

Experiences elevated.
Expectations exceeded.



Patrycja Sobera

VP, Global Delivery,
Digital Workplace
Solutions



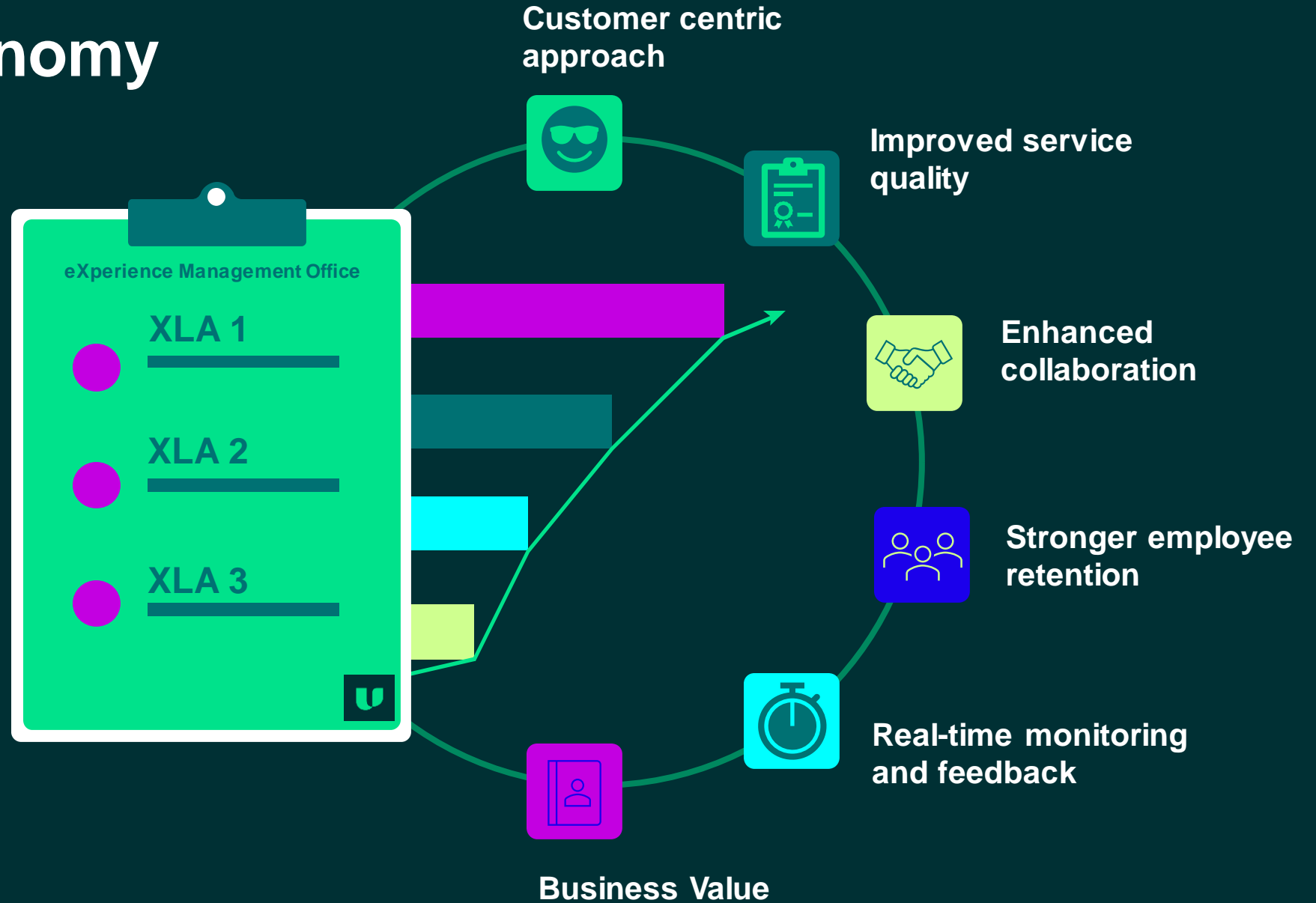


*You've got to start
with the
EXPERIENCE
and work back
toward the
technology*

- Steve Jobs

XLA impact on the Experience Economy

Harvard Business Journal defines Experience Economy as consumer focus on experience instead of commodities.



Shift from reactive to pre-emptive

The goal of Experience Management at Unisys is to intervene before an employee notices an issue and use intelligent analytics to avoid other users becoming impacted.



Reactive

Proactive



Predictive

Pre-Emptive



XLAs – Moving from the traditional to experience focused service

Our journey from Watermelon to Lime

Traditional 	Device Experience	User Experience	Unified Experience 
<p>Common</p> <ul style="list-style-type: none">● SLAs● KPIs <ul style="list-style-type: none">● Focus on <i>contractual commitments</i> <p>Reactive</p>	<p>XLA 1.0</p> <ul style="list-style-type: none">● Device experience <ul style="list-style-type: none">● Focus on <i>device only</i> <p>Proactive</p>	<p>XLA 1.0+</p> <ul style="list-style-type: none">● Device experience● User sentiment <ul style="list-style-type: none">● Focus on <i>perception</i> <p>Employee Value</p>	<p>XLA 2.0+</p> <ul style="list-style-type: none">● Device experience● User sentiment● Persona experience <ul style="list-style-type: none">● Focus on how <i>user experience impacts business</i> <p>Business Value</p>

How do we do it?

Data sources used to measure experience



XMO produce actionable insights



Outcome = tangible business value

1. *Employee experience*
2. *Customer experience*
3. *Improved productivity*
4. *Business growth*



XLA 1.0

PC happiness
People happiness

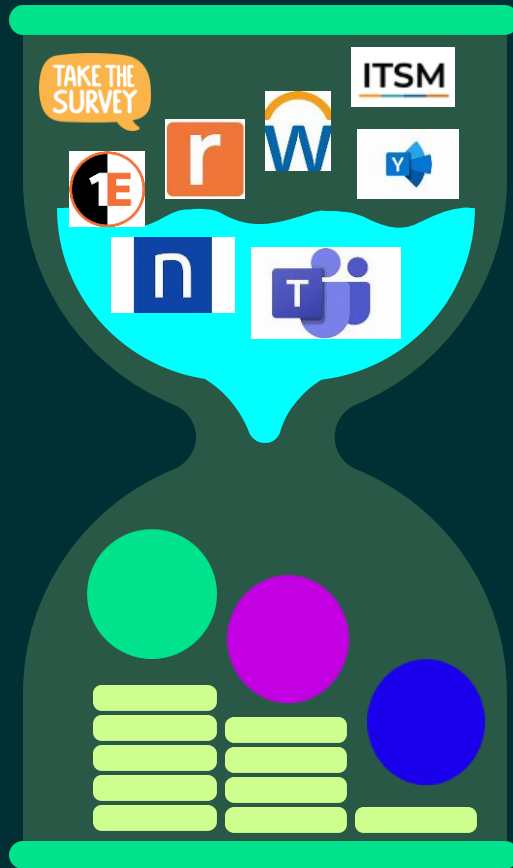
XLA 2.0

Collaboration experience
Persona experience
Application Experience



What are the data sources available to you today?

What are the Experience Data Sources?



Wi-Fi strength

Device boot time

Net promotor score

Digital / micro transaction time

Experience Parity: Remote vs Office

Logon time duration

UC Audio and video quality

Sentiment score

Adoption of digital support channels

Onboarding duration

Application and OS crashes

UC Engagement duration

DEX score

MS Teams Cache File Size

Experience Data Indicators (XIs)



Inside the 'Value Creation' engine! Who is XMO?



Experience Delivery Lead a.k.a. Chief Value Creator

- Work with stakeholders on the roadmap/priorities
- Monthly reports and action/ value tracker
- Use case and case studies
- Inter account learning

Proactive Engineer

- Monitoring and automated alerts
- Tool configuration to maximize its capability
- Data analytics
- Proactive fixes

Automation Engineer

- Build automation scripts and test execution
- Document and update script library

Predictive Analytics

- PowerSuite Experience to analyze data automatically and correlate it across multiple sources to generate insights
- Predictive analytics using telemetry data and AI- and ML-powered backend data

Solution Management/Development

- Design the technical solution and roadmap
- Evaluate different technology vendors, platforms and tools
- Solution documentation

Support powered by XMO: How does XMO positively impact other support functions?

