

# State of the DEX Industry Work Sector Report

Business and Professional Services

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](#).

In this report, Business and Professional Services refers to multiple business consultancies (legal, architectural, accounting firms, etc.).

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

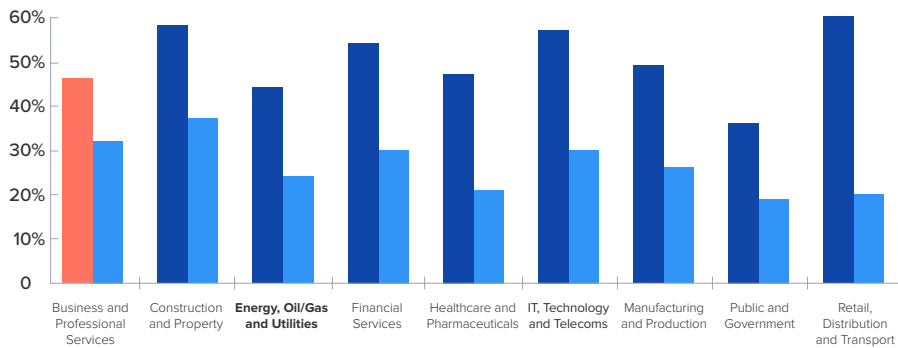
## Business and Professional Services

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 Business and Professional Services sector, the disparity between the two is different, 46% of ITDMs estimate their employees are completely satisfied with them, and 32% of employees agree with that assessment. Of all the sectors in our survey, Business and Professional Services indicated the strongest relationship between IT and their employees. You can see how other sectors didn't do so well, like in Retail, Distribution, and Transport.



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

Business and Professional Services

**46%**

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

However, only

**32%**

of employees feel that way

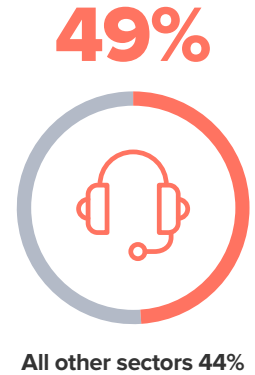
# IT Support Performance

## Business and Professional Services

On average, **49%** of IT/technology issues that office workers experience in the Business and Professional Services sector are reported to the IT department, which is slightly better than the average of **44%** across all sectors.

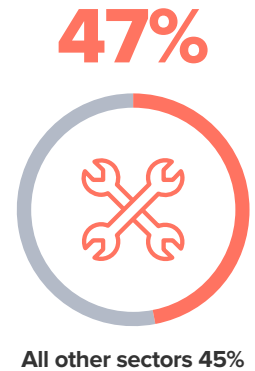
**Employees are clearly apprehensive about reporting the incidents they encounter. IT should focus its efforts on two areas:**

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.



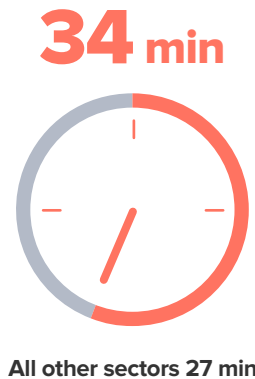
On average, IT workers in the Business and Professional Services sector spend **47%** of their time fixing recurring problems. This is nearly on par with the **45%** average reported across all sectors and respondents.


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



Office workers in the Business and Professional Services sector experience IT issues that last **34 minutes**, on average. This is worse 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.



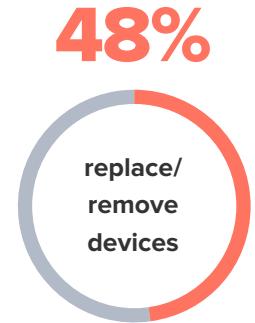
 Business and Professional Services

# New Technologies

## Business and Professional Services

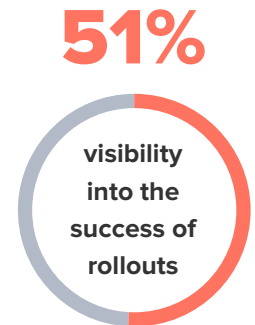
IT leaders in the Business and Professional Services sector are looking to **replace/remove 48% of devices** over the **next 3 years**. This is nearly on par with the average of 50% reported from IT leaders across all sectors in our survey.


Undoubtedly, old hardware can negatively impact DEX, but we think most EUC Teams are making a costly mistake. In a previous 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 Business and Professional Services sector report they have **51% of visibility into the success of rollouts** for new technologies among end users. This is 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!



 Business and Professional Services

# Future Investments

## Business and Professional Services

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

While ITDMs in the Business and Professional Services sector will focus principally on digital transformation, automation workflow technologies, and chatbots/AI.

