



TRANSFORMING DIGITAL EMPLOYEE EXPERIENCE (DEX) FOR ENHANCED PRODUCTIVITY

Introduction

The concept of Digital Employee Experience (DEX) has emerged as a pivotal aspect of modern work culture with the rapid increase in the use of digital technology. It encompasses the technologies, tools, and platforms that employees use to perform their tasks, facilitating a seamless, efficient, and engaging work environment.

I attended the Gartner Digital Workplace Conference held in Dallas in March 2025, where experts highlighted its role in enhancing productivity, employee satisfaction, and overall business performance. As organizations continue to adapt to the digital age, embracing DEX becomes crucial for achieving these objectives.

Importance of DEX

Insights from my customers and the Gartner Digital Workplace Conference highlight the importance of DEX for organizational success. Here are the key reasons why DEX matters:



More Technology in the Workplace

In today's digital-first environment, employees use a wide range of tools—from communication platforms to AI systems. These interfaces must be intuitive and integrated to support productivity. Poorly designed tools can disrupt workflows and cause frustration, while a strong digital experience helps employees stay focused on meaningful work.



Greater Dependency on Technology

With digital tools now central to daily tasks, employees rely on them for meetings, collaboration, and file access. Any disruption—like downtime or clunky interfaces—can affect morale and performance. A seamless experience helps maintain efficiency and ensures business continuity.



Increased Employee Demands

Modern employees, especially younger generations, expect workplace tech to match the ease of their personal digital experiences. They seek fast, mobile-friendly platforms, personalized interfaces, and self-service options for HR and IT. Meeting these expectations are key to keeping employees engaged and satisfied — falling short risks of losing talent to more tech-savvy competitors.



Increase in Productivity

A well-crafted digital experience boosts productivity by streamlining tasks and reducing errors. Automation and AI handle routine work, freeing employees for strategic efforts. Efficient workflows also lower cognitive load, helping teams focus on high-value activities and perform better.



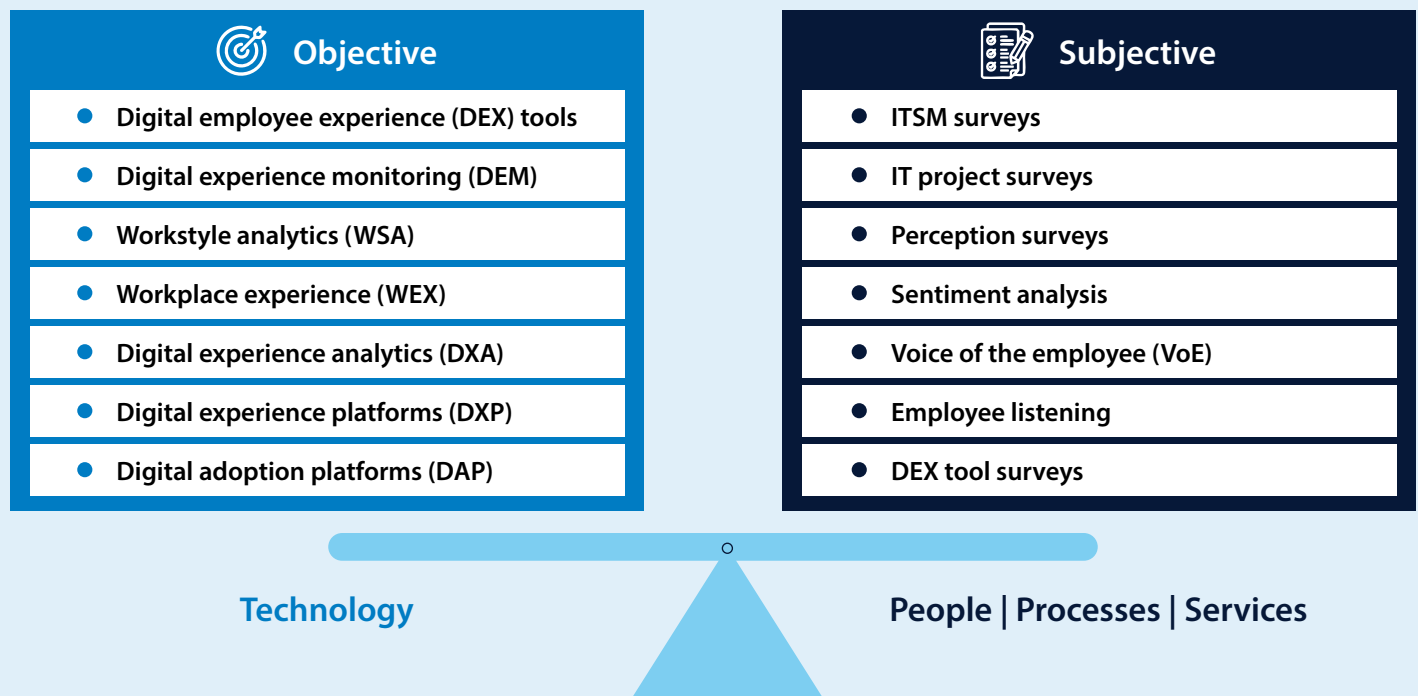
Competitive Advantage and Talent Retention

