



Solution Brief

Keeping Employees Happy and Motivated Through a Better IT Experience

How Enterprise Technology Management can save your employees time and effort, while driving productivity increases

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Introduction

In today's labor market, employees are increasingly voting with their feet and switching jobs. Their bargaining power has increased due to a combination of a COVID-reduced workforce and a shortage of qualified knowledge workers. This is leading many organizations to focus more tightly on every aspect of the Employee Experience (EX) as the need for talent continues to grow. Study after study has also tied the happiness and engagement of a workforce to the bottom line and customer satisfaction. In today's digital enterprise, information technology (IT) plays a growing role in sustaining employee happiness and creating a strong EX.

Employees increasingly rely on technology systems (hardware and software) to do their jobs. Not surprisingly, they expect that technology to be as easy to use as the best consumer software and hardware. As personalized experiences become the norm for consumers, workers want to enjoy the same feeling of personalized consideration. And when things go wrong, workers have ample opportunities to anonymously vent their views with damaging reviews that are easy to find and may even go viral on social media.

Enterprises seeking to attract, retain and empower high value-add employees must optimize their Digital Employee Experience (DEX) by putting in place an Enterprise Technology Management solution as a central orchestration and automation point for critical IT processes.

What is the Digital Employee Experience?

The Employee Experience is the entirety of what a worker experiences in their jobs, from dealing with HR to process flows in their departments to the type of office furniture or policies around work-from home. The Digital Employee Experience is the portion of these experiences that are dependent on technology. Compared to even a decade ago, there are far more moving parts in the DEX today. For that reason, designing and maintaining a stellar DEX is more challenging and requires technology solutions to aggregate all the components into a single view of an employee, as well as an engine for orchestrating these pieces into a holistic, unified and personalized experience.



Challenges to creating a great DEX include;

- **An increasingly complex onboarding processes:** New hires need to be set up for access and success on many more systems than in the past. Today's digital workplace uses at least a dozen underlying software platforms that employees must interact with across single-sign on, email, human resources, finances, and more. Technology infrastructure and marketing employees then might each have their own additional set of processes.
- **More coordination and planning required of IT and HR teams:** Making sure that new and existing hires get all the technology they need when they need it—be it first day on the job or when they get promoted to manage a new department—requires precise coordination. IT must be able to see over the horizon to meet future needs as well as to move quickly to provision and deploy all manner of tech.
- **Time to full productivity is longer, full productivity is elusive:** Because of the above two challenges, time to productivity for new hires can be longer and attaining maximum employee productivity can be elusive. Meeting the DEX needs of a workforce is an uphill battle against constant changes.

Adding to these top-line challenges is a host of tactical challenges that are fundamentally different from those IT faced a decade ago.

- **COVID-19 cemented work-from-anywhere:** The pandemic shifted expectations with all employees expecting the best of both worlds - a strong DEX available from anywhere, as well as a strong DEX in-office. This effectively doubled the requirements for many IT teams to create a single thread of processes that can accommodate both situations.
- **Expanded attack surface:** The huge increase in digital assets under management driven by SaaS, cloud infrastructure, and employees using more tools and more devices generates a vastly expanded attack surface. Part of maintaining a strong DEX is keeping employees safe and maximizing their uptime by enabling proactive security.
- **Continued migration to Cloud:** The ongoing migration to cloud for many aspects of IT means managing a wholesale shift at many levels. For example, Office365 means workers accustomed to working only on their desktop must get used to a browser-based system and to new vagaries for saving files both locally and remotely. For IT teams, this means also managing a migration of their own tooling to SaaS to achieve better availability and ease-of-use.
- **Virtualization of support:** Gone are the days of walking down to the IT pod with a laptop and asking for help with a system upgrade. Today's IT teams must create a fully virtual and digital support experience that delivers the same degree of service and comfort over completely digital channels. This also includes creating better systems for logistics of tracking and moving physical items back and forth across the country and the world.

The waterfall effect from these tactical challenges are real problems that negatively impact DEX. Employees are being onboarded more slowly and with piecemeal progress, causing frustration and loss of productivity. Departments and managers desperate to get employees up to speed are forcing IT teams to cut corners on security measures, letting them work over insecure connections and over endpoints that are not fully protected.



