



Baillie Gifford: Leading the way with proactive digital employee experience (DEX) management

"As an IT team, you need to put your employees first in what you're delivering and make effective decisions. Tachyon Experience gives us the insights to do that."

Kenneth Kirkwood,
Workspace Technology Manager at Baillie Gifford



Established over 100 years ago, Baillie Gifford is one of the UK's leading independently owned investment management firms, with assets under management and advice amounting to \$486.8 billion.

When it comes to Baillie Gifford's IT teams, at the core of their philosophy is a commitment to always putting the customer first and maintaining a consistently great level of service.

Baillie Gifford has been a 1E customer since 2009 when they implemented 1E's solution for green IT, Nightwatchmen. Since then, their use cases have expanded to include remote working, security, digital employee experience management, and proactive remediation. In 2019, they implemented the 1E Tachyon Platform, primarily leveraging the modules Explorer, Guaranteed State and Experience to solve their biggest challenges.

The Challenge

Baillie Gifford has always been an investor in technology. This pro-technology stance, coupled with their existing remote working practices, meant they were well-positioned to respond when the covid pandemic forced a shift to mass hybrid working. The key challenge? How to maintain a reliable service level when the working environment had altered significantly from 12 corporate offices to thousands of home offices.

Baillie Gifford had existing solutions in place to meet the needs of individual teams or departments to work remotely, but needed a solution that would help them deliver a consistent digital employee experience (DEX) for all employees, regardless of their working location. Specifically, they needed accurate, reliable data about employees' remote digital experiences.

For Baillie Gifford's IT teams, reliable data would ensure they could manage the surplus of new variables, such as the need to proactively monitor and remediate hardware, application, or home networks issues. Not only that, but they also needed the data to be able to make decisions quickly in order to move from reactive IT support to proactive DEX management. The end goal was to provide an office-like experience to everyone: one that is stable, consistent, and predictable.

Benefits

The ability to truly support a hybrid workforce and deliver a great digital employee experience

Real-time and reliable data about remote environments for effective decision making

Effective and proactive IT support to limit employee downtime and impact on employee productivity

Scalable remediation to prevent issues from becoming widespread

A consistently efficient IT support service

A vendor partnership that delivers results

The Solution

Baillie Gifford rely on Tachyon Experience to provide real-time insight into employees' use and perceptions of their workplace technology. The 1E Tachyon Platform always maintains a live connection to all endpoints, meaning any data gathered by Tachyon Experience reflects the current state and can therefore be trusted for effective decision making.

Using Tachyon Experience allows Baillie Gifford's IT teams to be proactive in their approach to IT support by uncovering issues before they become chronic. The easy-to-use dashboard provides immediate visibility into the IT estate while drilldown functionality gives a real-time view of current and past states.

But monitoring alone is never enough. To deliver a great digital employee experience, Baillie Gifford's IT teams need to be empowered to do something about a poor experience, ideally before employees are aware they have an issue. That's where Tachyon's Explorer and Guaranteed State modules come into play.

Tachyon Explorer enables Baillie Gifford's IT teams to investigate issues in real-time so the "blast radius" of an issue is dramatically reduced. Once the problem is identified, Guaranteed State rules are applied to immediately reverse adverse conditions on devices. Guaranteed State also has the additional benefit of ensuring the integrity of installed agents on devices to prevent performance degradation.

The Future

The Service Desk team have plans to see how possible integrations of ServiceNow and 1E's technology would get the best out of the toolsets. The aim is to duplicate the same auto-fixing capabilities Tachyon provides for their endpoints, but this time from within ServiceNow to proactively resolve tickets without the need for IT support interference. Speeding up resolution times, enhancing productivity for employees and making the service desk more invisible to the end user will all help Baillie Gifford enhance the existing Digital Employee Experience.

Product



Experience

Real-time insight into the digital employee experience via a unified dashboard view

Discover problematic devices and applications before employees know they have an issue



Explorer

Investigate known issues in real time to uncover causes before the problem becomes widespread

Retrieve real-time information from all or specific devices



Guaranteed State

Keeps agents healthy and performant to prevent endpoint and add degradation

Scalable and preventative issue remediation in real time