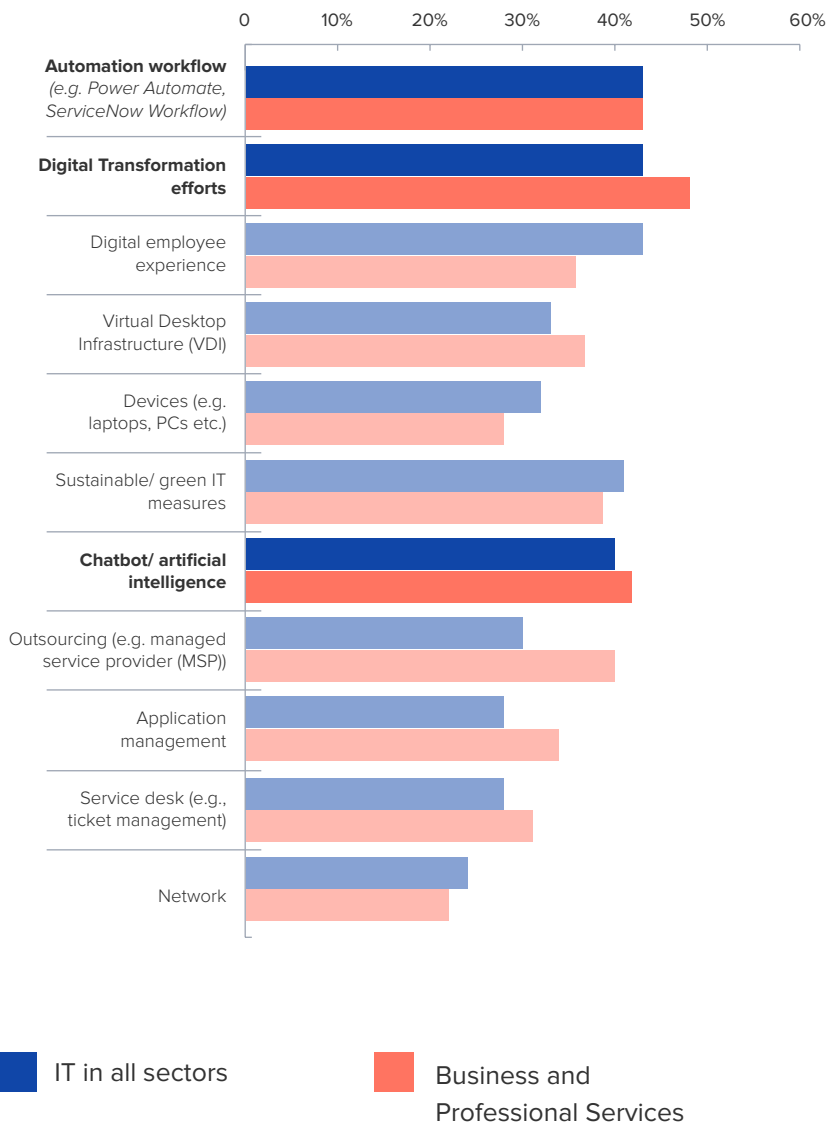
### Q7. Thinking ahead to 2024, what areas does your organization's IT department plan to increase investment, or invest in?

(Base: IT Decision-Makers)