XMO - Enabling other support functions



SD powered by XMO – From Traditional to Experience centric

Traditional SD

This user filled up their hard drive again!
(35-100 minutes in total per remediation)



User didn't reset their password in time again



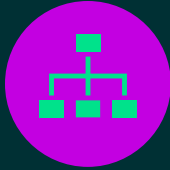
I wish I could remotely repair this GPO!
(30-60 minutes in total per remediation)



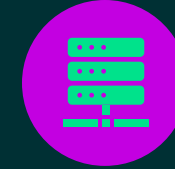
Deployments and Patching are failing due to broken SCCM agents!
(65-140 minutes in total per remediation)



How can I find out what Google Management Token is installed for this user?
(30-60 minutes in total per remediation)



Experience centric SD



No more tickets about full hard drives as the automated process is cleaning up unnecessary files!



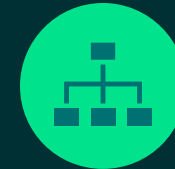
Targeted password reset campaigns to prompt user in a friendly manner



With this One-Click Automation, I was able to remotely repair this GPO much faster than going to the customer or remoting into their machine!



My SCCM agents are all being fixed automatically. Deployments and Patching are going smoothly!



The One-Click Automation provided me with the Google Management token for this user without me remoting into their machine saving me valuable time!

VS

**With the help of proactive automations,
Service Desk has more time to
spend directly with the
End Users**





Benefits of XMO: Field Service



Collaboration with End Point Operations

Application Validation

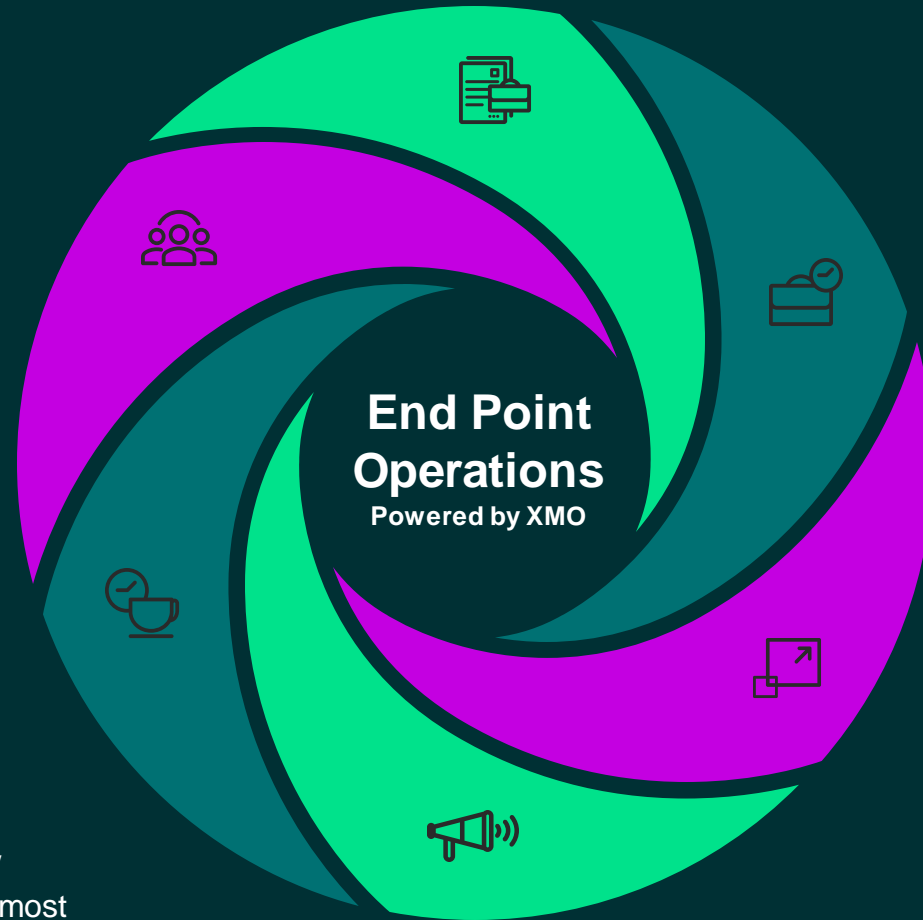
Machine Performance validation Pre and Post installation of new packages

Patches Validation

Deployment team will share Test devices to run Pre and Post scan during the patch deployment to Identify if any impact on with the patch deployment

Application/ Hardware crashes

Understand which application / Hardware driver is crashing in most cases identify the particular driver and update the driver on the devices which are affected



Windows 10 v Windows 11 dashboard and monitoring

Understand the performance parity between the operating system to understand the true impact

Security/ Compliance

Manage the environment for standard applications, removed any non-standard software and vulnerable versions

Customized campaigns

E.g. Assisting end users for win 11 upgrade or returning old laptops/ mobile phones



XMO Use Cases



Software license optimization



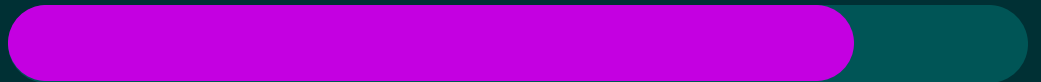
MS Visio saving

\$35.5K



MS Project saving

\$133.5K



In 2023, 1040 licenses revoked
for MS Visio and MS Project from the estate

Holistic Employee Experience – Strength of Sentiment & Use Cases

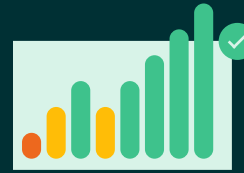


UNDERSTANDING THE DIGITAL EXPERIENCE FROM THE END USER PERSPECTIVE

Relying solely on quantitative DEX monitoring using endpoint or application telemetry creates the risk of a "watermelon effect," where the numbers may appear good, but the user is still unhappy



RUN PULSE SURVEYS TO GATHER INSIGHT ON IT SERVICES



SYSTEMATICALLY COLLECTING ACTIONABLE FEEDBACK

Many IT organizations lack a systematic method for collecting employee sentiment and feedback, hindering their ability to develop a roadmap aligned with 'user happiness' as key objective



GATHERING PROACTIVE FEEDBACK ON MAJOR DEPLOYMENTS / APPLICATION UPDATES / SERVICE PACKS OR ROLLOUTS.



UNDERSTAND THE EFFECT OF MAJOR UPDATES AND ROLLOUTS

Lack of effective feedback mechanisms during the rollout of major IT changes leads to lack of adoption and difficulty in identifying any issues, relying solely on service desk tickets as the sole source of information (60% of issues are never reported!)



GATHERING A USER FEEDBACK ELEMENT FOR XLAS (EXPERIENCE LEVEL AGREEMENTS)

Campaign set up

We can create a Sentiment survey directly within the portal and no additional tooling or integration required

The Question you want the users to answer

Details

Name
Sentiment - Performance of your Device

Question
How happy are you with the performance of your device

Description
Please tell us how happy you are with the performance of your device using the options below.
You can also provide feedback using the comment field.
362 characters remaining

'Read more' link (optional)

Prompt question every 0

How you want their response options to appear in the popup

Responses

Use template
Visual Rating 5

Select icon family

Response options

- 1 Very Good
- 2 Good
- 3 Average
- 4 Poor
- 5 Very Poor

Allow free text entry

Your logo **Company name**

How happy are you with the performance of your device

Please tell us how happy you are with the performance of your device using the options below

