DELIVER EXCEPTIONAL EMPLOYEE EXPERIENCES

Dell Technologies Employee Experience Measurement Services

Essentials

Dell Technologies Services can help you establish and gain the most from a transformative, experience-centric framework to:

- Reveal gaps and identify and prioritize opportunities to improve EX
- Leverage a purpose-built AI-driven EX measurement platform
- Employ a tailored, actionable and sustained EX measurement plan
- Obtain quantitative and qualitative data about the IT portion of EX
- Use data-driven insights viewable by geography, business unit, persona, or workstyle
- Improve the perception of IT and prove the value of IT to the business
- Use experience metrics to support justification for IT project requests
- Prove that IT projects result in positive gains in EX

Business Challenges

There is a fundamental shift occurring in how businesses operate IT today. This shift is about balancing costs with organizational productivity and worker satisfaction. While IT has always been measured on cost (98 percent of most organizations[+]), almost a quarter of organizations are now also being measured on worker experience[*]. This trend is not only increasing quickly, but also it is expected to continue. Both employees and IT are facing an unprecedented level of change. Listening is more important than ever before—and while many IT organizations are aiming to improve employee experience (EX)—it has been challenging, if not overwhelming, to determine *what and how* to measure key metrics other than annual eNPS and Help Desk Ticket metrics.

With proper EX and sentiment measurement, guesswork is a thing of the past. IT organizations can use a holistic approach and strategically deploy technologies to make improvements that improve EX. Dell Technologies recommends going beyond traditional EX measurement tactics and employing greater discipline in defining and measuring success. Using modern employee experience measurement technologies and services, organizations gain insight into what's working and what's not—and prioritize the IT improvements that are most valuable, most impactful to the organization—and more importantly— prove efforts *actually* improved employee experiences.

Service Description

Dell Technologies Employee Experience Measurement services offer a modern way to measure, prioritize, and optimize IT experiences in the workplace.

Using a purpose-built, AI-driven digital platform along with ongoing engagement, we help customers rapidly measure employee sentiment about IT services and take action to ensure a sustained EX measurement program is implemented. Through collaboration, our customers accelerate time to value and time to maturity in establishing a successful, sustained experience-centric IT operating model.

Employee Experience Measurement services are ideal for organizations that seek to:

- Quantify and measure the IT portion of employee experience
- Evaluate what's effective and ineffective as we work in new ways
- Improve the perception of IT and prove the value of IT to the business
- Use experience metrics as justification for IT project spend requests
- Prove that IT projects result in positive gains in employee experience

+Source: Dell & Intel Future-Ready Workforce Study Global Report
*Source: Gen Z: The future has arrived

The service is available as a one-time baseline measurement engagement, and as a program comprised of a monthly or quarterly basis of measurement.

Baseline Employee Experience Measurement Service
Ideal for organizations seeking to take a one-time "pulse" of their employees' sentiment of IT.

- Dell Technologies' experts design and establish model, identify IT services to measure, structure survey to garner quantitative and qualitative results, and select audience segments to target.
- A communication kit with brandable templates is provided to help customers build internal awareness and engagement.
- Experts execute the baseline employee experience measurement to assess IT sentiment and determine an organization's initial digital experience.
- Results available and shared soon after the survey's close, and customers are provided access to the platform's interactive dashboard and reports to view the AI-assisted analysis of results by persona, technology, geography, and business unit.
- Experts conduct deeper analysis and deliver an executive summary read-out of the findings, including recommendations.

Monthly or Quarterly Employee Experience Measurement Service
Dell Technologies' experts continue beyond the baseline assessment and help continue EX measurement on a monthly or quarterly basis. Includes Baseline Measurement Service as defined above, plus:

- Experts design and establish a formal program, identify IT services and projects to measure, structure surveys to garner quantitative and qualitative results, and select audience segments to target.
- Experts provide ongoing insights and guidance on how to prioritize results and build the most impactful action plan. Dependencies and synergies between and among IT services are evaluated to ensure each improvement initiative reaps maximum value and impact; this is valuable to know when improvements in one area may improve scores in other areas as well.
- Between each pulse measurement, experts further analyze data and engage with the BUs on each unit's portion of the results further ensuring and reaffirming the BU's concerns are being addressed.

Deliverables

Program Development

- Program charter; strategy, objectives, and plan
- RACI matrix reference guide for action owners
- Identification and prioritization of IT services to target
- Selection of audience segments
- Set cadence for measurement frequency and duration

Experience Measurement & Analysis

- Design and execution of baseline and ongoing employee experience measurement
- Expectation setting via benchmark data and guidance on common patterns to expect
- Ongoing access to and guidance with interactive reports and dashboard

**Awareness Creation & Business Engagement**

- Brandable enablement kit with communication templates for building internal awareness and engagement
- Executive summary and read-out to BUs of findings, including recommendations

Summary of Benefits

Dell Technologies' trusted expertise, combined with our AI-powered digital experience measurement platforms, help your IT organization get results quickly and prioritize the IT solutions that will have the greatest impact for your employees. Our Employee Experience Measurement Services offer a modern way to operate IT that provides a 360-degree view of employee digital experience with comprehensive, sustained visibility into what matters most for your workforce.

Further build your employee experience measurement plan by leveraging Dell Technologies expertise in Personas and Adoption & Change Management strategies to better define employee needs and manage the human side of change in your organization. Dell Technologies Consulting Services can help you with the right mix of consulting services to supplement your solution benefits. Our services are:

- Focused, high-impact engagements
- Executed with clear phases and decision points
- Validated, repeatable processes
- Flexible, modular approach
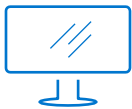
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