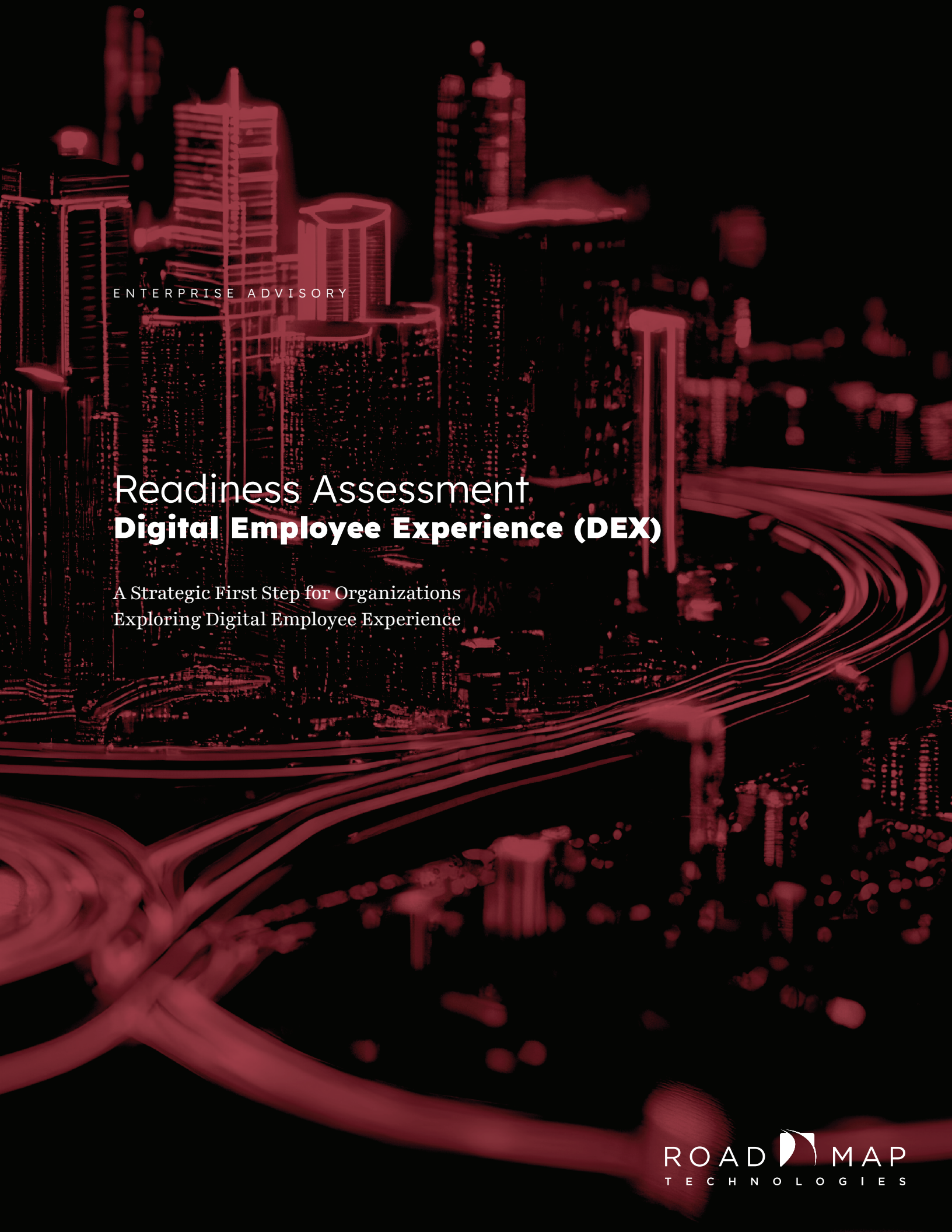

ENTERPRISE ADVISORY

# Readiness Assessment
## **Digital Employee Experience (DEX)**

A Strategic First Step for Organizations
Exploring Digital Employee Experience

ROAD MAP
TECHNOLOGIES

# Readiness Assessment
## Digital Employee Experience (DEX)

### Why Start Here?

Before investing in a DEX initiative, organizations need clarity. Clarity on what's working. Clarity on what's broken. And clarity on where the greatest opportunities lie. The Road Map DEX Readiness Assessment is designed to provide that clarity.

