

The World of Work Rests on the Shoulders of IT Teams

Survey-backed insights into the state of Digital Employee Experience

In 2020, the number of offices IT teams have to support has risen from several offices to several thousand home offices. And employees' expectations that the technology they need to work is available wherever and however they need has risen alongside it.

Nexthink conducted a survey via Vanson Bourne, an independent research firm, to get a better understanding about what IT teams and the employees they serve are facing during this time. The results point to a glaring gap.

IT is trapped in a vicious cycle



The cycle makes it nearly impossible for IT to focus on primary tasks:



Deliver new services to empower the business



Reduce incidents faster and increase employee satisfaction

This is impacting employees negatively



45% of IT issues are never reported by employees



Employees lose an average of 28 minutes every time they have an IT-related problem



This amounts to 100 hours (more than 2 work weeks) wasted every year per employee

According to the latest survey, remote work is making the challenge even bigger

“What are the biggest challenges for your organization's IT team in supporting remote workers and the business during the COVID-19 crisis?”

Increased number of support tickets

43%

Non-IT employees didn't have the right tools to get their work done when we first made the transition to remote work

37%

On-premise IT has limited working remotely for the IT team

35%

Too much time spent in online meetings, so IT doesn't have enough time to get work done

32%

Lack of visibility of the main IT issues

30%

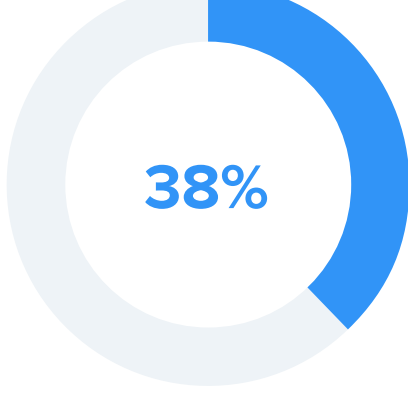


Overall, 90% of survey respondents said they've experienced additional technology challenges during the crisis

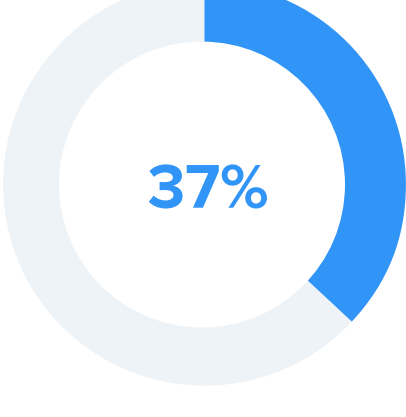
Employees are dependent on IT to get work done and be productive from anywhere

“Have employees in your organization experienced any of the following IT issues as a result of the transition to working remotely due to the COVID-19 crisis?”

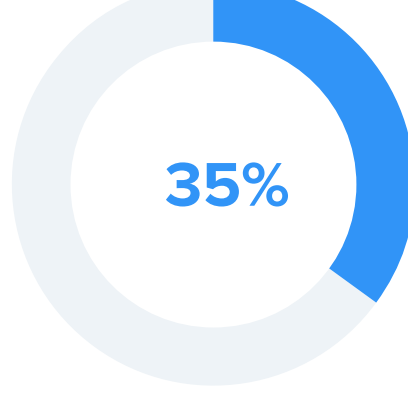
TOP 5 ISSUES:



