

## Digital Experience Management

### Optimizing Employee Digital Experience with Proactive IT Solutions

#### BUSINESS CHALLENGES:

In today's digital workplace, ensuring an optimal end-user experience is crucial for productivity. However, IT teams often struggle to gain visibility into real-time device and application performance, leading to delayed resolutions and increased user dissatisfaction. Manual troubleshooting and limited insights hinder IT's ability to support users efficiently.

#### SOLUTION OVERVIEW:

Zones Digital Experience Management (DEM), powered by Lakeside SysTrack, provides IT teams with comprehensive visibility into the real-time digital experiences of employees by monitoring device and application performance. By utilizing predictive analysis and intelligent automation, IT can proactively address issues, enabling self-help/self-heal, assisted remediation, and AI-powered activities that enhance employee satisfaction and productivity. This DEM solution monitors device health, application usage, and user productivity while providing actionable insights to reduce IT workload and improve response times.

#### DEMO OVERVIEW:

Our lab demo highlights how DEM enhances employee experience through self-service automation, allowing IT teams to monitor and optimize digital environments proactively. **Ready to elevate your employees' digital experience? Contact your Zones Account Executive for a personalized demo.**

