

Digital Experience Management

Use Case

Zones Innovation Center is a multidisciplinary and collaborative technology environment that helps transform business use cases into working prototypes. Leveraging technology expertise, OEM alliances, and scalable technology platforms, Zones assists businesses in simplifying and accelerating their digital journeys. This use case showcases 'Digital Experience Management' capabilities.

Solution Overview:

Digital Experience Management will enable the organization's IT to have visibility on real user's experience in an organization by monitoring the real time device/application performance for the investigation of probable root cause of the incidents occurring in environment and helps in improving the user experience through Predictive analysis, intelligent automations (Self-help/heal, assisted remediation etc.) and simplify user activities using AI enabled solution.

Digital Experience Management enables:

- Remediations/User engagement(survey or feedback)
- Monitor Device performance.
- Monitor Application performance.
- Monitor User productivity and experience.

DEM is part of our Zones Management Framework's Digital Workplace offerings and is powered with our partner's tool i.e. Lakeside Systrack. Lakeside has been recognized as leader by industry in understanding and proactively optimizing the user environment with single source of truth. The digital experience management cloud platform provides in-depth analysis of how the user devices are performing. By capturing and analysing the industry's deepest set of end-user experience data, our solution provides rapid insights that allow your IT teams to prioritize and proactively address the most urgent challenges affecting employees' digital experience. To simulate the usage, we have installed the agent is couple of test machines.

Lab Video Overview:

The video introduces the importance of DEM and showcases self-service automation that helps improve the overall employee experience with support. It also showcases how IT administrators can use the data collected from the users devices in proactive repairs and track the user experience.