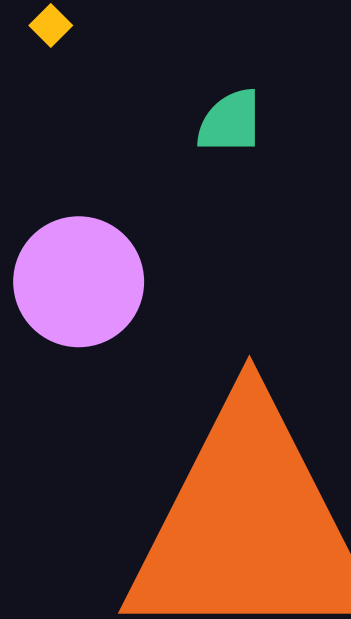


# 1E Experience Analytics

1E Experience Analytics provides a complete view of the end user experience by tracking the stability, responsiveness, performance, and sentiment of the end user digital experience.



## Common Challenges



### High volume of tickets

Without holistic experience data, IT organizations find it challenging to resolve minor annoyances proactively. This manifests as a high volume of tickets, many of which could have been avoided yet all cost the user time and morale.



### Poor Digital Empathy / Internal Metrics

Many IT departments have poor insight into how their users experience their services, hardware, and software. This leads to a disconnect between them and the business.

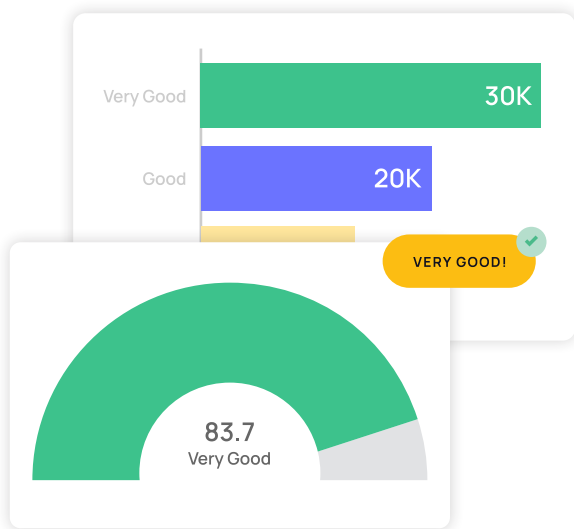
## Common Use Cases

### Drive frictionless IT

Introduce out-of-the-box visibility for network and device start up analytics and application insights. Provide IT teams with the rich data they rely upon and gain a 360-degree view of the employees' digital workplace ecosystem.

### Empower employee productivity

Conduct real-time troubleshooting and perform root-cause analysis at scale to continuously maintain a healthy digital workplace environment. Enable always on controls tailored to address different work styles and personas.



## Benefits

### Proactive issue identification

Degrades from baseline digital experience trends are apparent and are a leading indicator that IT can use to solve issues before a high volume of service desk tickets is submitted.

### 360-degree view of company-wide digital experience

Visualized performance, responsiveness, stability, and sentiment trends allow IT to monitor the company-wide digital experience.

### More secure endpoints

Without proper compliance, endpoints are vulnerable, and organizations could be exposed to malicious threats. Minimize security risk by removing manual effort when implementing standardized configurations at scale.

### Increased digital empathy

Gain a deep understanding of end user challenges and perceptions. Then, make informed decisions when prioritizing which IT actions and projects will best improve the effectiveness of end users.

Deeply understand employee digital experience. 1E Experience Analytics provides real time visibility into the stability, responsiveness, and performance of endpoints and software. This information is combined with direct sentiment feedback from the end-users to provide a complete view of the end user experience. As a result, IT can minimize the time from insight to action and drive increased employee engagement, productivity, and efficient IT support operations.

