

Monitors Enable Employee Experience For Business Growth

As organizations seek to improve their customer experience (CX), they should look to employee experience (EX) to serve their customers better. Monitors at the workspace can have a lasting impact on improving EX.

THE EX AND CX CONNECT

More needs to be done for organizations to prioritize EX in their business priorities



58%

Employees think a better EX will help them serve customers better

47%

Employers agree that EX can impact CX

BUT 35%

Employers consider EX important

KEY MONITOR FEATURES CONTRIBUTE TO EX FACTORS:

ERGONOMICS



Brings productivity, well-being and a sense of company care

FRONT-OF-SCREEN



Enables better work experience with color accuracy and resolution features

CONNECTIVITY



Saves time connecting to PC and peripherals

ERGONOMICS:

92% of employees believe ergonomically optimized monitors improve productivity

“Monitors are just one work tool that is often poorly positioned for a person resulting in neck/back pain and vision problems. If a job is monitor-intensive . . . good ergonomic design of monitor placement is really important.”

Professor Alan Hedge, Cornell University

FRONT-OF-SCREEN

88% of employees believe better resolution and immersive monitors improve productivity

68% of healthcare professionals think customizable color and resolution that are easy on the eyes improve well-being

CONNECTIVITY:

73% of employees think better connectivity features makes them more productive



To build your organizations' success, think beyond the traditional factors of CX improvement. A bottom-up approach of improving EX with monitors that considers employee productivity, well-being, and company perception can go a long way.



Read the full study

Source: A study conducted by Forrester Consulting commissioned by Dell, May 2019

Base: 450 respondents in total, comprising of employees (knowledge workers predominantly using monitors at work), employers (business and technology leaders involved in IT buying decisions) and healthcare professionals/office-planning professionals