



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.

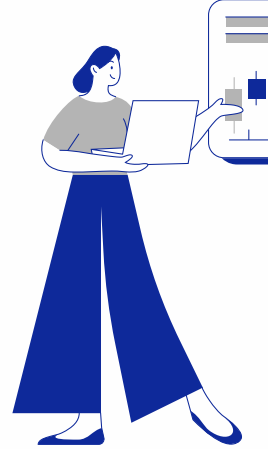


Benefits of DEX

**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

WORKFLOWS

Automate issue resolution with built-in orchestration



BENCHMARKING

Benchmarking user experience using performance metrics



ACTION LIBRARY

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



CUSTOM MODULE

Tailor data, insights, visualization and automation



ROOT CAUSE ANALYSIS

Identify and resolve issues faster with built-in RCA



INSIGHTS

Relevant, actionable insights guided by real-time data



DATA COLLECTION

Real-time telemetry across endpoints, apps and users



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 organizations 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

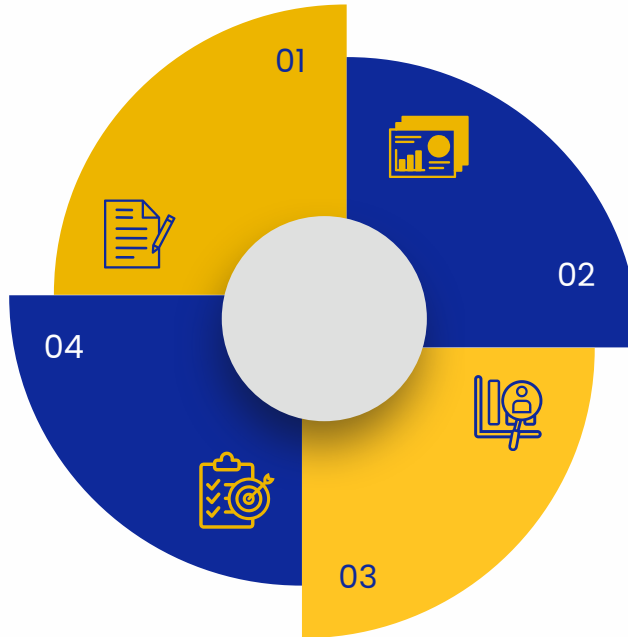
Root cause Analysis

Contextual data

