

Monitoring and Managing Digital Employee Experience with eG Enterprise



eG Innovations



Key Benefits

- Boost employee productivity, satisfaction and engagement by avoiding outages and reducing mean time to repair.
- Enhance hybrid work efficiency through proactive alerting and remediation.
- Avoid “it’s slow” complaints and reduce support tickets to the IT helpdesk.
- Minimize troubleshooting by highlighting when slowness is due to endpoint connectivity or usage, rather than due to infrastructure or application issues.
- Eliminate finger-pointing, improve IT efficiency and reduce operations cost.
- Improve employee retention by creating a better work environment.

The ability to measure and continually improve the digital employee experience using technology, employee sentiment and organizational data is critical for a thriving digital workplace.

Source: Gartner Magic Quadrant for Digital Employee Experience Management Tools, 2025

Digital Employee Experience is Business Critical

As enterprises embrace hybrid work models, SaaS-driven technology stacks, and highly distributed digital workplaces, employee experience has become inseparable from business performance.

For years, IT investments were focused for customer-facing digital journeys, and internal systems were not a priority. However, the scenario has changed. Today, every employee relies on a complex and interdependent chain of endpoints, networks, cloud services, identity platforms, and business applications. Even minor disruptions at any tier can cascade into lost productivity, higher support costs, and reduced operational efficiency. Consequently, Digital Employee Experience (DEX) has evolved from a “nice-to-have” initiative into a foundational pillar of a modern IT strategy.

Digital Employee Experience encompasses the holistic quality of an employee’s digital interactions with the tools, technologies, and systems they depend on daily. This includes laptops, desktops, thin clients, and mobile devices, virtual desktops and applications (e.g., Citrix, Omnissa, AVD), Cloud and SaaS platforms (e.g., Teams, Zoom, Salesforce, Microsoft 365), enterprise applications and business systems. DEX is not measured solely by technical performance metrics. Instead, it reflects what users actually experience — logon times, responsiveness, application availability, network stability, device health, collaboration quality, and more.

eG Enterprise – The Comprehensive DEX Platform

Traditional monitoring tools were designed to track system health — not employee experience. Built primarily for customer-facing web applications, they offer limited visibility into today’s employee-centric environments, including VDI, SaaS platforms, and distributed digital workplaces.

eG Enterprise delivers deep, actionable insight into how employees experience the digital tools and systems they rely on every day. By correlating performance across endpoints, networks, applications, and virtual environments, IT teams gain end-to-end visibility into the true drivers of employee productivity.

With eG Enterprise administrators can:

- Monitor endpoint performance and device health. Get insights to determine which endpoints need to be upgraded, which ones need battery replacement, etc.
- Monitor network connectivity of users and identify poor Wi-Fi connectivity, ISP connection issues, DNS failures, VPN latency and more.
- Track all interactions of users when accessing virtual desktops and applications. Monitor all aspects of user experience and correlate with underlying infrastructure performance to make troubleshooting simple.
- Monitor the performance of SaaS applications and alert proactively to performance issues.
- Use automated diagnostics and proactive remediation powered by various AIOps capabilities to resolve DEX issues quickly and efficiently.

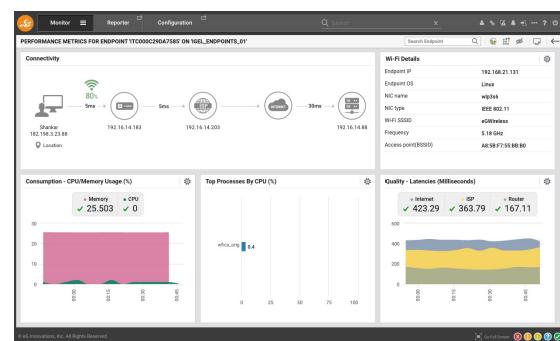
DEX Platforms Supported



Endpoint Performance and Health

Monitoring Windows, IGEL, ThinOS, Linux, ChromeOS and macOS

- **Comprehensive system and hardware monitoring**, including CPU, memory, and disk utilization trends, boot and shutdown times, battery and thermal health, application crash analytics, and more.
- **End-to-end network experience monitoring** including Wi-Fi, ISP, VPN, and DNS, for remote and hybrid work environments.
- **Compliance tracking** with native integration into Microsoft Intune and evaluation of endpoint and desktop configurations against CIS benchmarks.
- **Digital Experience Rating (DEX score)** that summarizes each employee's overall digital experience into a single, actionable metric.



Virtual Desktop / Application Experience

Observability across Citrix, Omnissa Horizon, Azure Virtual Desktop Windows 365 and Amazon WorkSpaces

- **Monitor every aspect of the employee VDI experience**, including logon duration, application launch times, screen latency, and input delays.
- **Break down logon performance into granular components** — e.g., GPO processing, logon scripts, profile loading, and authentication times — to precisely pinpoint bottlenecks.
- **Gain end-to-end, correlated visibility** across every virtual desktop tier including the endpoint in a session topology view. Enables IT teams to proactively identify root causes and eliminate “VDI is slow” complaints before they impact productivity.

SaaS and Cloud Application Performance Monitoring

Insights into Microsoft 365, Zoom, Salesforce, Workday and more

- **Synthetic and passive monitoring** of unified communications, capturing key experience metrics such as jitter, packet loss, round-trip time (RTT), and call quality indicators (MOS score).
- **Universal synthetic monitoring** to simulate multi-step user interactions 24x7 across any application — whether web-based, thin-client, or thick-client.
- **Passive monitoring of real user access to web services**, providing visibility into page load times, error rates, and user experience metrics such as Apdex scores.

Automated Diagnostics & Proactive Remediation

Turn insights into action

- **AI-enabled automated root-cause diagnostics** to rapidly pinpoint the source of performance and experience issues.
- **Automated remediation** to resolve common problems without human intervention — executing scripts, restarting services, clearing caches, and applying updates.
- **Turnkey ITSM integrations** with ServiceNow and other leading service management platforms to streamline incident workflows automate ticket workflows.

Why eG Enterprise for DEX Monitoring?

- Unique universal synthetic monitoring for any desktop/application without needing any coding or developer assistance.
- Deployable 100% on-premises or on the cloud.
- Multi-tenant with role-based access, integrated with SAML/Active Directory.

- Unique ability to cover employee-facing technologies and underlying infrastructure and application stacks that often require separate tooling.
- Deployable as a white-labelled, pay-per-use service by DEX service providers.

About eG Innovations

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth, and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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