Very Good

Good

Average

Poor

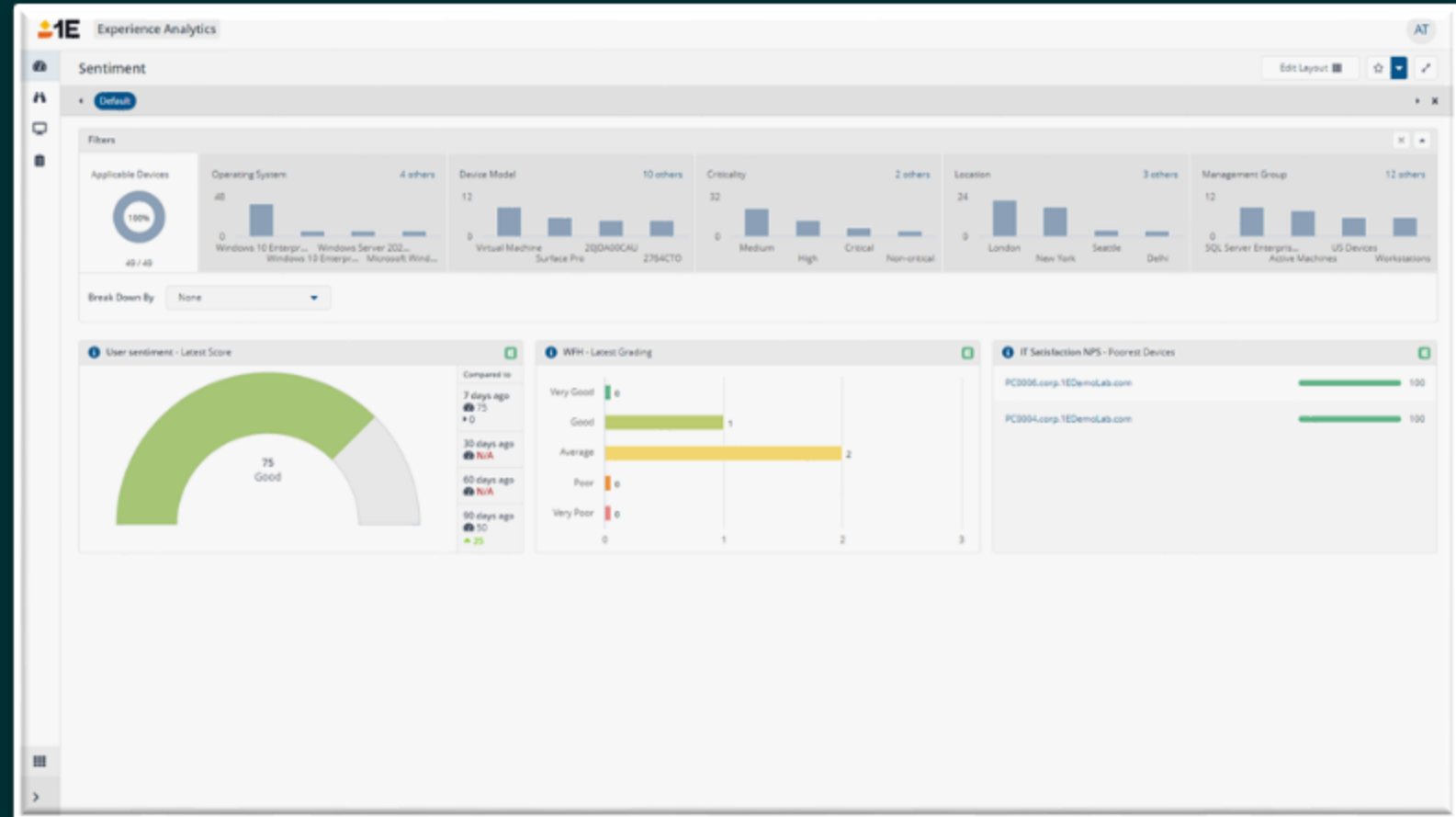
Very Poor

Anything more you'd like to tell us?

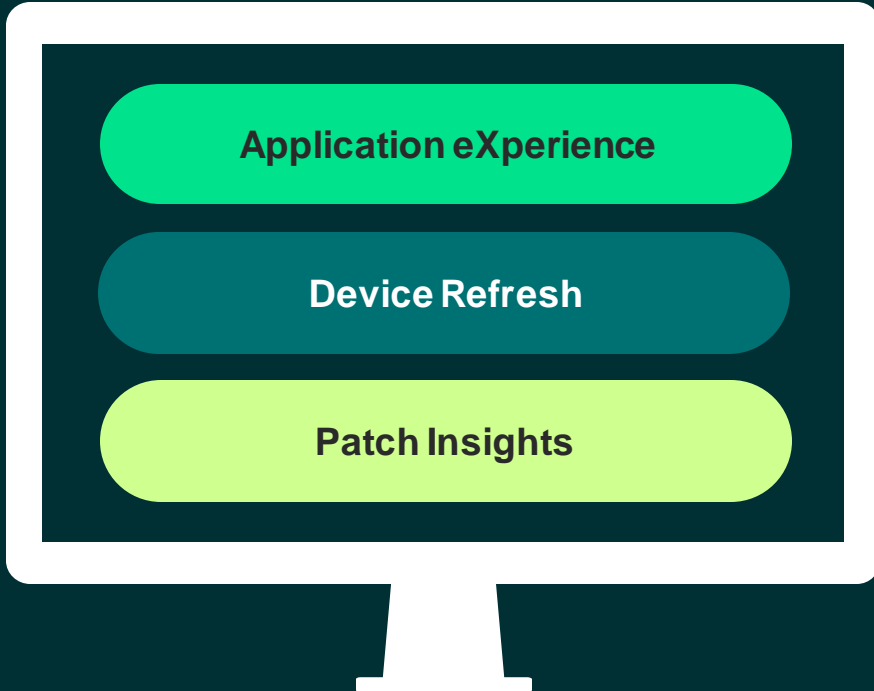


Sentiment incorporated into the DEX score

The sentiment score, collected by Employee Sentiment, is combined with quantitative metrics gathered by Experience Analytics to form a comprehensive DEX score.



New capabilities and enhancements



Application eXperience

Improve End User DEX through improved App performance,
Reduce ticket volume and MTTR caused by App performance
and Provide valuable, actionable insights to Application Owners



Device Refresh

Dynamic dashboard – KPI's of reducing cost and carbon impact
Configurable rules change status in response to real-time events
Make smarter purchasing decision

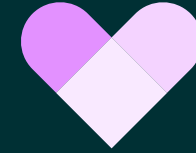
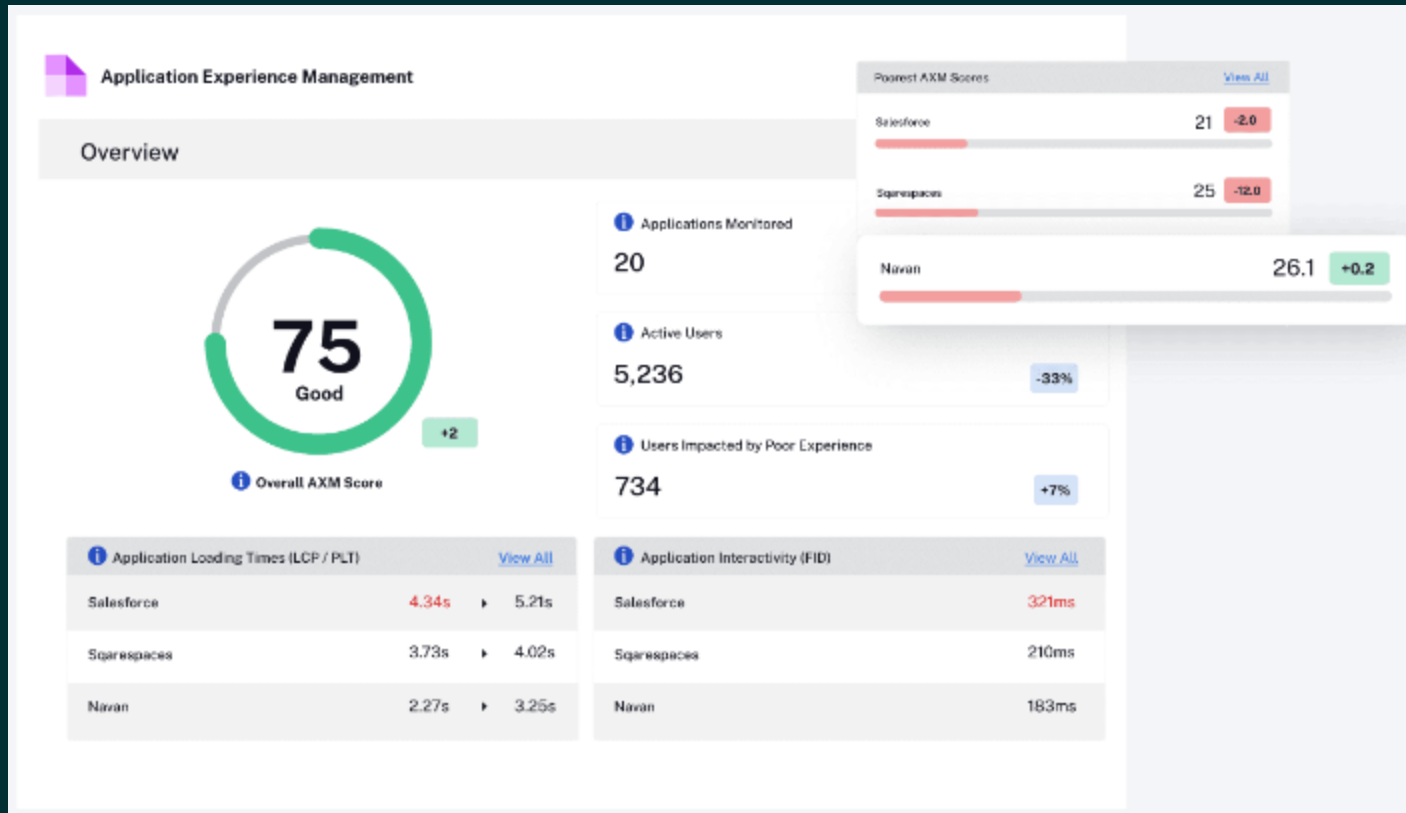


