

# State of the DEX Industry Work Sector Report

## Manufacturing and Production

SURVEY CONDUCTED BY VANSON BOURNE



# Introduction

Teaming up with Vanson Bourne, a renowned independent research firm, we surveyed 2,000 ITDMs (IT Decision-Makers) and Office Workers across multiple work sectors and four major markets (the U.S.A., the U.K., France, and Germany).

Access the full **State of the DEX Industry report** [here](#).  
Access the **Country Analysis report** [here](#) and the remaining **Work Sector reports** [here](#).

Our survey data offers a unique layer of context for IT when analyzing their own digital workplace. Overall, the results from our research highlight a strong desire for better DEX Management technologies and strategies.  
We hope this data helps inform your technology purchases, hiring needs, and end-user plans.

# Inside This Report

- Perceptions of DEX..... 3
- IT Support Performance ..... 4
- New Technologies ..... 5
- Future Investments..... 6
- About the Survey ..... 7



# Perceptions of DEX

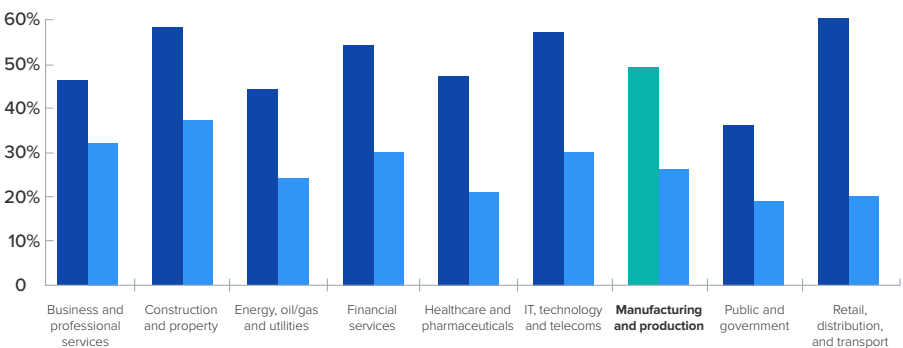
## Manufacturing and Production


How IT and employees perceive their IT experience varies by sector.

### Are you ‘completely satisfied’ with your DEX?


**54%** of ITDMs believe their organization’s workers are ‘completely satisfied’ with their DEX. However, only **24%** of employees feel that way.

In the Manufacturing and Production sector, the disparity between the two is similar, **49%** of ITDMs estimate their employees are completely satisfied with them, but only **26%** agree with that assessment. You can also see how other sectors, like Business and Professional Services have a shorter gap (closer in opinion) between IT and employees, whereas the two camps in Retail, Distribution, and Transport recorded the greatest difference.



IT  I believe my organization’s employees are ‘**completely satisfied**’ with their digital experience.

(Base: IT Decision-Makers)

Employees  I’m ‘**completely satisfied**’ with the digital experience I receive at work.

(Base: Office Workers)

All sectors

**54%**

of ITDMs believe their organization’s workers are ‘**completely satisfied**’ with their DEX

However, only

**24%**

of employees feel that way

Manufacturing and Production

**49%**

of ITDMs believe their organization’s workers are ‘**completely satisfied**’ with their DEX

However, only

**26%**

of employees feel that way

# IT Support Performance

## Manufacturing and Production

On average, **47%** of IT/technology issues that office workers experience in the Manufacturing and Production sector are reported to the IT department, which is the lowest reported figure from all the sectors in our survey!

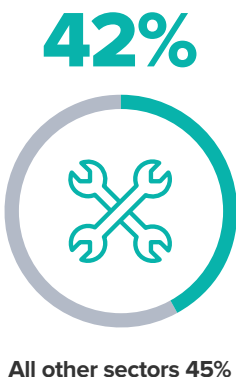
**Employees are clearly apprehensive about reporting the incidents they encounter. IT should focus its efforts on two areas:**

1. Correcting the barriers (real or perceived) that impede employees from reporting incidents.
2. Improving L1 and L2's ability to proactively identify and fix the incidents employees are willing to tolerate.



On average, IT workers in the Manufacturing and Production sector spend **42%** of their time fixing recurring problems. This is nearly on par with the **45%** average reported across all sectors and respondents.