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

Targeted Remediation

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



Intelligent Grouping

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

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



Engage

Prompts the user with a message or confirmation before continuing



Remote Action

Executes a predefined action on the endpoint remotely



Condition

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



Function

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



Send Mail

Sends dynamic, personalized emails based on earlier workflow data



Delay

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

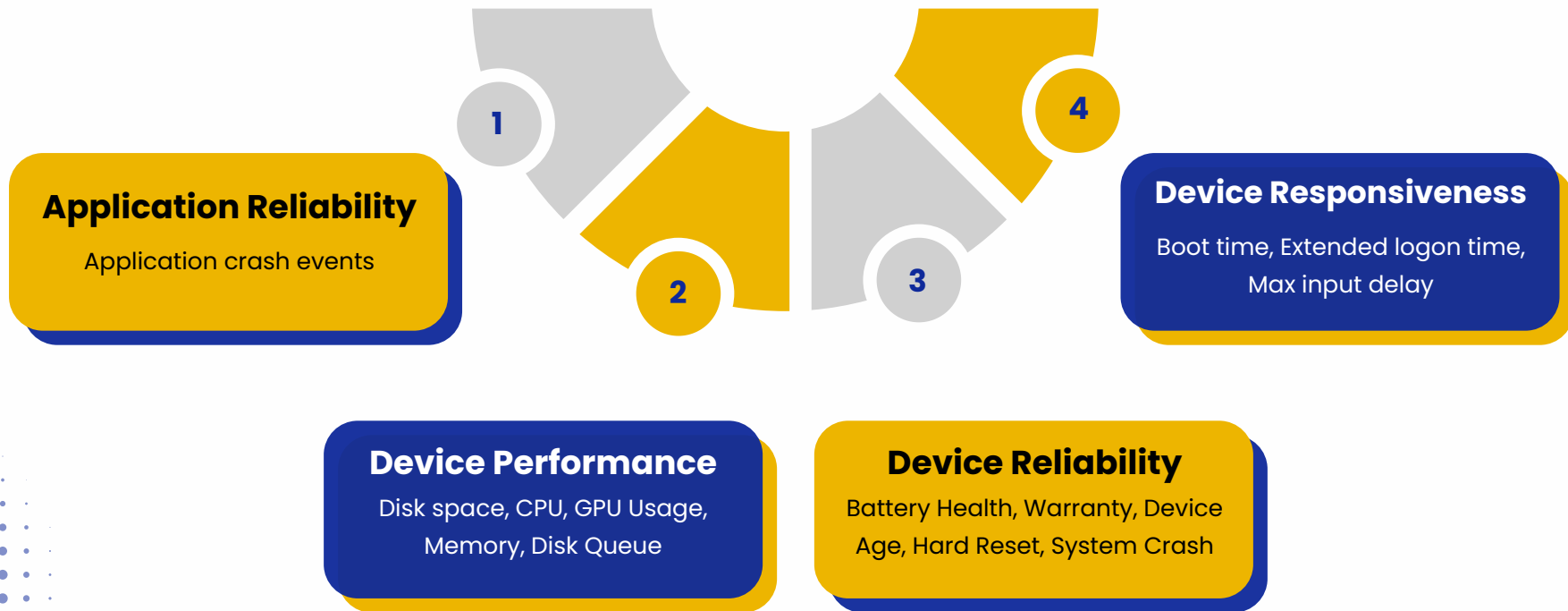


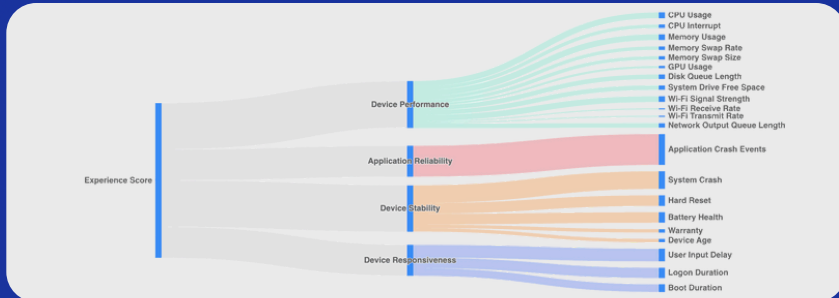
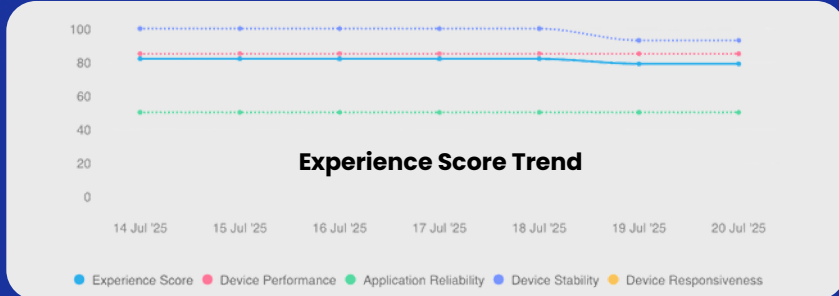
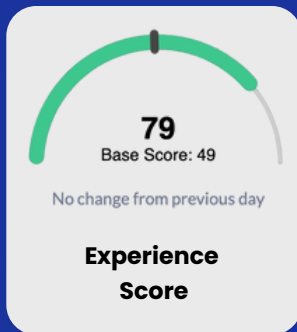
Restart

