

State of the DEX Industry Work Sector Report

IT, Tech and Telecoms

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

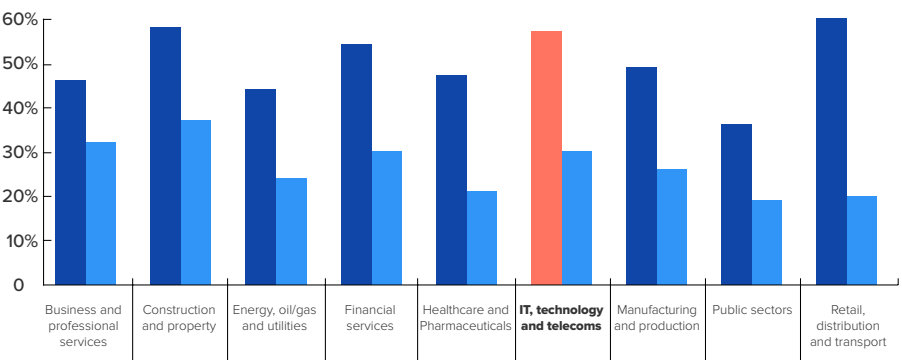
IT, Tech and Telecoms

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 IT, Tech and Telecoms sector, the disparity between the two is similar, 57% of ITDMs estimate their employees are completely satisfied with them, but only 30% agree with that assessment. You can also see how other sectors, like Business and Professional Services have a shorter gap (closer in agreement) between IT and employees, whereas respondents in Retail, Distribution, and Transport recorded the widest difference between the two entities.



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

IT, Tech and Telecoms sector

57%

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

However, only

30%

of employees feel that way

IT Support Performance

IT, Tech and Telecoms

On average, **43%** of IT/technology issues that Office Workers experience in IT, Tech and Telecoms are reported to the IT department. This is only a slight improvement than the **44%** average reported across all sectors.

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.

43%

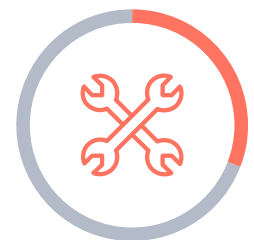


All other sectors 44%

On average, IT workers in IT, Tech and Telecoms spend **31%** of their time fixing recurring problems. This is better than the **45%** average reported across all sectors and respondents, but still leaves plenty of room for improvement.

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

31%

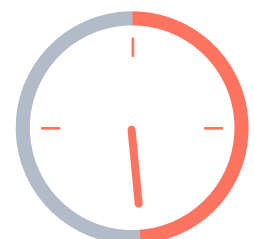


All other sectors 45%


Office Workers in IT, Tech and Telecoms experience IT issues last up to **29 minutes**, on average. This is slightly worse than the average of **27 minutes** 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.

29 min



All other sectors 27 min

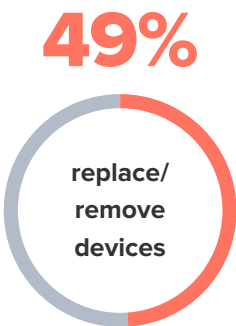
 IT, Tech and Telecoms

New Technologies

IT, Tech and Telecoms

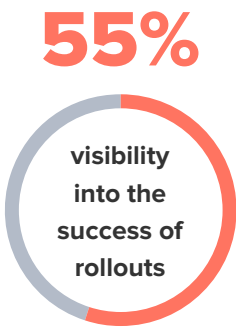
IT leaders in IT, Tech and Telecoms are looking to **replace/remove 49% of devices** over the **next 3 years**. This is slightly less than the average of 50% reported from IT leaders across all sectors in our survey.

Undoubtedly, old hardware can negatively impact DEX, but we think most EUC Teams are making a costly mistake. In a previous Nexthink 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 IT, Tech and Telecoms report they have **55% of visibility into the success of rollouts** for new technologies among end users. This is about 8% higher than the average reported (56%) from leaders across all sectors.

But 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!