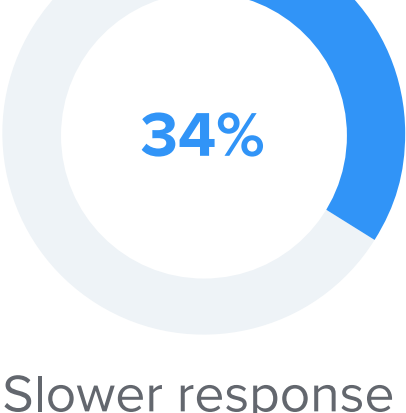
VPN access



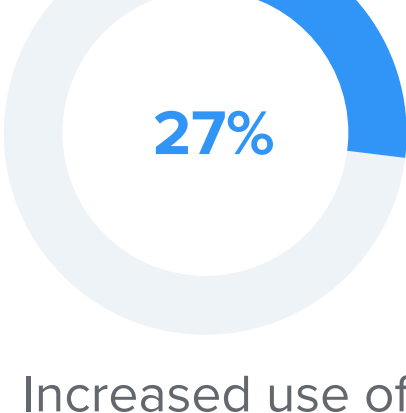
Wi-Fi connectivity and reliability



Video conferencing applications



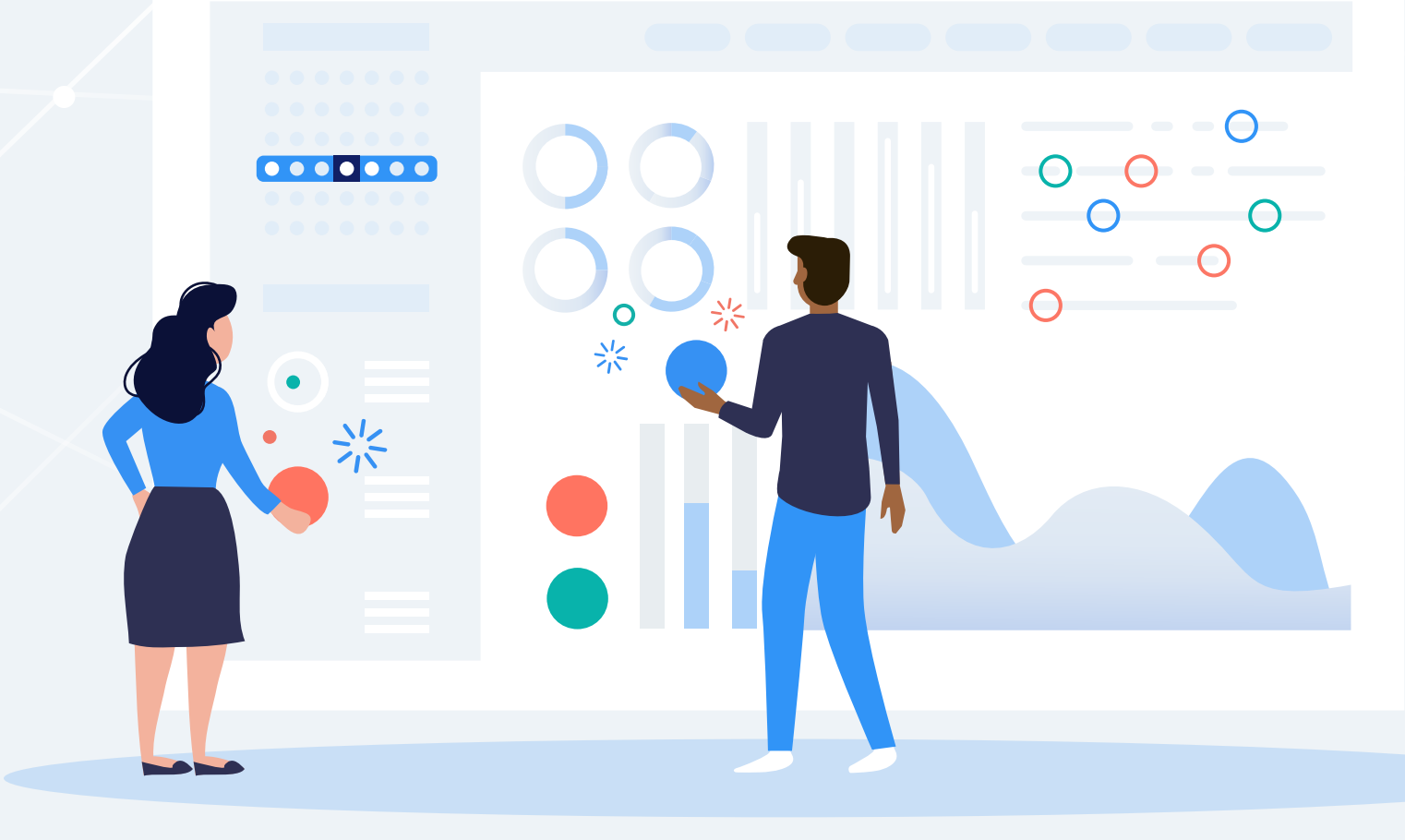
Slower response from IT team



Increased use of shadow IT

There is a gap in Digital Employee Experience

The modern workplace won't succeed if IT can't measure and manage every aspect of the digital employee experience.



Closing the Digital Employee Experience Gap is now a top priority



The digital experience of employees is especially important as more teams work remotely than ever before, but a lack of visibility causes a gap in the digital experience for employees.

78% of IT professionals say the digital employee experience is essential or a high priority today, compared to 49% just 12 months ago.

The traditional network environment has disappeared, and existing system-centric tools are not enough.

- ❌ Application Performance Monitoring, network monitoring and ITSM products don't provide visibility into the digital employee experience
- ❌ Client management technologies lack real-time visibility into how employees are experiencing SaaS applications

- ✅ Digital Employee Experience Management: The only way to gain a complete view across systems, devices, apps, networks to truly understand and improve digital employee experience



Nexthink's digital employee experience management platform provides an employee-centric view of devices, applications, and networks across platforms and vendors.

Ready to close your digital employee experience gap? Visit nexthink.com/digital-employee-experience-management.