Patch Insights

Identifying where the last 10% of patches fail.
Holistic, real-time visibility into the Microsoft Windows patching
Visualize the detailed patch status of your enterprise's entire device
environment



Application Experience Management



Application Monitoring and Management



Data-Driven Decision Making



Reducing cost & contributing to ESG goals through Asset Refresh & Device Warranty Analysis



Observation

- Identified that out of ~18k Lenovo devices, ~9k are out of warranty
- Out of ~9k Lenovo devices which are out of warranty, ~5.9k devices are performing good whereas ~3k devices are not performing up to expected level for the end users



Impact

- Asset refresh policy, which is in place to replace all devices at the end of their warranty cycle
- **\$7.25m potential spend against \$147k** to replace just the devices with bad experience
- Contribution to the sustainability and green IT targets



Recommendation


- Retain ~5.9k Lenovo devices which are out of warranty but are performing well
- ~3k device with their warranty expired and recording degraded performance can be replaced/refreshed in a staged manner

Manufacturer	Good	Bad	Average	Grand Total
Lenovo	13753	198	4144	18095
Out of Warranty	5981	184	2909	9074
Under Warranty	7772	14	1235	9021




Device Refresh: Enhanced Features


Retain Devices which meet model norms and persona requirements (89.5%) <div style="width: 89.5%; height: 10px; background-color: #4CAF50; margin-top: 5px;"></div>	248
Replace Devices unsuitable for any user (2.2%) <div style="width: 2.2%; height: 10px; background-color: #333; margin-top: 5px;"></div>	6
Repair Devices with repairable hardware issues (4.3%) <div style="width: 4.3%; height: 10px; background-color: #FF5722; margin-top: 5px;"></div>	12
Reassign Devices not suitable for the current user persona (2.2%) <div style="width: 2.2%; height: 10px; background-color: #FF9800; margin-top: 5px;"></div>	6
Refresh Devices performing poorly, consider refreshing the OS (1.8%) <div style="width: 1.8%; height: 10px; background-color: #2196F3; margin-top: 5px;"></div>	5




Lower Hardware
Costs



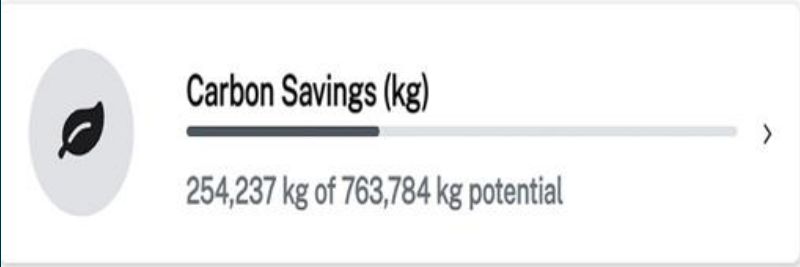
Reduce Carbon
Footprint



Improve Device Health
Visibility

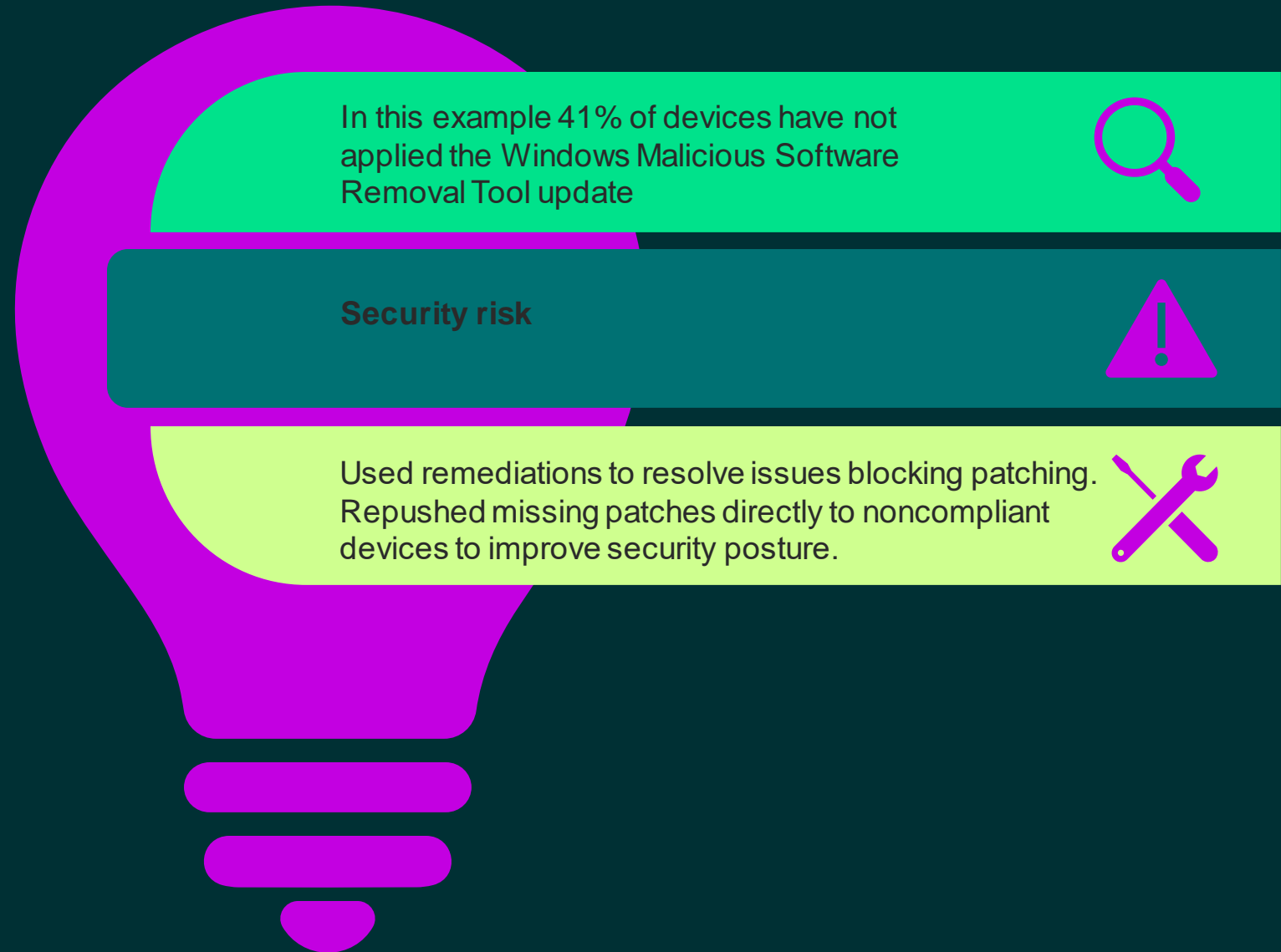


Match Devices to User
Needs



What's new? Patching and Security Compliance

- ✓ Native patching tools do not provide holistic or real-time information
- ✓ View patching status and overall device health across all Windows devices



In this example 41% of devices have not applied the Windows Malicious Software Removal Tool update



Security risk



Used remediations to resolve issues blocking patching. Repushed missing patches directly to noncompliant devices to improve security posture.