IT, Tech and Telecoms

Future Investments

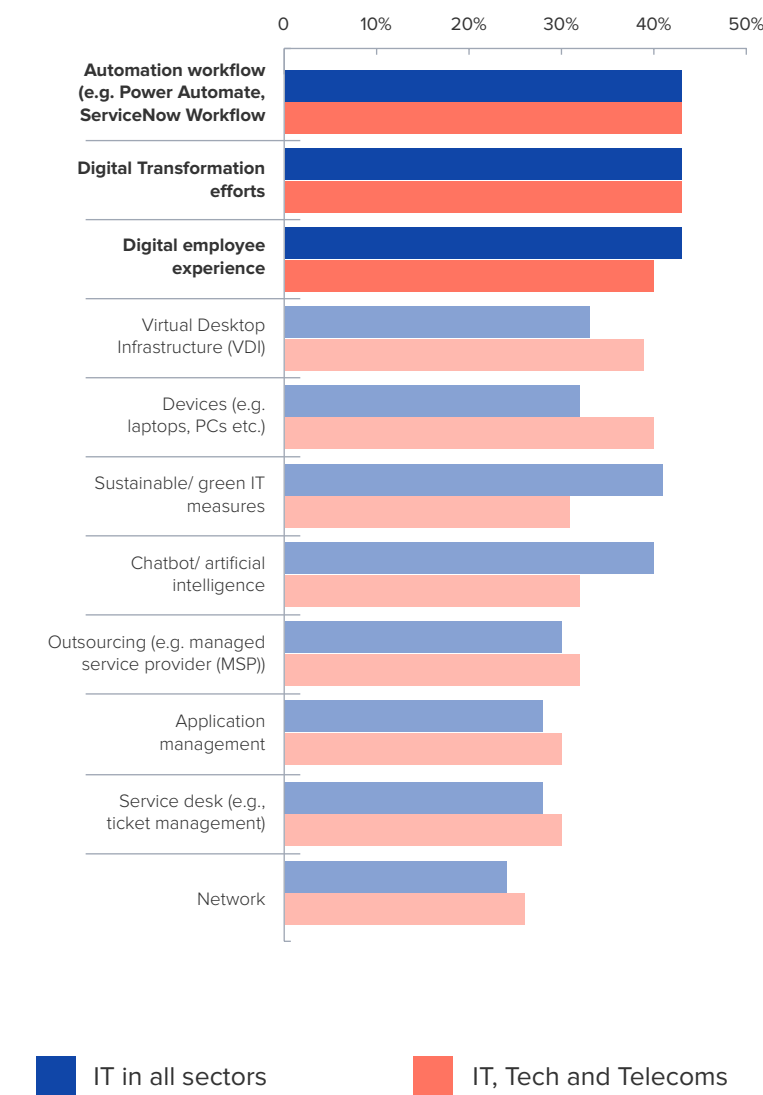
IT, Tech and Telecoms

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

ITDMs in IT, Tech and Telecoms will do the same, but with particular emphasis in workflow enhancements and tools like Power Automate and ServiceNow.