Companies with strong digital experiences stand out in the job market. Smooth onboarding, feedback tools, and career development platforms foster engagement and growth. Investing in digital well-being helps retain talent and attract new hires, strengthening the organization's position.

How do you Assess DEX?

To assess DEX, organizations must evaluate both technical performance and user experience. Key metrics include uptime, load times, latency, and crash frequency, reflecting system reliability. Equally important are user-focused indicators like satisfaction surveys, tool adoption, and workflow efficiency. Sentiment analysis and feedback loops offer deeper insights into employee perceptions. A well-rounded strategy should also consider persona-based experiences to ensure tools meet diverse employee needs.

Gartner in one of their sessions titled “**Top Ways to Improve the Digital Employee Experience in 2025**” had mentioned a similar framework highlighting that a comprehensive DEX strategy must balance objective data from technology with subjective insights from employees. This dual approach ensures organizations not only measure performance but also understand how employees feel about their digital environment, leading to more informed decisions and better overall experience.



Tools for Measuring DEX

There are several tools used across enterprises to monitor and measure Digital Employee Experience. Below are five tools that Infosys has experience with and that are also recognized as leaders in the Gartner Magic Quadrant for DEX tools for the year 2024.

1. **Nexthink Infinity** offers IT teams real-time visibility into digital environments by analyzing endpoint data to detect and resolve issues proactively. It supports performance monitoring, targeted communications, and collaboration analytics. With AI-driven insights and automation, it boosts productivity, reduces IT costs, and streamlines service delivery through its low-code orchestration engine.



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2. **ControlUp One** enables IT teams to monitor and optimize digital workspaces across physical, virtual, and cloud setups. It provides deep visibility into performance and user experience, allowing proactive issue resolution. Intelligent automation and analytics help reduce support tickets and improve satisfaction, with broad support for VDI, DaaS, and SaaS environments.



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3. **1E Platform** is built for end-user computing and IT service desks, identifying and resolving digital friction like device drift. It combines real-time visibility, automation, and compliance tools to cut costs and improve responsiveness. Personalized support and self-healing features enhance productivity and user experience.



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4. **SysTrack**, by Lakeside Software, monitors endpoint performance using real-time data to detect and resolve issues. Its AI and analytics improve productivity and reliability, supporting remote work and transformation. The tool helps reduce downtime and ensures a seamless digital workplace.



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5. **Aternity** by Riverbed, provides visibility into how employees interact with applications and devices, using telemetry and sentiment data to resolve issues proactively. It correlates performance metrics with user feedback to improve productivity and reduce costs. Benchmarking and analytics support continuous improvement of DEX.