[Windows Malicious Software Removal Tool x64 - v5.123 \(KB890830\)](#)

[7 Patches](#) [698 Devices](#)

Archive

Last Event today

Status

273 Vulnerable

11 Failed

414 Mitigated

-- Reboot

What happens when you get it right?



What happens when you get it right?

Tangible outcomes



Experience embedded holistically across all services to enhance employee experience and drive business goals



9800 Hours saved

Pro-active remediations (39k) ensuring device performance is consistent



Improved onboarding

End to end XLA insights encompassing the entire onboarding journey, reducing onboarding time on avg. by 3 days



Smart device refresh

Create a score system based on a variety of factors, and then combine it with warranty information to produce a priority device refresh list (avoided replacement of 3,000 devices)



Friendly, user engagement

Use sentiment campaigns to notify users about password expiration or a launch of a new service, reducing Service Desk calls and driving increased adoption



Improved sentiment by persona

High response rate (35%) for capturing sentiment. 15% NPS increase = reduced attrition/increased referrals

Enabling health care practitioners to spend time with patients ...Instead of dealing with IT issues

Business Needs

- Merge two large health organisations to produce one of the largest non-profit health care systems in the US.
- Give time back to doctors and nurses so they can focus on patient experience

48

Automations
in prod
environment

592K

Hours of
employee time
saved, allowing
practitioners to
focus on patient
experience

\$1.34M

Savings in
overall service
costs since the
start of 2022

46,185

Fewer Service
Desk Calls

Healthcare organisation



145,000 health practitioners across 1500 sites

Experiences elevated. Expectations exceeded.



Enhance employee satisfaction

Personalised experiences: By understanding customer preferences, behaviours, and needs!



Improved Operational efficiency

XMO provides organisations with a holistic view of their digital ecosystem, enabling them to streamline and optimise their digital operations



Increased employee productivity

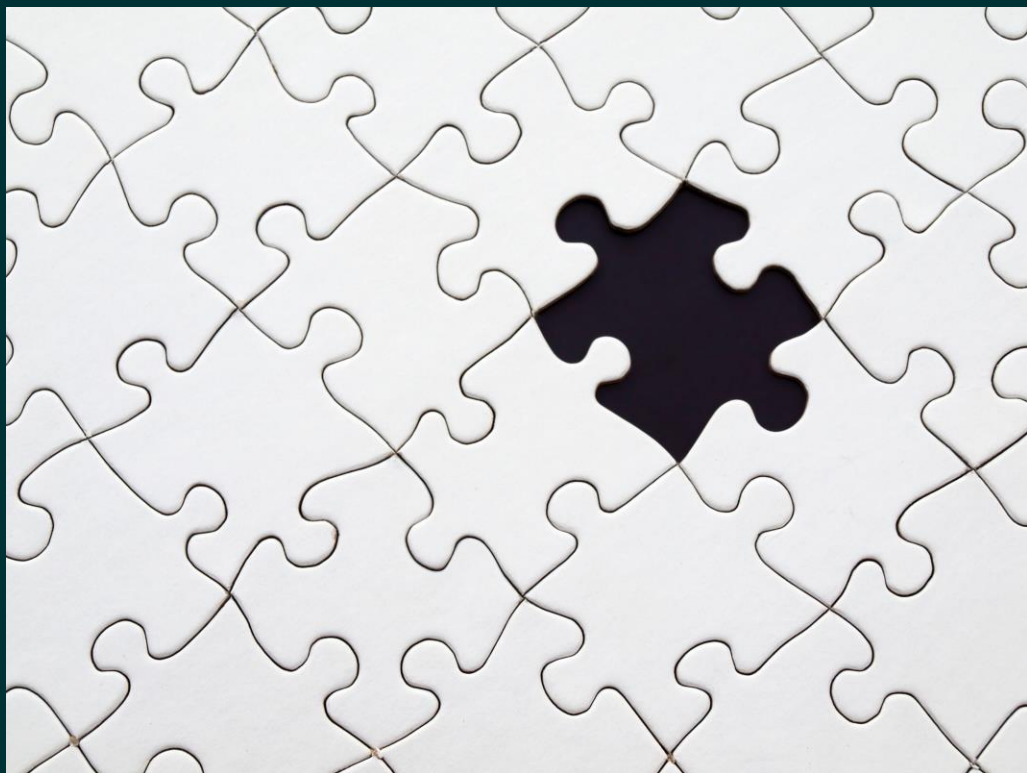
Simplify collaboration, push proactive fixes, and empower employees to access the information and resources they need



Data-Driven Decision making

Enables organisations to gather and analyse vast amounts of data related to digital interactions, customer behaviour, and performance metrics





***Experience is like a
jigsaw puzzle...
You can only see
the full picture if
you put the pieces
together***

- Ian Goulding

Thank you

For more information, contact:

Patrycja.Sobera@unisys.com



XLA Client Dashboard

90 Overall Employee Device Experience



Continues to rank 2nd across Unisys customers



XLA scores are trending upwards



XLAs above the baseline




97% on DEM tool

UXM (XLA) ID	Name	Measure	Trend MoM	UXM Description
UXM.01 Baseline: n/a	Precognition	288 (hrs)	▼ 91	Measures (in hours) user impact of issues remediated through pre-emptive actions, avoiding what would otherwise be reactive responses to user-initiated incidents.
UXM.02 Baseline: 79.20	Flow (Responsiveness)	87	▲ 1	Measures endpoint system responsiveness based on transactional data measurements that run periodically on each device (e.g., boot time, login time, application start-up).
UXM.03 Baseline: 94.65	Balance (Stability)	97	0	Measures device stability experience by tracking operational stability of the applications and the operating system they are installed on (e.g., OS hangs, application crashes).
UXM.04 Baseline: 80.25	Velocity (Performance)	80	0	Measures performance experience of the endpoint based on processor, memory, and disc load (e.g., speed of a complex Excel calculation).
UXM.05 Baseline: 74%	Evolve	77%	▼ 2	Measures adoption of digital support channels (e.g., chat bot, online ticketing) vs. legacy support channels (e.g., phone, e-mail).
UXM.06 Baseline: 1.82%	UCaaS	1.17%	▼ 0.12 (less is positive)	Measures UC performance based on several factors that impact media quality (e.g., poor calls caused by bad network performance).
UXM.07 Baseline: 75%	Empowerment	79%	▼ 1	Measures adoption of collaboration tools used for meetings, chats and calls (e.g., active users).




Giving productive time back to the users & empowering the Service Desk agents


1 **SCCM/Intune**
Check status and restart, disk clean-up for space issues

 **60% less time to resolve**

2 **Outlook profile**
Create new outlook profile

 **87% less time to resolve**


3 **Network issues**
commands for refreshing IP, DNS flush and firewall reset

 **71% less time to resolve**

4 **MS Teams**
Clears Teams cache to fix MS Teams application related issues

 **65% less time to resolve**

5 **MS office**
Enable add-ins

 **55% less time to resolve**

6 **Software issues**
Dashboard view and statewide comparison and red flags

 **60% less time to capture**

3 New XMO capabilities + enhancements



Application Experience Management

- Reduce Application Digital Friction
- Improve End User DEX through improved App performance
- Reduce ticket volume and MTTR caused by App performance
 - Provide valuable, actionable insights to IT



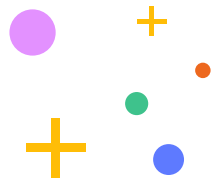
Device Refresh

- Dynamic dashboard – focused on the KPI's of reducing cost and carbon impact
- Identify “good” and “bad” devices and models, see how this data changes over time
- Configurable rules change status in response to real-time events
- Make smarter purchasing decisions, leverage warranties to extend hardware life