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

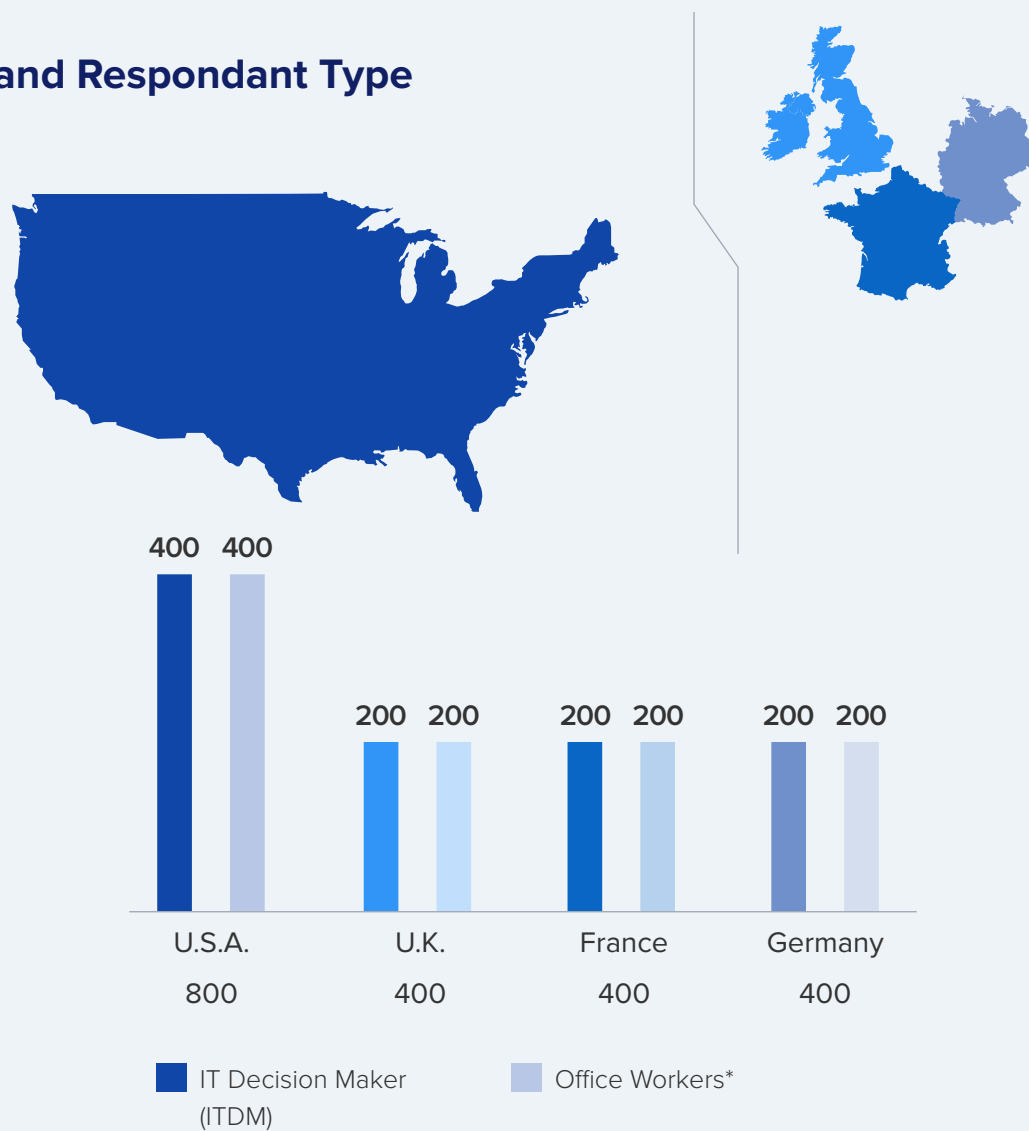
43%

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

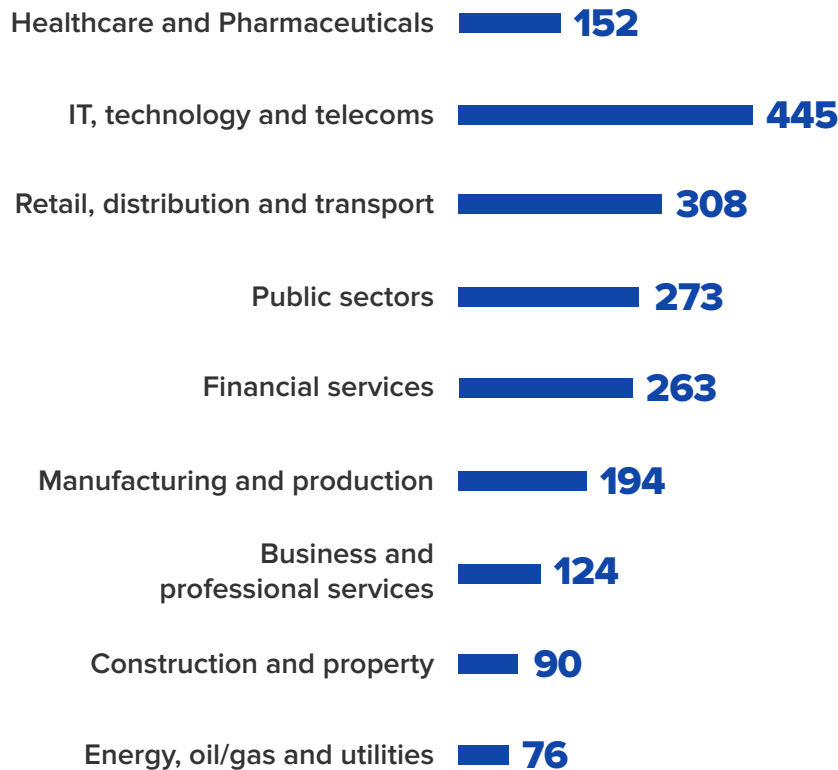


Respondent type is based on both functional area and seniority of respondent.

*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