

Drive business results with proactive IT experience management

Digital Employee Experience Services



Transform technology experiences into measurable business value

Digital employee experience directly impacts productivity, cost efficiency and competitive advantage. Many organizations have implemented digital employee experience tools, but efforts are often fragmented and siloed. Without a unified approach, organizations face wasted resources, frustrated employees and reactive IT operations that hold back progress.

Dell Digital Employee Experience Services unify fragmented efforts, empowering your organization with comprehensive experience management capabilities that fuel workplace performance and drive business results.

We achieve this by helping you establish and operate an Employee Experience Management Office, a dedicated organizational function that continuously measures, optimizes and governs how employees interact with workplace technology.

Achieve your IT experience goals with Dell Services

Our proven expertise and comprehensive approach equips you with end-to-end digital employee experience capabilities to drive the outcomes you need. We offer strategic partnership and operational excellence with a focus on measurable outcomes and continuous improvement. Our services include ecosystem expertise, platform licensing, ongoing operational assistance and sustained optimization, ensuring seamless experience management and lasting results.

The hidden cost of digital friction:

Workers with poorly performing endpoints and applications, measured by a DEX score, can lose up to

6 hours per week
due to digital friction.

Poor EX can cost a
10,000-person organization,

\$6.8 million
in total costs and lost
productivity.

Source: Gartner®, "Build a Case for a DEX Management Office to Overcome Digital Friction," Dan Wilson, Robin Milton-Schonemann, Tori Paulman, Karl Rosander, October 9, 2025. GARTNER is a trademark of Gartner, Inc. and its affiliates.



Enable proactive
experience management



Optimize technology
value and costs



Multiply the impact of
your workforce

Employee Experience Management Office Services

Build comprehensive employee experience capabilities with Dell operational expertise:

- Transform your digital workplace into a strategic advantage with persona automation, intelligent refresh, preventative self-healing and continuous insights to maximize technology value and elevate operations.
- Shift from reactive to proactive with continuous monitoring, sentiment insights and data-driven optimizations to reduce friction, prove ROI and improve employee experiences.
- Gain clarity into your digital employee experience with actionable insights to identify successes, optimize costs and build a foundation for strategic improvements.

Digital Employee Experience Advisory Service

For organizations that simply need help with strategy:

- Establish a digital employee experience strategy through a high-level review of expectations, best practices, trends and current employee experience initiatives.
- Measure and understand your digital employee experience maturity with a tailored scorecard, platform guidance and execution framework for future experience initiatives.
- Drive experience improvements with an executive readout summarizing key findings and actionable next steps.

Digital Employee Experience Subscription Service

Need assistance with specific employee experience tasks? We can help:

- Supplement your team with Dell resources for digital employee experience platform customization, integration and automation based on your needs.
- Analyze your experience data, including telemetry, sentiment and ticket data, delivering the outputs you request.
- Assist with experience measurement tasks and adoption and change management efforts as directed by your team, with Dell staff available for a pre-determined number of hours each month.

Start building your experience management office today



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