	253	Application Reliability
Application crash detected for excel.exe	253	Application Reliability
Application crash detected for dwm.exe	253	Application Reliability
Application crash detected for outlook.exe	253	Application Reliability



# Root cause Analysis

## Contextual data

Gather data from devices, apps and configurations, to build a complete picture of the issue landscape



## Intelligent Grouping

Leverage smart algorithms to uncover correlations and group similar events, revealing patterns across affected endpoints

## Targeted Remediation

Prioritize and address high-impact root causes first for faster resolution and reduced downtime

## Root Cause Identification

Identify and rank likely causes based on their correlation to the issue

# Workflow Builder

## Custom data collectors

Gathers real-time data or status from the device



## Remote Action

Executes a predefined action on the endpoint remotely



## Function

Runs custom code with inputs from previous stages for flexible automation.



Introduces a time gap between actions for processes to settle or space out actions



## Engage

Prompts the user with a message or confirmation before continuing



## Condition

Adds conditional and routes the flow based on specified conditions/values



## Send Mail

Sends dynamic, personalized emails based on earlier workflow data

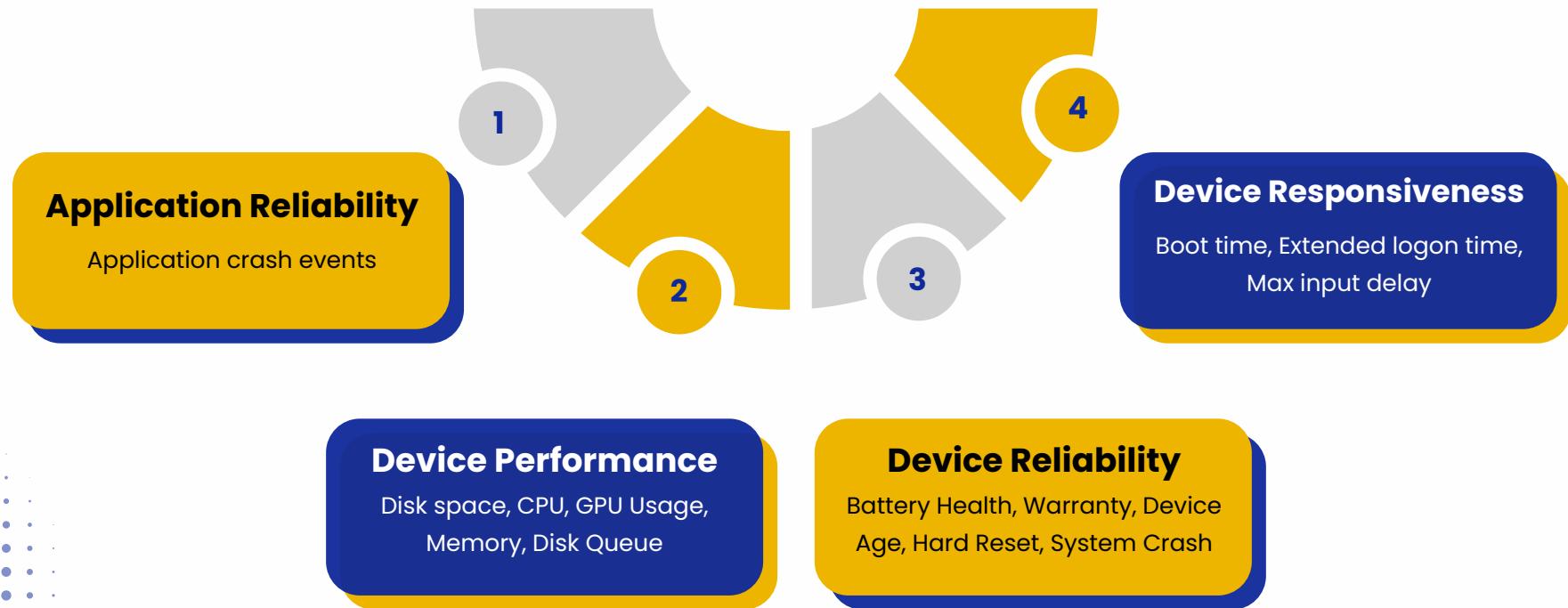


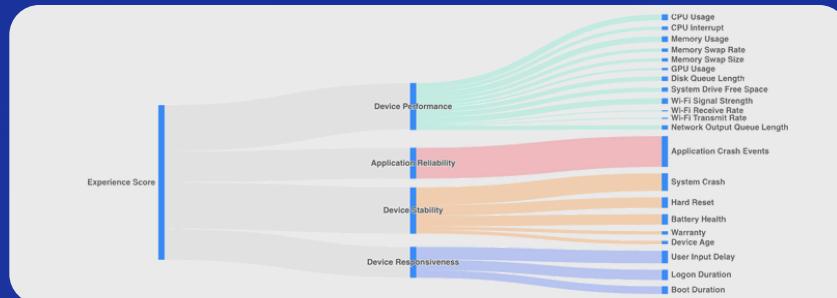
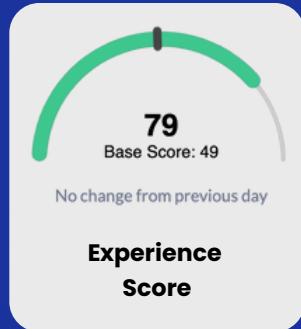
## Restart

