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Enterprise Technology Management for Employee Experience

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Introduction and Context

Companies are increasingly competing for employees not only on the basis of salaries and rewarding work, but also on the basis of employee experience (EX). As more and more work becomes digital and technology-enabled, a smooth and pleasant IT experience becomes an essential part of building a strong EX. This starts with onboarding a new employee and continues through addressing tech issues, refreshing and upgrading hardware as necessary, and quickly procuring IT assets—software, hardware, SaaS and Cloud—that employees need to perform their jobs.

Providing a pleasant employee experience reduces turnover and improves employee satisfaction. For example, Glassdoor research found that organizations with an efficient and well-structured onboarding process increased new hire productivity by 70%. Ongoing EX is also increasingly critical as knowledge workers accustomed to better consumer technology experiences transfer those expectations over to their workplaces. In addition, IT teams and procurement organizations that cannot equip employees with what they need to perform their work from the day they start their job risk 1) generating unproductive and expensive downtime, 2) periods of low productivity, and 3) disgruntled employees. In general, data flows in one direction from IT asset databases out to HRIS and SSO or employee directory systems.

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This one way flow means IT teams must make all updates themselves, often manually, and cannot leverage status or record changes in other systems to trigger bi-directional workflows and data flows. To address these issues, modern, holistic and extensible enterprise technology management (ETM) solutions can function as a governance, policy and data layer facilitating dramatic improvements in EX by enabling agility and faster and more flexible integrations.

How IT and HR Teams Can Leverage ETM to Improve Employee Experience

Traditionally, IT service processes related to employee experience, from onboarding to asset refresh to help desk tickets, have relied on multiple disconnected systems. Those systems were brittle and hard to modify. Some enterprises built custom workflows to automate IT service processes. Those workflows in the past required custom coding and were expensive to maintain. The workflows also were quickly out of date and became barriers to IT team and employee productivity.

To remedy these problems and elevate EX, IT teams deploy ETM solutions. Modern, flexible, and holistic ETM can:

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Acquire and UNIFY DATA
andfrom multiple tools to create a single source of truth for all asset data across all classes, locations and types

Duplicate and NORMALIZE
asset data to make it easily searchable, either by IT teams or employees (if IT wishes to expose asset information)

Support BI-DIRECTIONAL
integrations with HRIS, SSO and other relevant tools to break down silos between HR, IT and procurement

Create AUTOMATED
workflows for multi-step processes such as preparing all the IT assets required for a new hire

Automatically DISCOVER ASSETS
attached to the network and report on their status, age, and whether or not they require a refresh or upgrade

Reduce RESOLUTION
times of help desk tickets and deliver more responsive IT support

Enable DIY PROCUREMENT
for employees who need a new asset that is already in stock in the enterprise's asset management system

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Benefits of Using ETM for Employee and Customer Experience

IT teams that deploy ETM can noticeably improve EX within a matter of weeks. Some of the clear benefits of using EMT to elevate employee experience include:

- Automated procurement processes for new hires by integrating with HRIS systems and coordinating on hire role and hire date

- Smoother and more enjoyable employee onboarding with less manual data entry for both employees and IT teams running on boarding

- More efficient tracking and forecasting of asset and device refreshes and replacements through integration with IT asset management systems and ERP

- Faster resolution of help desk tickets due to more efficient processes and reduced manual labor

- Reduced employee downtime and enabling them to request and quickly obtain assets they need to do their jobs well

- Improve the EX of IT team members by reducing manual tasks

- Automated detection of asset anomalies, triggering immediate remediation or help desk support

Conclusion: Elevating Employee Experiences

To compete for the best employees, enterprises must think ahead of the curve and find ways to leverage technology to deliver stellar employee experiences. Modern ETM can help by automating much of the repetitive manual data entry and lookup work and creating workflows that make behind-the-scenes IT work and collaboration between HR and IT more efficient. **By creating a work experience that minimizes interactions with IT and improves the speed and responsiveness of IT support, ETM can deliver a marked boost to employee experience.**

About Oomnitza

Oomnitza offers the industry's most versatile Enterprise Technology Management platform that delivers key business process automation for IT. Our SaaS solution, featuring agentless integrations, best practices and low-code workflows, enables enterprises to quickly achieve operational, security and financial efficiency leveraging their existing endpoint, application, network infrastructure and cloud infrastructure systems. We help some of the most well-known and innovative companies to optimize resources, mitigate cyber risk, expedite audits and fortify digital experience. **Learn more at Oomnitza.com.**

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