EUC teams here have an opportunity to decrease troubleshooting time considerably if they can focus on automating their recurring tasks.



Office workers in the Manufacturing and Production sector experience IT issues that last **24 minutes**, on average. This is slightly better than the average of **27 minutes** reported across all sectors and respondents.

Some technology problems are bound to slip through the cracks, but with a proper DEX Management tool, EUC teams can eliminate manual work and troubleshooting by applying automated patches, system updates, and a host of other proactive solutions.



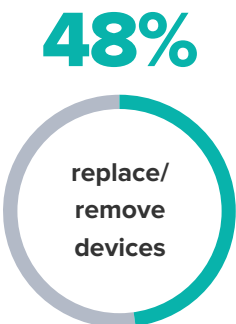
■ Manufacturing and Production

# New Technologies

## Manufacturing and Production

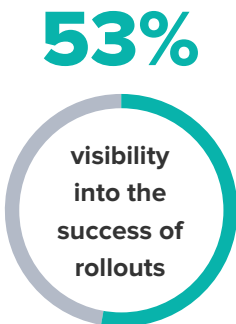
IT leaders in the Manufacturing and Production sector are looking to **replace/remove 48% of devices** over the **next 3 years**. This is slightly less than the average of 50% reported from IT leaders across all sectors.


Undoubtedly, old hardware can negatively impact DEX, but we think most EUC Teams are making a costly mistake. In a previous Nextthink Insights report, we examined 1.6 million anonymous customer devices that were +3 years old and discovered that only 2% needed to be replaced outright! The remaining 98% could be saved with a simple RAM upgrade or configuration change!



IT leaders in the Manufacturing and Production sector report they have **53% of visibility into the success of rollouts** for new technologies among end-users. This is slightly worse than the average (56%) reported from all leaders across all sectors.

The truth is that anything less than 100% visibility is cause for concern. And one thing is knowing whether a particular technology tool was adopted and installed successfully, another is knowing whether it's legitimately being used. In a previous Insights report, we investigated over 6 million anonymous customer devices and found that 50% of software seats in those laptops and desktops were unused!