Application Experience Management (AXM)

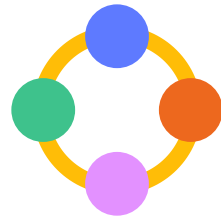
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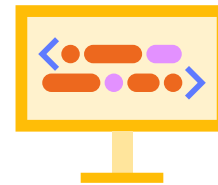
ACTIONABLE INSIGHTS

Holistic user data
Comparison analysis
Application trends
Deep data insights



REMEDIATION

Application friction
remediation triggered
through notifications
and error monitoring



BUSINESS FOCUS

Key insights to
business applications

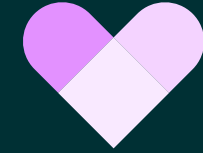
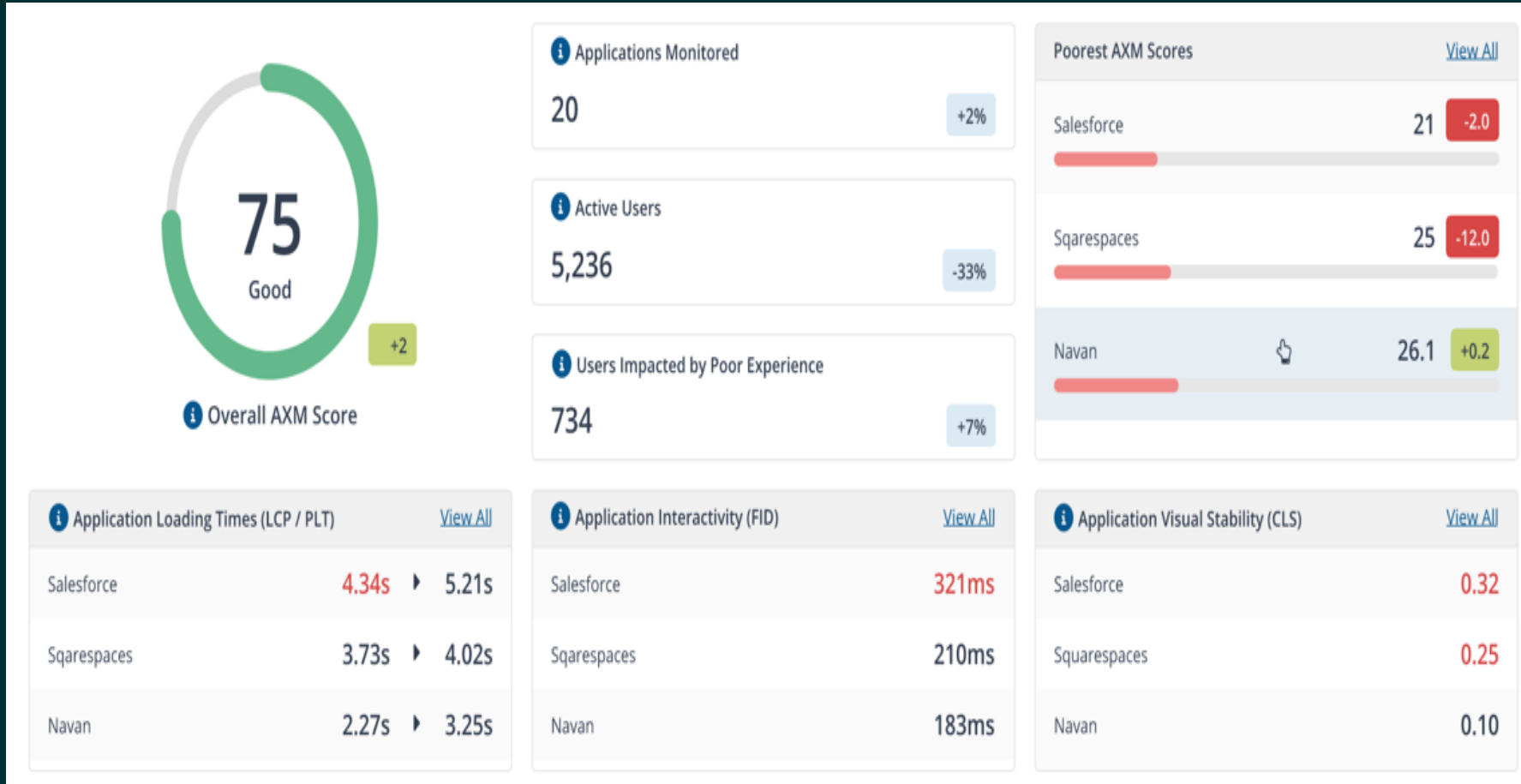


COMPREHENSIVE

Web-based & on-
device app coverage



Application Experience Management

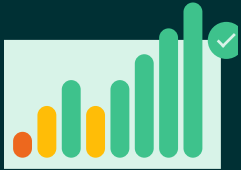


Application Monitoring and Management



Data-Driven Decision Making

What's new? Patching and Security Compliance



Native patching tools do not provide holistic or real-time information



View patching status and overall device health across all Windows devices



Observation

- In this example 41% of devices have not applied the Windows Malicious Software Removal Tool update



Impact

- These devices are a security risk



Recommendation

- Use remediations to resolve issues blocking patching from completing successfully
- Repush missing patches directly to noncompliant devices to improve security posture

[Windows Malicious Software Removal Tool x64 - v5.123 \(KB890830\)](#)

[7 Patches](#) [698 Devices](#)

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Last Event today

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XBR Objectives

Why does the XBR matter?



