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How to Drive Smarter IT Decisions and User Satisfaction with 1E Intelligence

INTRODUCTION

A US-based organization specializing in home, auto, and life insurance became a 1E customer in 2017. Since then, the IT team's goals have evolved to include improving the digital employee experience (DEX), increasing operational efficiency, and achieving faster time to resolution.

Learn how 1E Intelligence helps this organization enhance user satisfaction and productivity, make data-driven decisions, and lead with a proactive IT strategy.

Challenge: Software crashes

This organization's workforce was experiencing recurring issues like software crashes. Initially, the IT team was unaware of the full scale of the problem or how many employees were affected. As a result, many employees quietly endured the issue, leading to a decline in productivity and user sentiment.

Solution: Intelligent Insights

Intelligent Insights uses complex data sets to provide a clear depiction of user frustration. It also highlights the number of devices and personas impacted by specific issues, such as crashes.

> I find this really accurate, almost like following a trail."
>
> — Desktop Support Manager

Outcome: Improved user sentiment, productivity, and planning abilities

The team can now find out what is causing employees pain, address it, and help reduce any negative sentiment toward IT or their digital experience. In addressing and removing friction, workday interruptions are reduced, and productivity greatly improves. Through these insights, they learned that a specific model caused the crashes. This information also helps the team plan when selecting models going forward.

Challenge: Power management issues

Power management issues can cause device instabilities, which is never a good thing. In this case, Windows revealed that drivers had a status of "unsigned device drivers", leading to potential crashes or other security risks down the road for this organization.

Solution: Intelligent Insights

Intelligent Insights provides smart recommendations to diagnose and remediate issues quickly and efficiently. It also provides steps on how to utilize other parts of the 1E Platform.

> "I like the instructions that outline what some of the recommendations would be in order to fix a problem... I almost see it as collaborating with someone else that is asking me to check something."
>
> — Desktop Support Manager

Outcome: Data-driven decision-making and proactive IT

Making decisions based on patterns and data has never been easier. With recommendation and remediation guidance, this insurer can make data-driven decisions to proactively address any red flags before they impact users and business operations.

What if each digital employee experience (DEX) was better than the last? The 1E Platform helps IT teams improve end user experience, tighten security, reduce costs, and evolve operations from cost center to strategic enabler. Over one-third of the Fortune 100 rely on 1E's single-agent solution with real-time automation and remediation for more visibility, control, compliance, and observability. Take a tour at **1E.com/take-a-tour.**

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