 Manufacturing and Production

# Future Investments

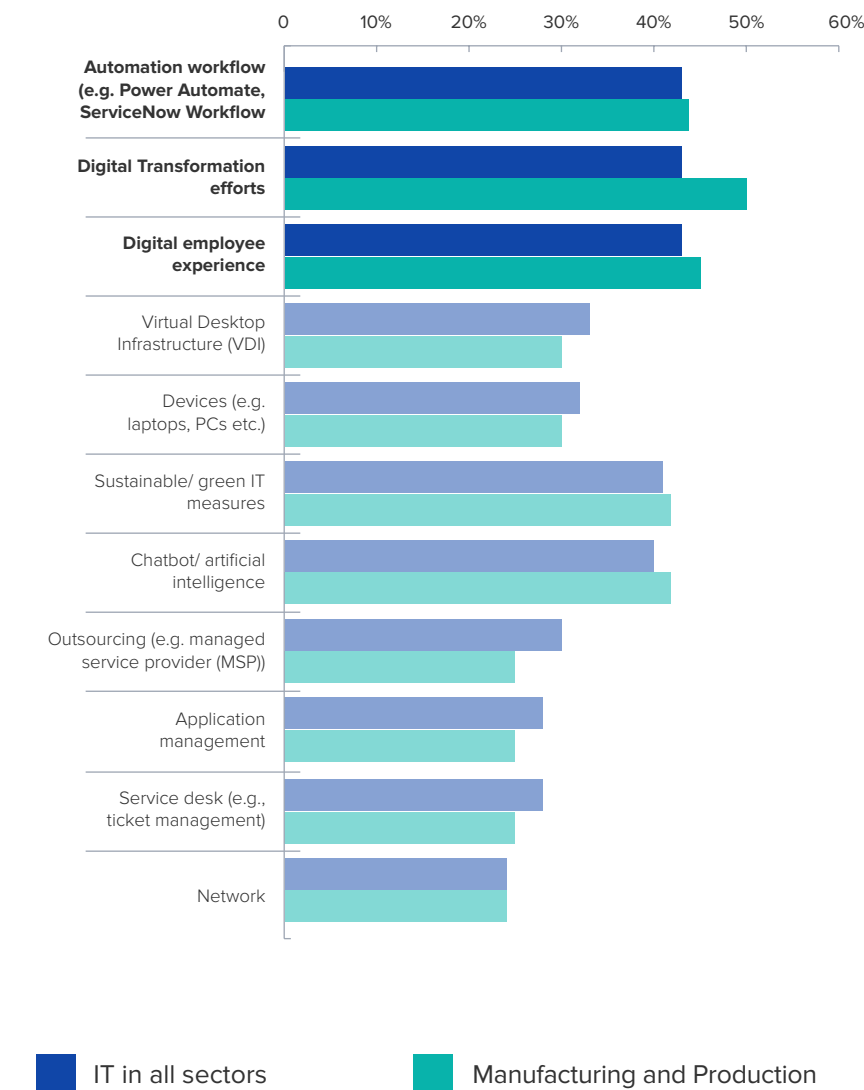
## Manufacturing and Production

In 2024, IT leaders across all sectors are looking to invest heavily in DEX, automation workflow tools, and digital transformation.

ITDMs in the Manufacturing and Production sector plan to focus on the same three areas with Digital Transformation taking the top spot.

### Q7. Thinking ahead to 2024, what areas does your organization's IT department plan to increase investment, or invest in?

(Base: IT Decision-Makers)



