



Employee Experience

Improve experience and empower employee innovation.

What is Employee Experience?

Traditional employee experience addresses monitoring and improving user experience, typically through analytics and automation solutions. These solutions enable common improvements to experience, such as self-service password resets, but not personal ones. Modern employee experience solutions build on this foundation with digital solutions that empower employees to personalise and improve their workflows and experiences, innovating while doing so.

Analytics

Experience analytics provides visibility of how well services are delivered to users – we know that poor performing services lead to frustration and poor adoption of services. Most digital workspace and digital workplace platforms include experience analytics for their solutions. Alternatively, full stack observability (FSO) solutions enable application performance and user experience monitoring from the application to the user. Experience is improved by addressing the output of the analytics.

Automation

Employee experience can be directly improved by automating repetitive tasks. Simple tasks can be automated and made available to users to self-serve. More complex workflows benefit from business process mapping to assess which parts of a process will have the most impact by being automated, taking the guesswork out of automation initiatives.

Digital Empowerment

With a digital platform, applications and data are interconnected and can be combined in different ways to produce innovative outcomes through low-code drag-and-drop simplicity – this is digital empowerment. Data from anywhere, be it static or streaming, can be combined to produce insights. Workflows that process data inputs and outputs can be automated. Apps that present insights and execute automated workflows can be built. Chatbots can modernise self-service into a natural language experience. When available to employees, these digital tools empower employees to personalise and improve their experiences.

Technology and Services

Logicalis delivers employee experience solutions using Cisco and Microsoft technologies.

Our digital workspace, digital workplace and secure access solutions deliver user experience analytics for their technologies. Our Cisco FSO solution (full stack observability) delivers comprehensive end-to-end application performance and digital experience monitoring with real time visibility, alerting and forensics.

Our traditional automation solutions are typically built with open source solutions such as PowerShell, Ansible and Terraform to automate discrete tasks.

Our digital empowerment solutions are built with Microsoft Power Suite, which includes Power BI, Power Automate, Power Apps and Power Virtual Agent.



A 2-hour workshop with your stakeholder and technical resources to discuss your business and technical requirements for implementing your flexible working strategy with Logicalis desktop-as-a-service.

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