Baseline the performance and reliability of the environment



Provide a running start for the service in terms of priority issues



Demonstrate value in the early days of the service



Provide comparative customer analytics for context



Test / Prove that our platforms are working as expected



Differentiate our XMO offer



XBR CONTENTS

1

Our Lens on Your Environment



Captured Device Inventory



OS Version Distribution



Application & Version Distribution

2

Experience in Context



Day 1 XLA Performance



Baseline Metric Scores & Publication



Comparative Analytics against other Unisys XMO Customers

3

Compliance and Risk



OS Patching Compliance



Software Deployment Health



Shadow IT

4

Baseline Stabilization Priorities



High Priority Remediations



Risk Remediation Measures



XLA Improvement Recommendations



We get results, as well as awards

<p>*ISG</p> <p>2023 Provider Lens – Future of Work Leader — U.S., U.S. Public Sector, U.K., Germany, Switzerland, Australia, Brazil (Employee Experience Transformation Services)</p> <p>Leader — U.S. Public Sector, Germany, Switzerland, Australia, Brazil (Managed Workplace Services – End-User Technology)</p> <p>Leader — U.S., U.K. (Managed Workplace Services – End User Technology - Large Accounts)</p> <p>Leader — U.S. (Managed Workplace Services – End-user Technology - Mid Market)</p> <p>Leader — U.S. Public Sector, Germany, Australia, Nordics, Switzerland, and Brazil (Managed Workplace Services - End User Technology)</p> <p>2023 Provider Lens — Private/Hybrid Cloud Data Center Services Leader — U.S., U.K. (Managed Services for Midmarket) Leader — U.S. Public Sector (Managed Services) Leader — U.S. Public Sector (Managed Hosting)</p> <p>2022 ISG Provider Lens — AWS Ecosystem Partners Leader — U.S. Public Sector (AWS Data Analytics and Machine Learning, AWS Migration Services, AWS Consulting Services)</p> <p>2023 Provider Lens — Microsoft Ecosystem Leader — Australia (Managed Services for Azure and Office 365: Modern Workplace)</p> <p>2022 Provider Lens — Public Cloud Leader — U.S. and U.S. Public Sector (Consulting & Transformation Services for Midmarket and Managed Public Cloud Services for Midmarket)</p>	<p>Gartner</p> <p>2023 Magic Quadrant Challenger — Global (Outsourced Digital Workplace Services)</p> <p>2022 Magic Quadrant Niche Player — Global (Data Center Outsourcing and Hybrid Infrastructure Managed Services)</p>	<p>Everest Group PEAK MATRIX</p> <p>2023 PEAK Matrix Cloud Services Major Contender — North America and Europe</p> <p>2023 PEAK Matrix Digital Workplace Services Major Contender — North America and Europe</p> <p>2023 PEAK Matrix Workplace Communication and Collaboration Services Major Contender — Global</p>	<p>AVASANT</p> <p>2023 RadarView — End-User Computing Services Leader - Global Assessment</p> <p>2022-2023 RadarView — Digital Workplace Services Leader - Global Assessment</p> <p>2023 RadarView — App Modernization Service Innovator - Global Assessment</p> <p>2023 RadarView — Cybersecurity Services Challenger - Global Assessment</p> <p>2022 RadarView — Hybrid Enterprise Cloud Disruptor—Global Assessment</p> <p>2022 RadarView — Multi-Sourcing Service Integration Innovator—Global Assessment</p>	<p>THE CHANNEL CO. CRN TECH ELITE 250 2022</p> <p>THE CHANNEL CO. CRN MSP 500 2021</p> <p>*ISG</p> <p>Patrycja Sobera recognized as ISG's 2023 Digital Titan of the Year for EMEA</p>	
	<p>NelsonHall</p> <p>2023 NEAT Assessment Leader — Cognitive and Self-Healing IT Infrastructure Management Services Leader — Advanced Digital Workplace Services. Overall, Build Services Capability, Microsoft Capabilities, Run Services Capability</p> <p>2022 NEAT Assessment Leader — End-to-end Cloud Infrastructure Services</p> <p>2021 NEAT Assessment Leader — Advanced Digital Workplace Services</p>	<p>IDC ANALYZE THE FUTURE</p> <p>2023 MarketScape Major Player—Worldwide Application Modernization Services</p> <p>Leader—European Human-First Digital Workplace Services</p>	<p>SIDI Service Desk Institute</p> <p>Best Managed Service Provider (2023)</p> <p>Best Transformation Project (2023)</p> <p>Best SD Customer Experience (2022)</p> <p>SD Analyst of the Year (2022)</p>	<p>HDI Awards</p> <p>Best Service and Support Culture (2023)</p> <p>Best Service and Support Organization (2023)</p>	<p>HDI CERTIFIED Support Center</p> <p>Patrycja Sobera and Weston Morris Recognized as HDI's Top 25 for 2022 Thought Leaders</p> <p>HDI Global Support Center Certification awarded to Unisys Global Service Desk in Feb 2022</p>

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Global Market Leading Delivery Capabilities

19.7M Contacts annually

11M Users supported

11.6M Automated fixes

12 Global Locations

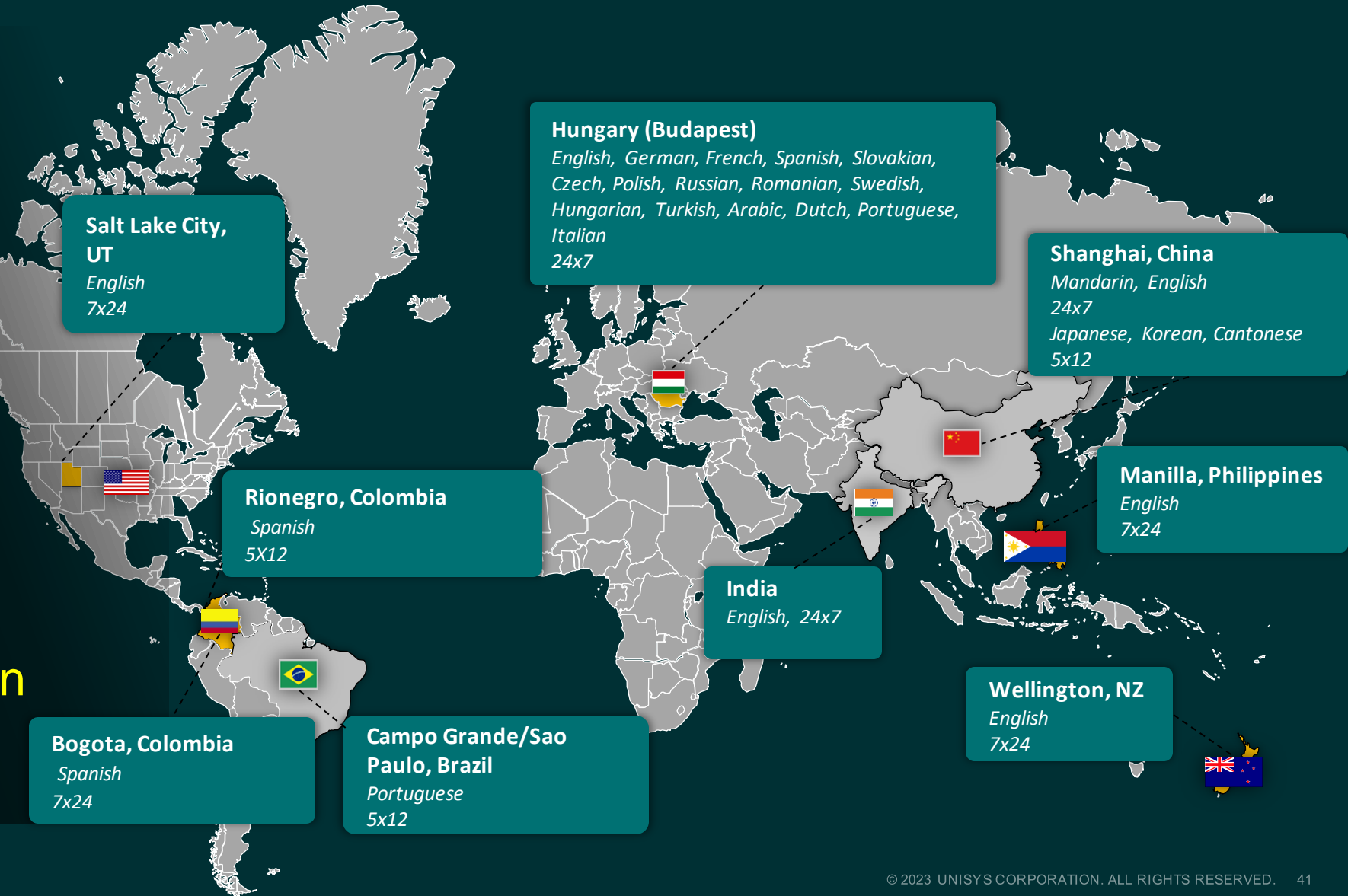
19 Spoken Languages

100+ Digital Languages

50+ Nationalities

24x7 Services

14 XLAs in Production

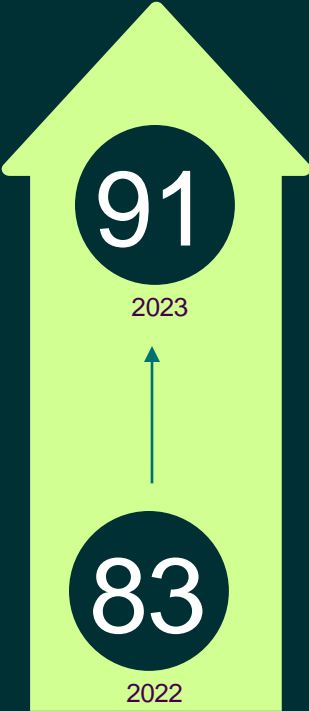


Delivering an Empathy-Led Experience



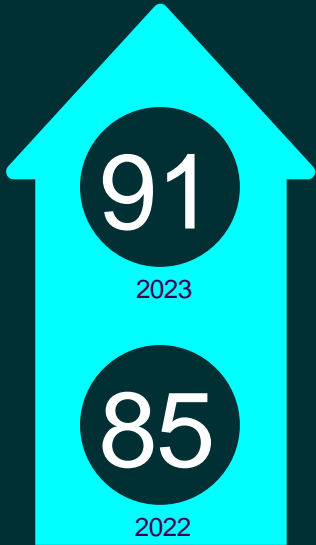
Experience

Overall evaluation of the user's digital journey across various touchpoints



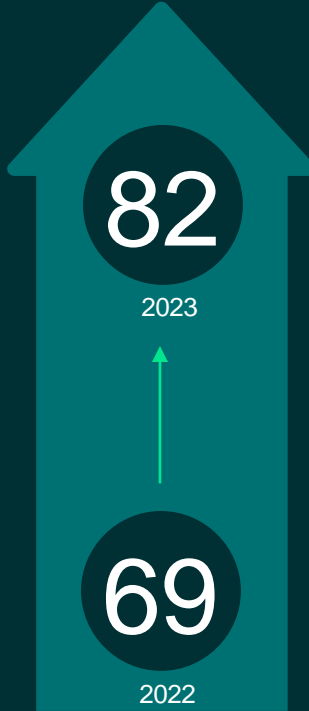
Performance

Experience of endpoint based on processor, memory and disc load



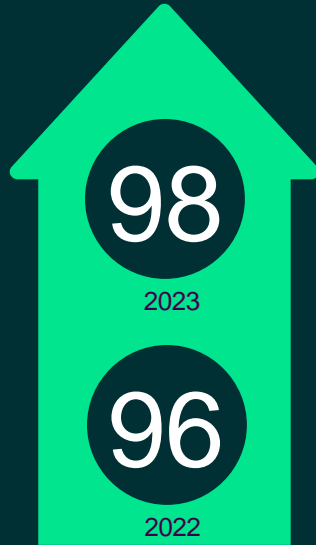
Responsiveness

Transactional data measurement that runs periodically on each device



Stability

Tracking operational stability of applications and the operating systems that are installed on a device