In 2024

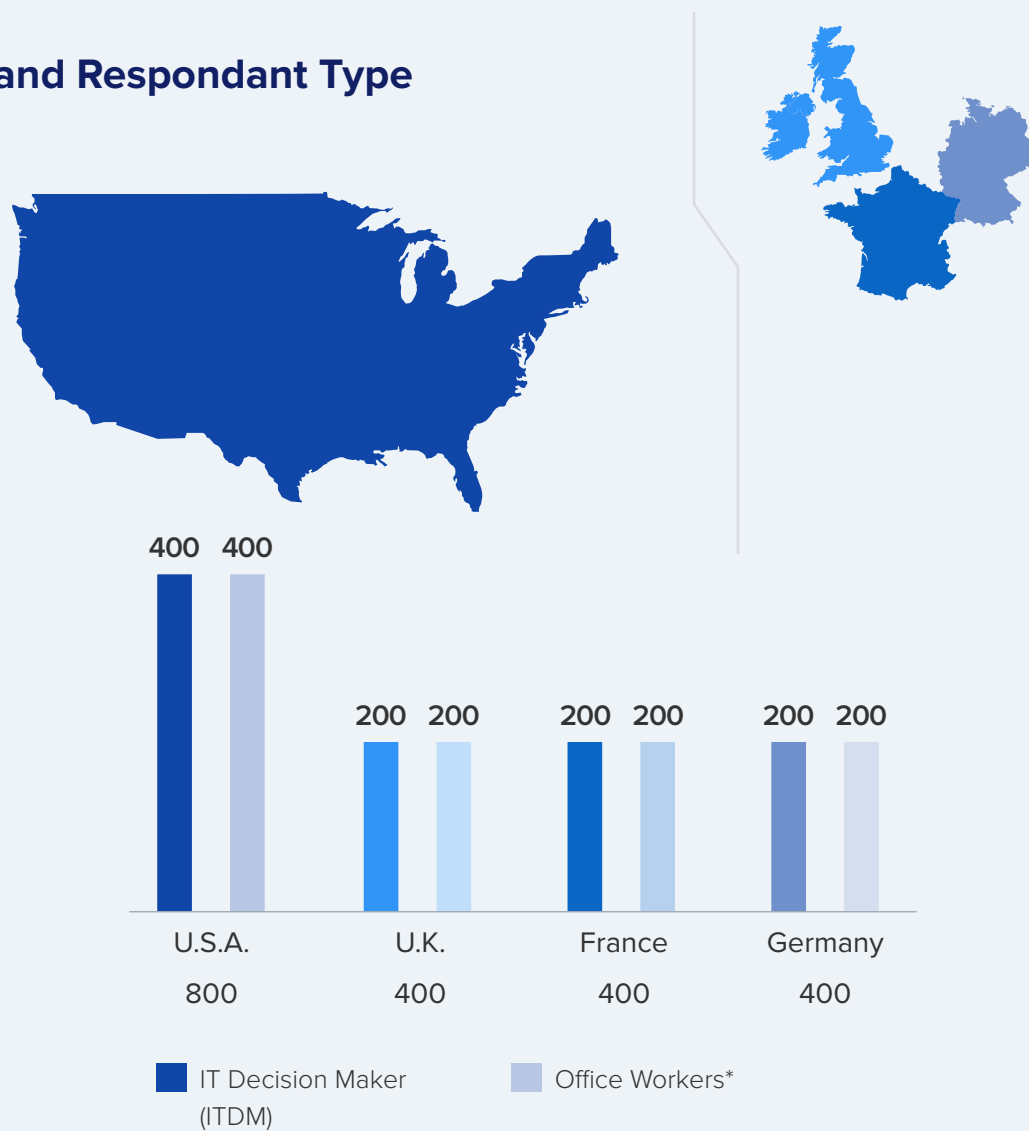
43%

IT leaders across all sectors are looking to invest heavily in **DEX, automation workflow tools and digital transformation**

# About the Survey

Teaming up with Vanson Bourne, we interviewed 1,000 Senior IT Decision Makers and 1,000 \*Office Workers during summer 2023.

## Country and Respondant Type

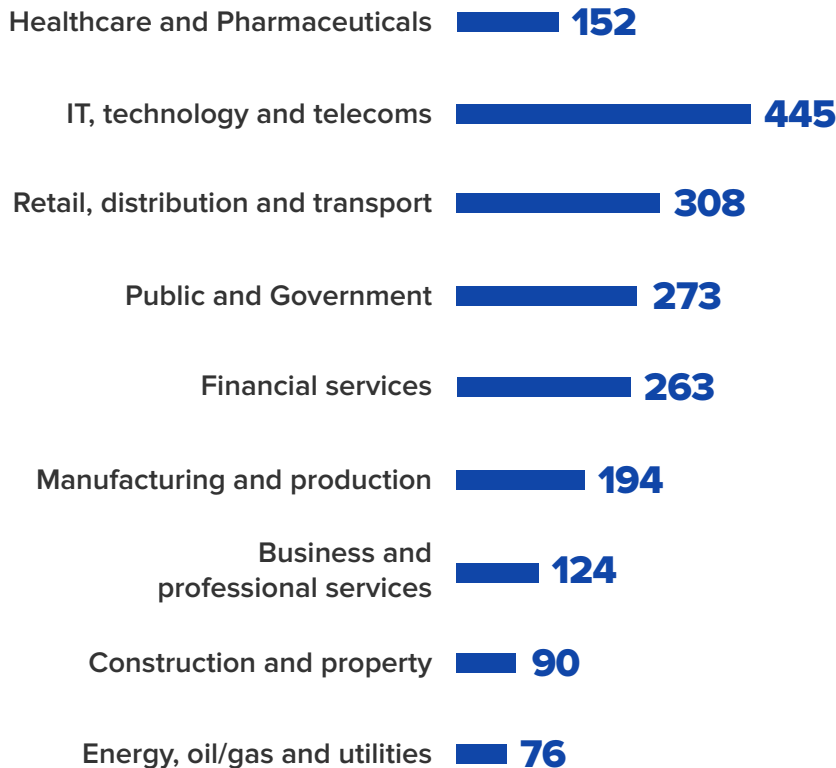


Respondent type is based on both functional area and seniority of respondent.

\*Office Workers: employees from any non-IT function and any seniority level. Includes in-office, hybrid, and remote workers.

# About the Survey

## Respondents by Sector



**Note:** the data above omits, and in some cases, combines respondents from work sectors that differ, slightly, from those listed in the State of the DEX Industry Report. Where we reference averages based on all work sectors, those calculations are pulled from the entire sample size of respondents (2,000 in total; or 1,000 ITDMs or 1,000 Office Workers, depending on the question).

## ABOUT NEXTHINK

Nexthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

Have questions about the Nexthink platform?

[CONTACT US](#)

nexthink

[nexthink.com](https://nexthink.com)