Initiate a system restart on the endpoint as part of the remediation flow



# Experience Metrics





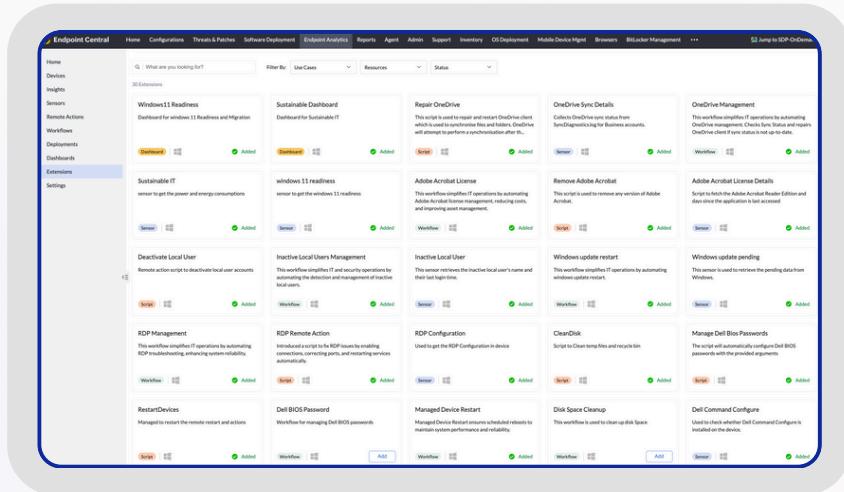
# Experience Score and Benchmarking

Quantify employee experience with a unified score derived from device, application, and usage metrics.

# Action Library

A curated collection of **pre-built workflows, scripts, data collectors, and dashboards** designed for rapid deployment and scale

Each action is **plug-and-play**: filtered by user case, one click to apply, making setup effortless, consistent, and fast.

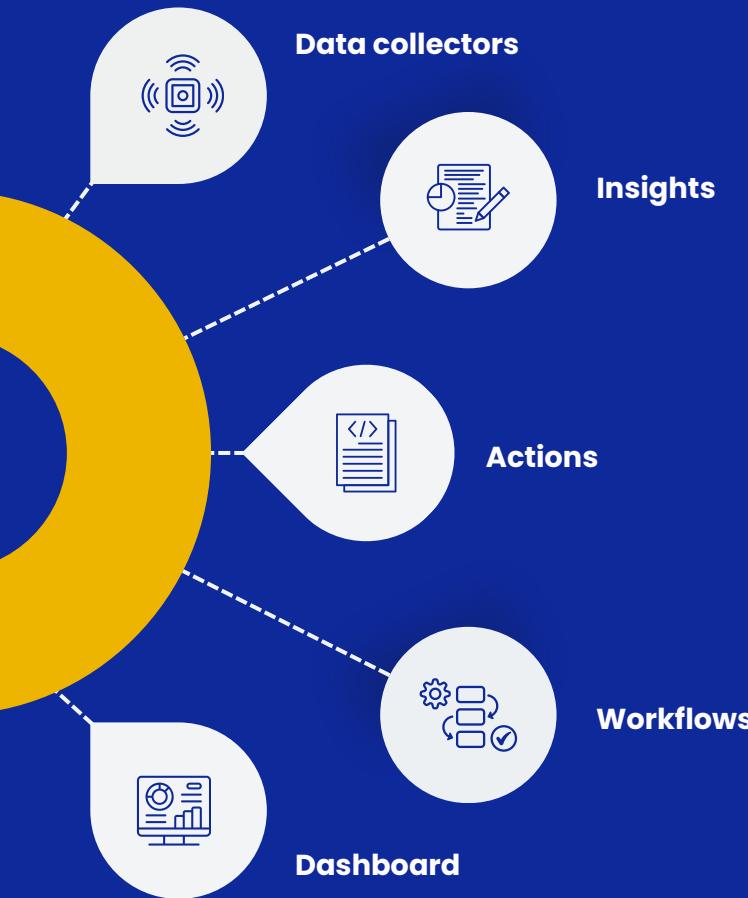


**Workflow  
templates**

**Sensors**

**Scripts**

**Dashboards**



# Pricing



## Standalone (Cloud)

DEX Manager Plus

**\$9.95** / endpoint / year



## Add-on (Cloud)

DEX Manager add-on for Endpoint Central

**\$5.95** / endpoint/ year

**For further details contact:** [dexcloud-support@manageengine.com](mailto:dexcloud-support@manageengine.com)

**To know more, visit:**

<https://mnge.it/dex>



**Try it for free:**

<https://mnge.it/dexfreetrial>

