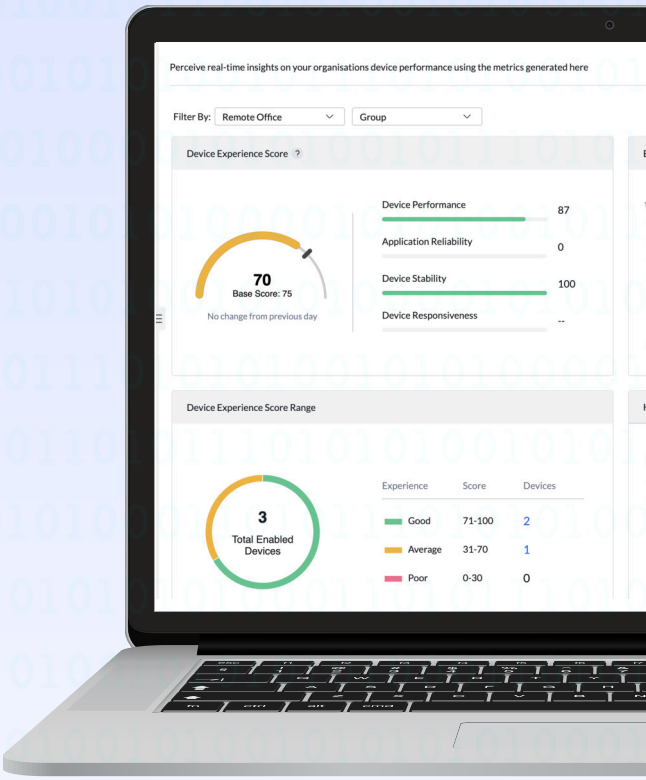
ManageEngine
DEX Manager Plus

Detect, Diagnose, and Remediate endpoint issues proactively

DEX Manager Plus is a Digital Employee Experience (DEX) monitoring and management solution that enables IT teams to proactively identify device performance, stability, and application reliability issues across endpoints. It captures real-time telemetry, correlates device signals to uncover root causes, and automates remediation workflows to reduce user impact and support overhead.

The solution surfaces issues that often go unreported, such as application crashes, login delays, and system slowdowns, thereby enhancing visibility into IT health, accelerating resolution, and improving operational efficiency across hybrid environments.



Core capabilities

1. Real-Time Telemetry Collection

- Continuously collect device telemetry through a lightweight agent with minimal performance overhead.
- Monitor key parameters such as CPU usage, memory utilization, disk space, battery health, swap rate, and GPU activity.
- Track indicators related to device performance, responsiveness, application reliability, and system stability.
- Support organization-specific KPIs with custom data collectors.

2. Proactive Issue Detection

- Continuously monitor endpoints to detect early signs of performance degradation.
- Trigger alerts based on configurable thresholds for high CPU usage, low disk space, app crashes, login delays, and more.
- Automatically group similar alerts to reduce noise and improve prioritization.
- Identify silent failures that typically go unreported but impact user productivity.

3. Root Cause Analysis and Correlated Diagnostics

- Use contextual diagnostics to pinpoint contributing factors such as faulty application versions, incompatible OS versions, or configuration changes.
- Leverage the severity levels automatically assigned to identified factors to help IT prioritize high-risk or widespread issues.
- Follow the suggestions mentioned next to the causes to remediate the issue.

4. Automated Remediation Workflows.

- Use built-in or custom scripts to automatically resolve issues such as slow logins, high memory usage, or system crashes.
- Leverage the no-code workflow builder to build out complete detection-to-remediation workflows.
- Enable user-consent-based issue remediation.
- Apply remediation at scale across user groups or device categories.

5. Experience Scoring and Benchmarking

- Generate device-centric experience scores based on the telemetry data and insights.
- Benchmark performance against organizational baselines to identify outliers and problem areas.
- Use experience scores to prioritize support efforts and improvement initiatives.

6. Pre-built Action Library

- Access a curated library of sensors, scripts, and automation workflows for common endpoint issues.
- Cover frequent scenarios such as resource spikes, misconfigurations, and compliance gaps.
- Extend the library with organization-specific custom data collectors, actions and workflows.
- Scale proactive support across the device fleet with minimal setup effort.

Why DEX Manager Plus?

Lightweight agent for real-time telemetry.

Custom collectors for unique metrics

Pre-built action library for faster deployment

No-code workflow builder for automation

Smart alert grouping to cut down noise

In-depth diagnostics with severity tagging

Why Organizations need a DEX solution today

Conventional endpoint management, monitoring, and ticketing systems are reactive by design. They rely on user-reported incidents or observable performance failures, often identifying issues only after productivity has already been impacted. This leaves a critical visibility gap in modern IT operations.

A Digital Employee Experience (DEX) solution is designed to address that gap by detecting silent performance degradations, application slowdowns, and user experience issues that typically go unreported—but collectively affect employee satisfaction and efficiency.

In today's hybrid and distributed work environments, IT success extends beyond uptime and SLA adherence. It includes ensuring seamless, responsive, and frustration-free digital interactions. The lack of visibility into real-time user experience not only affects productivity but also increases avoidable ticket volume and escalations.

DEX solutions help IT move from reactive to proactive support by enabling:

- Early detection of experience-impacting issues before they are reported
- Automated remediation of recurring or known problems
- Root cause correlation to reduce resolution time
- Trend analysis for experience benchmarking and improvement.

Beyond support, DEX insights contribute to long-term IT planning—informing device refresh cycles, identifying underperforming applications, and improving software license utilization. **DEX Manager Plus bridges this gap between IT operations and employee experience, making device-level performance data measurable, actionable, and resolvable.**

The ManageEngine Advantage

Free up to 25 machines

Cloud Enterprise Edition:

$9.95 per endpoint/year.

Endpoint Central Add-On:

$5.95 per endpoint/year.

30-DAY FREE TRIAL

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