readyworks

Digital Employee Experience (DEX) Response

⚠️ **THE PROBLEM: Manual processes used to identify and correct root causes of poor digital employee experiences (DEX) result in poor resolution times, lower productivity, and financial impacts to the business.**

DEX monitoring tools help identify performance issues of devices, applications, and networks that affect employee productivity and sentiment. What they don't do is integrate with other systems to aggregate event logs and identify the root cause of the problem, open and close support tickets, orchestrate workflows to correct the issue, and log results. They also don't tie to global preventative maintenance programs to get ahead of issues before they occur. Most companies use manual process to manage all this, which results in higher labor costs, lower productivity, and poor user experiences.

THE SOLUTION: READYWORKS

ReadyWorks integrates with all IT systems to identify the root cause of a digital experience problem, open and close support tickets, orchestrate resolution workflows, identify other systems that may require similar corrective issues, and log results.

BUSINESS IMPACT:

- **Improved quality of service:** Detect and resolve issues before they are reported. Improve attainment of XLA commitments.

- **Reduced labor costs:** Greatly reduce labor costs by automating data aggregation and analysis along with many of the processes associated with DEX issue resolution, troubleshooting, and preemptive maintenance.

- **Reduced downtime:** Faster resolution reduces business disruption caused by poor performing or non-working systems.

- **Improved compliance:** Maintain up-to-date audit trails showing all activities associated with issue identification and resolution.

WITH READYWORKS:

- Identify connected devices that are not operating within normal parameters.
- Aggregate event logs from multiple systems to identify the root cause of DEX issues.
- Trigger workflows to address issues reported by DEX monitoring tools in addition to abnormal device or network conditions.
- Create workflow templates for common solutions used to mitigate known root causes.
- Automatically open and escalate service tickets.
- Trigger automated communications to owners and stakeholders to provide ticket status and request additional information if needed.
- Use a configurable self-service portal for end users to confirm information (e.g., location) and schedule service.
- Automatically notify third-party vendors when support is required.
- Log all activities in one central place.

WHAT'S INCLUDED:

- Bi-directional connectors to collect asset information from data-sources including, DEX and other system monitoring tools, configuration platforms, identity management systems, and ITSM tools. (10 connectors included in standard subscription.)
- Outbound orchestration to detect, assess and correct performance issues including identifying high severity issues and notifying third parties that support is required.
- Automated communications to notify required parties that an issue was detected and to report on status.
- Configurable self-service portal to collect additional user information and for users to schedule service.
- Automated workflows to open, escalate, and close service tickets.
- Configurable dashboards and reporting.
- Guided implementation followed by ongoing support and training.

Automate your DEX response processes

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