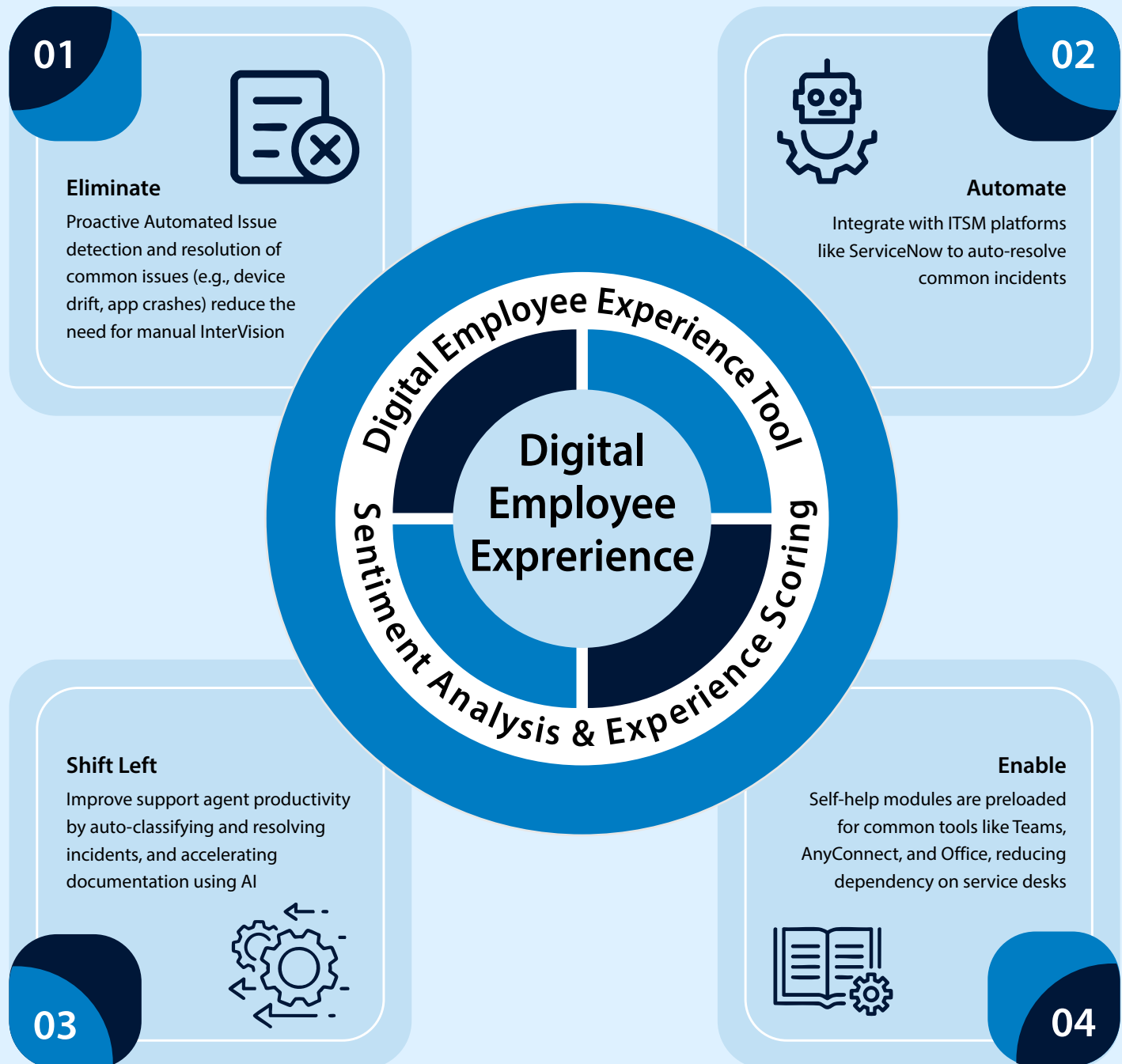
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By implementing these metrics and tools, organizations can effectively measure and enhance their Digital Employee Experience, leading to improved productivity, employee satisfaction, and overall business performance.



How Infosys is Utilizing the DEX tool to Enhance Experience

Infosys' EASE framework- Eliminate, Automate, Shift-left/Self-help, and Enable - forms the backbone of its modern IT workplace managed services strategy, designed to reduce ticket volumes, improve service efficiency, and elevate user satisfaction. By embedding this framework into client environments, Infosys proactively eliminates repetitive incidents, automates routine tasks, and empowers users through intuitive self-service channels.

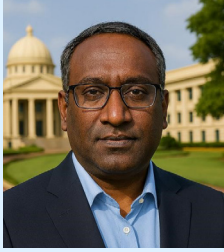


To further enhance employee experience, Infosys integrates leading DEX tools such as Nexthink, Systrack, Aternity, and Tachyon into its EASE methodology. These tools provide real-time visibility into device and application performance, sentiment analysis, and proactive remediation capabilities. For example, DEX platforms are used to identify and auto-resolve issues like Outlook crashes or OneDrive sync failures, while also feeding insights to L1 agents for faster resolution. This synergy between EASE and DEX not only reduces IT friction but also fosters a more seamless, personalized, and productive workplace for end users.

Conclusion

In conclusion, the Digital Employee Experience (DEX) is a critical aspect of modern work culture that significantly impacts productivity, employee satisfaction, and overall business performance. By leveraging advanced technologies, tools, and platforms, organizations can create a seamless, efficient, and engaging work environment. The insights from the Gartner Digital Workplace Conference and customer feedback underscore the importance of DEX in achieving organizational success. As technology continues to evolve, it is imperative for companies to assess and enhance their digital employee experience to stay competitive and attract top talent. Infosys' EASE framework and integration of leading DEX tools exemplify a strategic approach to optimizing the digital employee experience, ultimately driving business growth and employee well-being.

About the Author



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Maruthi Rao Gadde is a Principal Technology Architect specializing in Digital Workplace transformation. He leads the North America Digital Workplace Center of Excellence, driving innovation, sales strategy, and best practices for global clients. With a proven track record in delivering secure, cloud-driven, and user-centric workplace solutions, Maruthi helps organizations enhance collaboration, boost productivity, and build future-ready digital ecosystems.

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