On the other side of the equation, IT teams that must coordinate employee offboarding have to simultaneously remove access from dozens of systems and track returns of more devices from a more dispersed workforce. In addition, if a terminated employee has associated software files revoked, unless the proper offboarding processes are followed, you run the risk of no one else being able to access that employees files. This leads to less controlled offboarding which generates security risks and is more likely to break with proper compliance processes. In a worst case, it leaves enterprise assets exposed to former employees who might be unhappy with their former employer. In general, rapid shifts in requirements and expansion of the technology ecosystem have left IT teams struggling to manage assets throughout their entire lifecycle, and to answer the most basic questions required to do their job and deliver stellar DEX such as:

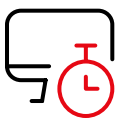
- Is an asset patched or unpatched?
- Who owns a specific asset and where is it located?
- How long until an asset is fixed or requires an upgrade?
- How are privileges managed for this particular class or type of assets?
- Why is an asset acting the way it is?



To address these issues and deliver modern, consistently excellent DEX, CIOs and their teams need solutions that can address the root cause of the challenges they face.



Connecting silos: A solution must be able to easily connect different silos of information and different tools already in place for ITAM and other types of technology asset management. The connective solution must be able to easily ingest data from these systems via an agentless architecture, aggregate the information into a single golden database of asset information and overlay orchestration and workflow automation atop this data foundation. This enables cross-department coordination and proper management of multi-step processes through automated decision trees and rules.



Real-time information: To keep up with the rapid pace of change and movements within organizations, the solution for IT teams must deliver data that is accurate and up to the minute. This requires cloud-based IT asset management processes and software that is not dependent on complex synchronizations and can deliver a refreshed global asset view with a single click.



Quick time-to-value with a single pane of glass: Ideally, new IT hires and a wide variety of stakeholders across IT, finance, HR and information security must be able to quickly analyze all that's happening in their IT asset world and understand challenges, threats and trends. This means a smart presentation layer should be on offer out-of-the-box, paired with an intuitive query engine that makes it simple to create easy-to-read charts, graphs and reports.

The Solution: How ETM Delivers Stellar DEX

To improve the digital employee experience, enterprises must leverage the automation and intelligence delivered by modern enterprise technology management (ETM) solutions. A modern ETM solution automatically discovers, aggregates, reconciles, monitors and orchestrates all IT assets, connecting silos and creating a unified data foundation upon which an IT organization can create a robust DEX practice. Holistic ETMs with clear APIs and extensible connector architectures (using common software such as JavaScript or Python) are designed to quickly integrate and continuously update all systems used in asset management, compliance, procurement, HR and information security. This includes: MDM, SAM, CMDB, ITAM, SIEM, ITSM, UEM, HRIS, SSO, employee directory and ERP.

By connecting these silos and enabling bi-directional data links, modern ETMs provide a workflow automation and reporting layer that can transform much of the rote manual labor required to deploy and manage IT assets into programmatic, script-driven routines that can be run on demand, as frequently as needed. This empowers the IT team to plan and craft employee experiences pro-actively and to spend more time addressing anomalies and real emergencies rather than plowing through manual work on ticketing and logistics.

For example, by connecting an ETM to the API of a distributor like CDW or SHI, an IT team can know that all the relevant device data will be pre-populated before it is shipped directly to a work-from-home employee. Or, alternatively, by connecting HRIS, SSO, endpoint management and ERP, a hiring plan for the upcoming year from different departments can automatically trigger accurate forecasts for procurement and timetables for actions for IT teams to shape staffing and onboarding flows. These capabilities allow IT teams to stay ahead of the employee experience curve while also reducing ticket resolution times, increasing self-service offerings, and improving security, compliance and audit capabilities. In short, ETM provides the backbone for building DEX excellence and the scaffolding upon which an enterprise can not only improve on existing DEX but design for a future that is even more digital and virtual, personalized and real-time—to keep the employees of today and tomorrow happy and productive.



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](https://www.oomnitza.com).

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