In 2024

# 43%

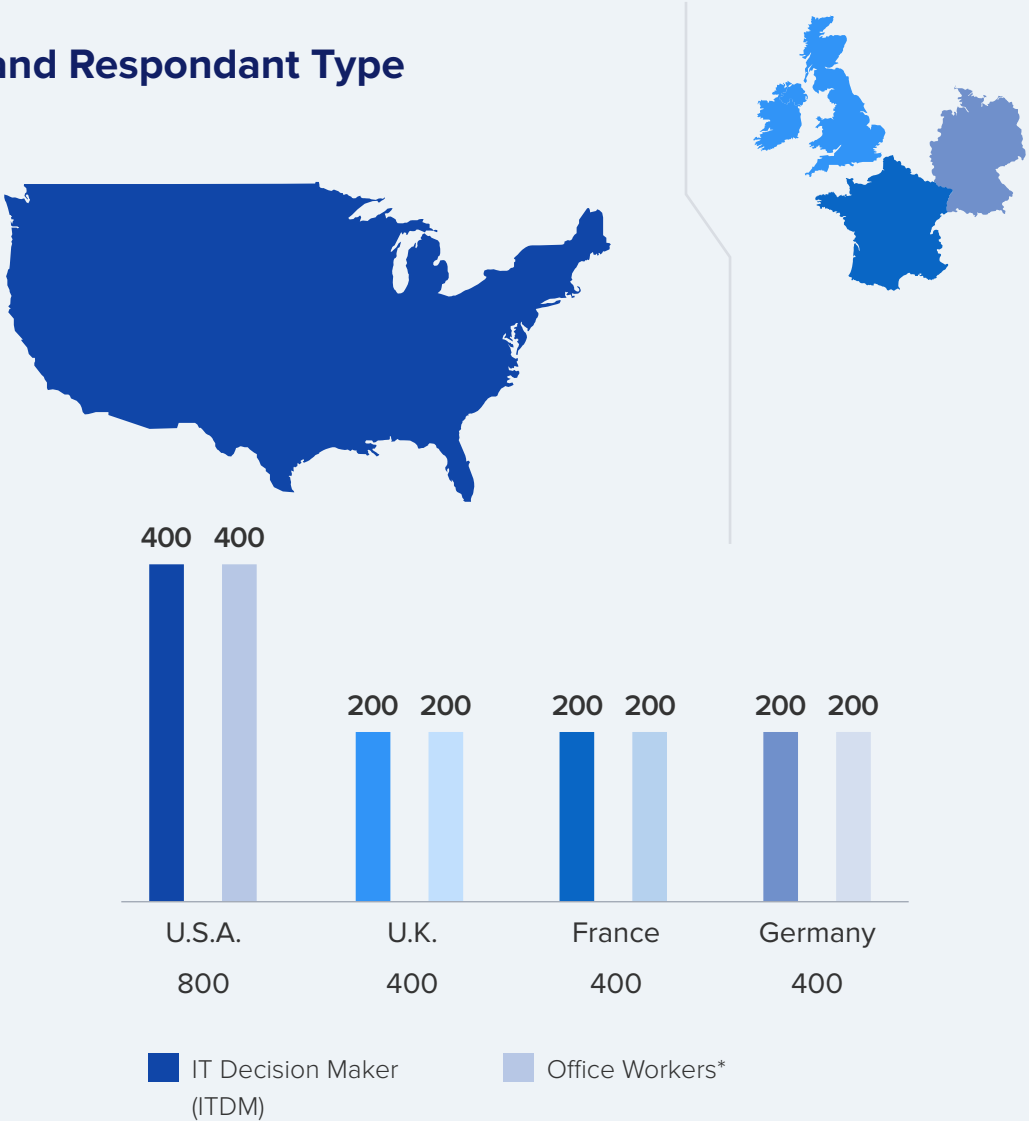
IT leaders across all sectors are looking to invest heavily in **DEX, automation workflow tools and digital transformation**



# 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

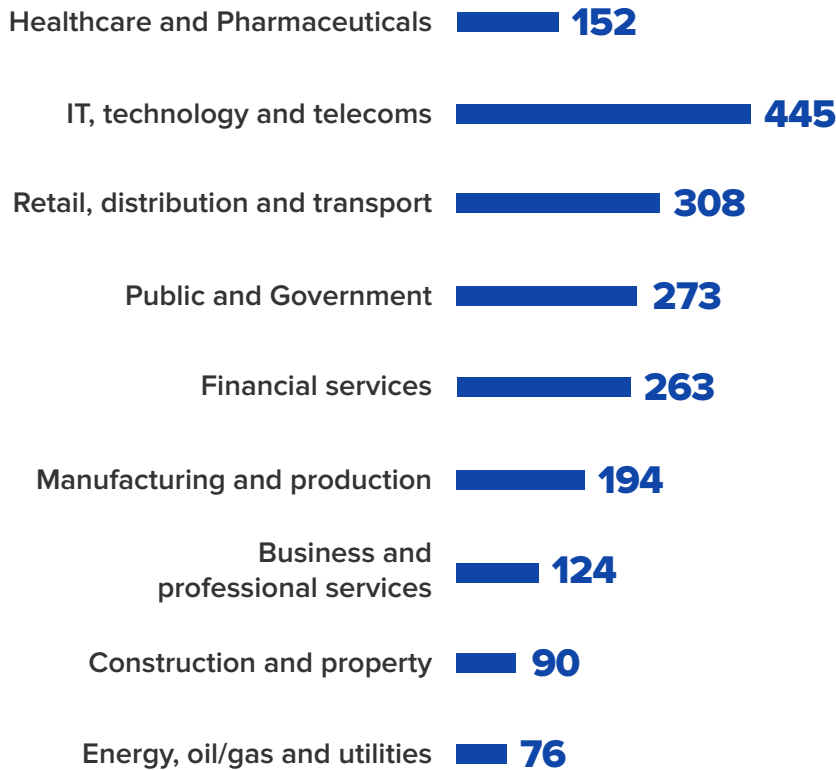


Respondent type is based on both functional area and seniority of respondent.

\*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

Nextthink 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, Nextthink helps IT teams meet the needs of the modern digital workplace.

Have questions about the Nextthink platform?

[CONTACT US](#)