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



Experience Metrics





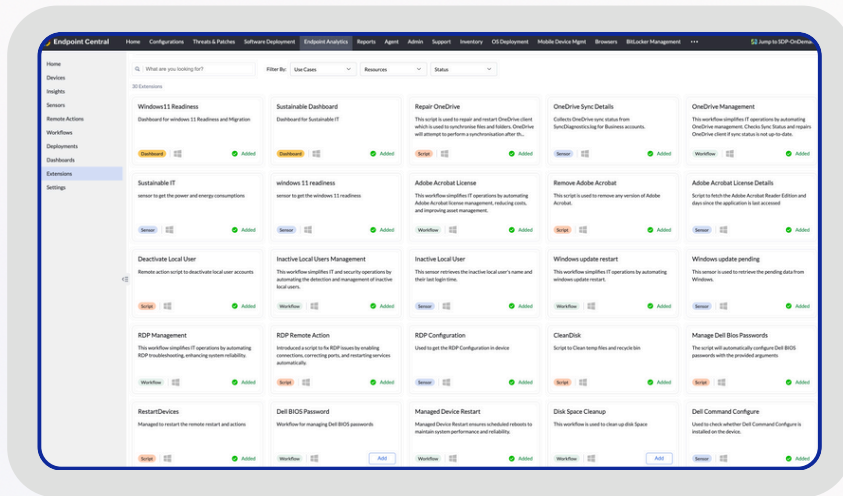
Experience Score and Benchmarking

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



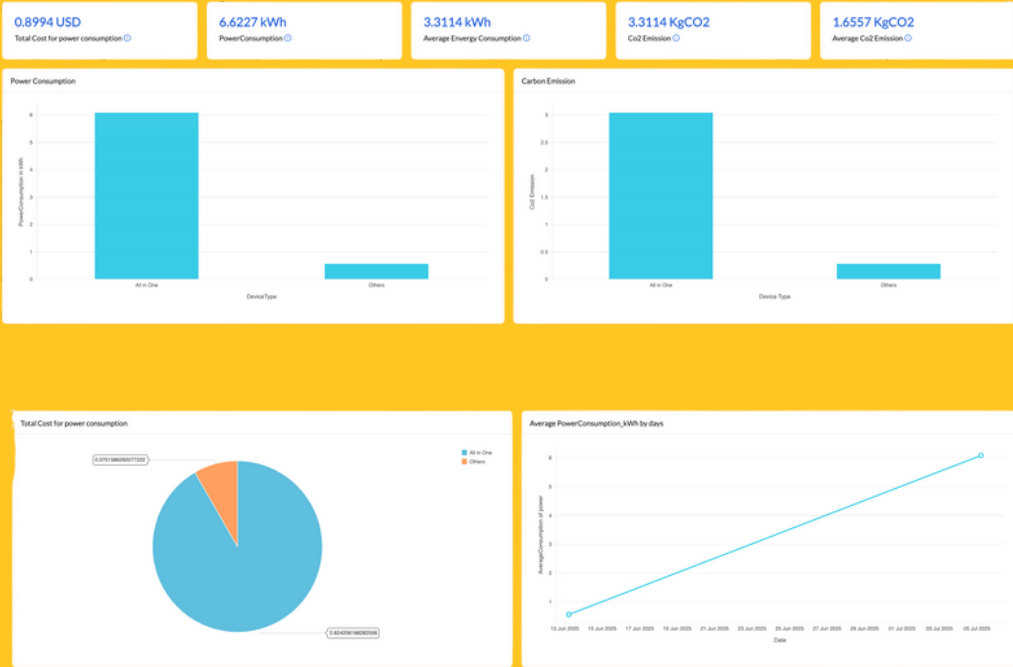
Scripts



Dashboards



Custom Module



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

To know more, visit:

<https://mnge.it/dex>



Try it for free:

<https://mnge.it/dexfreetrial>