XMO data points helped Endpoint team

Improving endpoint performance -C&W

- Improving endpoint performance through better free disk space
- Automated Free up Device Space by moving data to OneDrive on Win Devices
- Improved login time and enhanced security of end point devices by disabling personal/unproductive/rogue applications from Startup menu.
- Improving endpoint performance through Restart
- Automated Cache Cleanup on MS Teams Crash
- Windows 10 vs Windows 11 Dashboard and Monitoring

EPO & XMO collaboration -Dyson

- **Application Validation:** Machine Performance validation Pre and Post installation of new packages. – This score will help to monitor/ identify the impact on machine stability after the Production deployment.
- **Patches Validation:** Deployment team will share Test devices to run Pre and Post scan during the patch deployment to Identity if any impact on with the patch deployment. – This will avoid any Major production interruption.
- **Application/Hardware crashes:** Devices which is doing low performance as per 1E get those lists and do the analysis from provide log files – this will help to understand which application / Hardware driver is crashing in most cases identify the particular driver and update the driver on the devices which are affected.

Activities currently in progress that will help endpoint team - Regeneron

- Created a script to remotely install the MediaTek Wi-Fi adapter driver
- Automated Restart Windows Device Campaigns.
- Pushing end users to return old laptops and old mobile devices that have still not been returned despite multiple reminders.
- Pushing end users to upgrade to Windows 11, by blocking their devices temporarily if they fail to comply to Windows upgrade reminders.
- Identifying all applications available in the Regeneron endpoint devices (managed and unmanaged) so we can standardize the environment and remove vulnerabilities.
- Identified all applications with high impact both in terms of login time and resource usage on login. Currently in discussion with Regeneron on which ones can be disabled from start-up.



Enabling other services



Bringing it all together – Steps to build meaningful XLAs

Business Goal Example

Grow 30% in 2 Years

Step 1

EX Factor

Reduce IT-related down time for employees

Improve employee IT experience to increase retention and hire rate

Experience parity between remote and in person employees

Step 2

XLA Objective

Measure and improve employee experience, including hybrid work

Step 3

Example Experience Data Sources

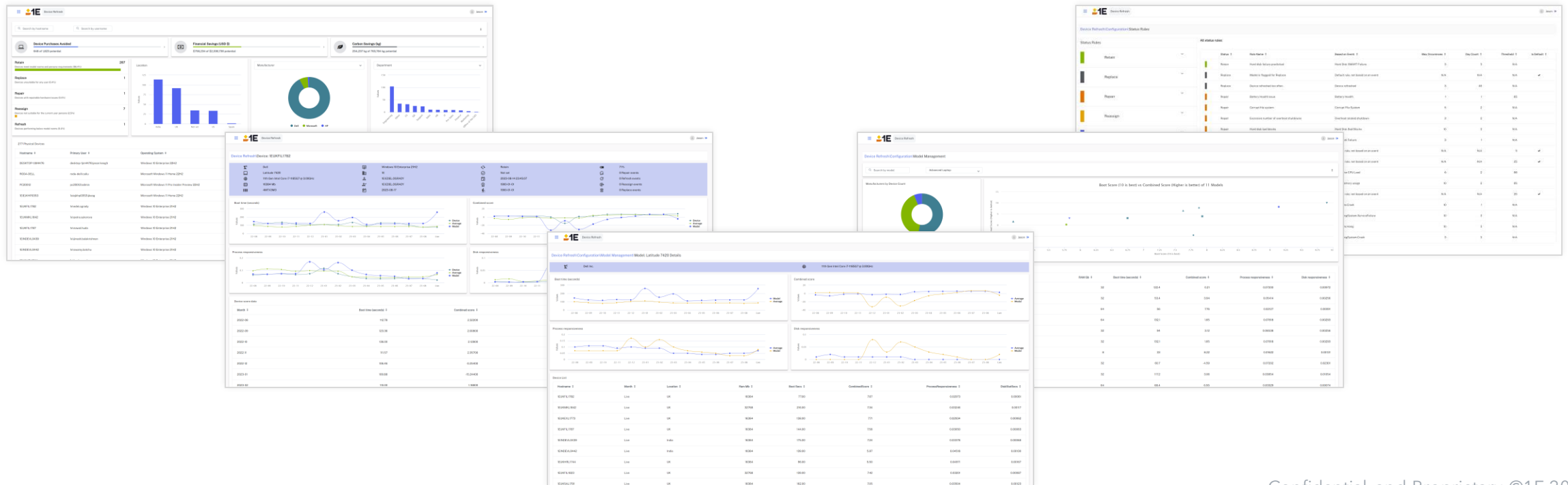
Logos for various data sources: TAKE THE SURVEY, Yammer, servicenow, workday, 1E, n, r, Microsoft Teams, zoom, PowerSuite.

Step 4



1E for Device Refresh

- Dynamic dashboard – focused on the KPI's of reducing cost and carbon impact
- Identify “good” and “bad” devices and models, see how this data changes over time
- Configurable rules change status in response to real-time events
- Make smarter purchasing decisions, leverage warranties to extend hardware life



How we helped our Service Desk deliver better outcomes for our clients?



This user filled up their hard drive again!
(35-100 minutes in total per remediation)



No more tickets about full hard drives as the automated process is cleaning up unnecessary files!



User didn't reset their password in time again



Targeted password reset campaigns to prompt user in a friendly manner



I wish I could remotely repair this GPO!
(30-60 minutes in total per remediation)



With this One-Click Automation, I was able to remotely repair this GPO much faster than going to the customer or remoting into their machine!



Deployments and patching are failing due to broken SCCM agents!
(65-140 minutes in total per remediation)



My SCCM agents are all being fixed automatically. Deployments and patching are going smoothly!



How can I find out what Google Management Token is installed for this user?
(30-60 minutes in total per remediation)



The One-Click Automation provided me with the Google Management token for this user without me remoting into their machine saving me valuable time

With the help of proactive automations, SD has more time to spend directly with the End Users



End User Feedback, Communication & Sentiment Analysis

Type	Details
Sentiment Surveys	<p>Survey responses contribute to the Sentiment score and overall Experience score</p> <ul style="list-style-type: none">• Response options are mapped to score gradings and have limited choices assigned in the Responses section below.• Each Survey is ongoing after its deployment until it is disabled. Users are prompted for responses according to the frequency indicated in the Schedule section below.• Responses to the survey can be viewed on the User Engagement page, and Survey scores can be viewed on the Sentiment dashboard.
Info Surveys	<p>Survey responses do not contribute to Sentiment score or overall Experience score</p> <ul style="list-style-type: none">• Response options are customised in the Responses section below.• Each Survey has a deadline set in the Schedule section below, and each user can reply only once per device.• Responses to the survey can be viewed on the User Engagement page.
Announcements and Campaigns	<ul style="list-style-type: none">• Announcement and Campaign responses do not contribute to Sentiment score or overall Experience score• Allows communication to user groups about any items.• Links to sites with more information can be embedded.





Hello!