

4 ways digital employee experience (DEX) helps overcome productivity challenges

1 Move to proactive IT

Prevent, mitigate, and predict problems before they impact employees.

Challenge

IT teams lose **time** reacting to problems after they impact users.



Example

A national healthcare provider automated manual device setup, reducing integration time by **45 minutes per site** and freeing up tech resources.

Solution

DEX tools help IT teams move away from reactive approaches toward **proactive IT** instead. Automated remediation and proactive monitoring resolve issues **before users even notice them**.

Outcome

This means no more scrambling to fix issues after the damage is done.



Fewer disruptions



Faster resolution



More scalable IT operations.

2 Improve visibility

See what's happening across your entire estate.

Challenge

Limited insight into endpoint performance and user issues, especially with remote workforces.

Solution

Endpoint visibility tools give real-time data on **performance, configuration, and user experience**.

Example

An engineering firm with limited VPN licenses used DEX tools to gain **real-time insight and control** over remote devices.

Outcome

IT can **proactively support remote endpoints** without VPN reliance.



3 Eliminate silent suffering

Find and fix hidden or unreported friction.

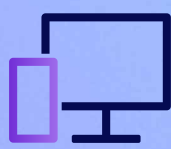
Challenge

Employees often put up with issues instead of reporting them—leading to **lost productivity**.

Solution

DEX analytics spot invisible performance problems, poor app responsiveness, and overheating devices.

Example



A U.S. insurance company uncovered overheating devices and performance lags without user reports—**boosting employee experience** and reducing disruption.

Outcome

IT can **resolve problems users don't surface**—improving

PRODUCTIVITY, MORALE, AND TRUST

4 Shorten IT outages

Respond to major incidents with automation and agility.

Challenge

IT outages cause widespread **downtime, lost revenue, and user frustration**.

Outcome

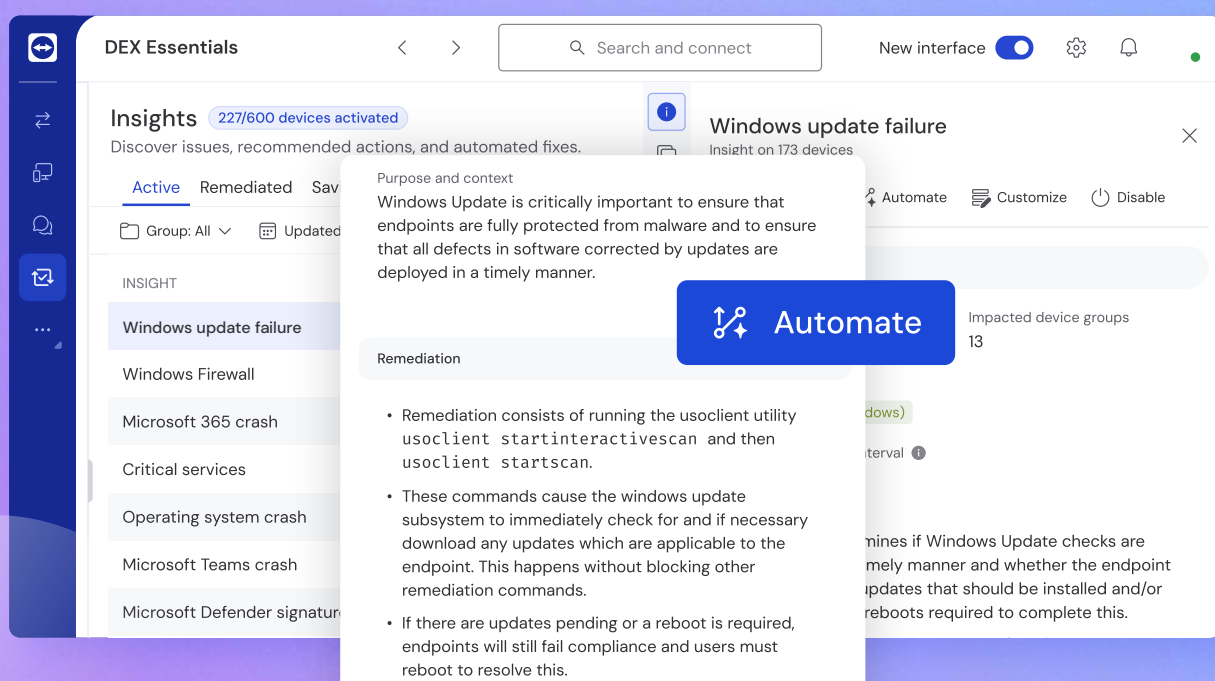
Minimize downtime, maximize productivity, and **show real business value** during critical incidents.

Solution

DEX tools enable **fast, automated fixes**—even while root issues are being worked on.

Example

A global manufacturer used DEX **automation to cut an outage from one day to on hour**—saving productivity across 70,000 devices.



TeamViewer DEX Essentials empowers lean IT teams to make smarter decisions, faster. The result? A streamlined, proactive platform that keeps employees productive, connected, and supported—wherever they work, on whatever device.

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