This structured, insight-driven engagement evaluates your current digital environment—across technology, operations, and workforce experience—and helps you define a DEX strategy that is aligned, actionable, and built for impact.

### What is Delivered?

**1. Visibility Across the Digital Workplace**

We assess your current IT infrastructure, endpoint coverage, application performance, support operations, and employee sentiment. This isn't just an inventory—it's an experience and capability analysis.

**2. A Baseline for Digital Experience**

We establish a DEX maturity benchmark that includes technical health and user perception. This enables future measurement, ROI calculation, and prioritization of DEX initiatives.

**3. Gap Analysis and Strategic Recommendations**

Our team identifies high-value targets for improvement, potential friction points, and organizational blockers. We deliver tailored guidance to align DEX with your operational goals and workforce strategy.

**4. Roadmap-Ready Insights**

You receive a structured findings report designed to inform stakeholders and support internal alignment around next steps. This is not a generic checklist—it's a business-aligned foundation for transformation.

Our Readiness Assessment is ideal for organizations which are:

- Evaluating DEX platforms or considering a proactive IT strategy.
- Struggling with high ticket volume, user complaints, or digital friction.
- Planning for hybrid work or scaling digital infrastructure.
- Seeking measurable workforce productivity and technology ROI.

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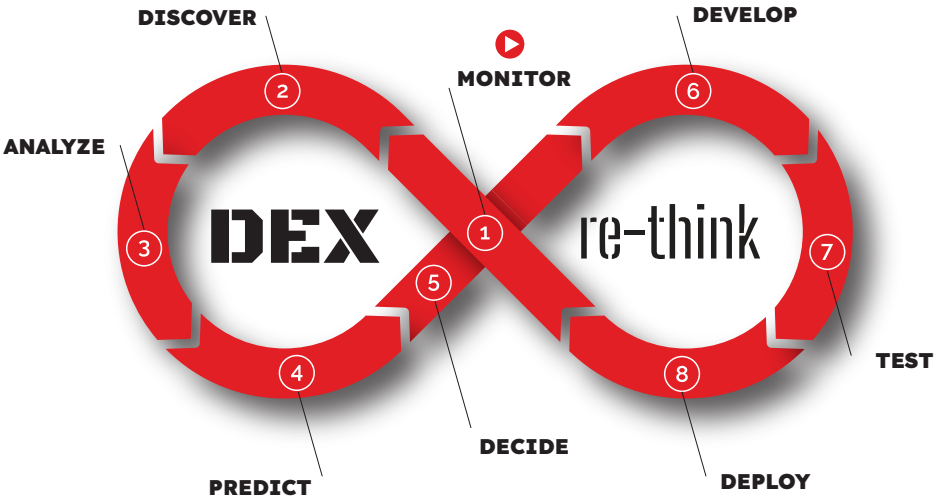
## Assessment Focus Areas

| DIMENSION | KEY DISCOVERY POINTS |
|---|---|
| **Technical Infrastructure** | Are current monitoring, device, and network tools capturing true end-user experience? |
| **Workforce Sentiment** | How do employees feel about the tools and support they interact with daily? |
| **IT Operational Readiness** | Is IT equipped to shift from reactive support to proactive enablement? |
| **Experience Governance** | Do current metrics, processes, and teams reflect employee outcomes or just system uptime? |
| **Organizational Alignment** | Are HR, IT, and Operations aligned on workforce digital needs and performance priorities? |
| **Scalability and Compliance** | Can the current ecosystem support a distributed workforce, securely and efficiently? |

## It is time to re-think your philosophy on IT Operations, Help Desk & User Productivity

Solve the issues which make Users frustrated...Solve the issues that make Help Desk a constantly overwhelming struggle.

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