POMEROY

Managed Digital Employee Experience (DEX)



Your IT systems look healthy. Are your employees having the same experience?

See the issues traditional monitoring misses. Resolve digital friction before it disrupts work.

75%
fewer endpoint-related service desk tickets

30-60%
faster mean time to resolve device and app issues

$2.6M
annual productivity cost recovered (1,100 remote users)

A slow login. An unstable video call. An application that keeps freezing. These frustrations drain productivity yet often go unreported. Traditional monitoring shows whether systems are running, not how well they work for people. Hybrid work adds blind spots (home networks, growing number of cloud applications, aging devices), and without understanding what's causing the problem, the same issues return and refresh decisions rest on guesswork.

Pomeroy Managed DEX closes that gap. Using data from devices, applications, networks, identity and cloud services, plus user sentiment, our experts find root causes and fix problems before they disrupt work, in one fully managed service.

Less digital friction. Better IT experiences.

- **Identify issues earlier.** Catch what monitoring misses.
- **Resolve problems faster**. Root cause, not guesswork.
- **Make better IT decisions.** Better decisions about fixes and device replacements.
- **Boost productivity.** Less time lost to IT issues.
- **Cut service desk load.** Fixes before users call.
- **Score the experience.** Experience scores by location and employee group.

Managed DEX service options

Choose the level of visibility, support and remediation that fits your business.

Bronze Visibility	Silver Proactive	Gold Optimized
• Platform deployment and standard dashboard library • Alerting and monthly DEX scorecard • 8×5 advisory support • Remediation advice, executed by your IT	**Everything in Bronze, plus:** • 12×5 coverage, P1 response in 1 hour • Alert triage and automated runbook remediation • Curated + 5 custom dashboards a year • ITSM integration and quarterly service reviews	**Everything in Silver, plus:** • 24×7×365, P1 response in 15 minutes • Named DEX Lead (dedicated analyst) and named SDM • Executive and persona dashboards, XLA scorecards, sentiment surveys • Change impact on every release and continuous optimization

How Managed DEX works

1 Detect
Device, app and network telemetry surfaces issues.

2 Diagnose
Pomeroy specialists pinpoint patterns and root cause.

3 Resolve
Approved automated fixes with documented actions.

4 Verify
Experience scores confirm the improvement.

Why Pomeroy

Fully managed. We deploy, run and act on the platform. You get outcomes, not another console.

Platform flexibility. Delivered on leading DEX technologies. Built to work with your IT environment.

Connected to your service desk. Insights flow into your ITSM and the workflows you already run.

A path to prediction. Grow into AI-driven prediction and auto-remediation with Pomeroy SmartPredict.

Find out what's slowing your employees down.

Start with a Managed DEX Discovery Session. We'll work with your IT and service desk leaders to assess your challenges, tools and opportunities. It includes:

- 90-minute discovery session to assess pain points, tools and priorities.
- 30-day DEX Health Check across 500 endpoints to establish a baseline and identify improvement opportunities.
- Findings and business case using your ticket, device refresh and licensing data to quantify potential value.

Schedule Your Managed DEX Discovery Session

GET IN TOUCH

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