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State of the DEX Industry Country Analysis

U.S.A. • U.K. • FRANCE • GERMANY

Introduction

Teaming up with Vanson Bourne, a renowned independent research firm, we surveyed 2,000 ITDMs (IT Decision-Makers) and Office Workers across 11 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 work sector reports **here**.

Our country and work sector reports offer a unique layer of context for IT Decision-Makers 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.
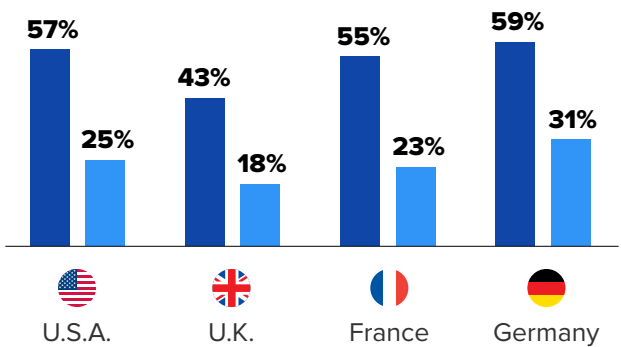
Inside This Report

Perceptions of DEX

How IT and employees perceive their Digital Employee Experience varies by country.

Are you completely satisfied with your DEX?

Employees in the **U.K.** report the **lowest** percentage of complete satisfaction (18%) with their DEX, while **Germany** reports the **highest** (31%). Of note, the U.S.A. and France recorded the largest variance (gap) between IT and employees. In other words, IT leaders in these two countries overestimate their DEX compared to their peers in the U.K. and Germany.

	U.S.A.	U.K.	France	Germany
IT	57%	43%	55%	59%
Employees	25%	18%	23%	31%

IT ■ I believe my organization's employees are **'completely satisified'** with their digital experience.

(Base: IT Decision-Makers)

Employees ■ I'm **'completely satisfied'** with the digital experience I receive at work

(Base: Office Workers)

54%

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

But only

24%

of Office Workers feel that way
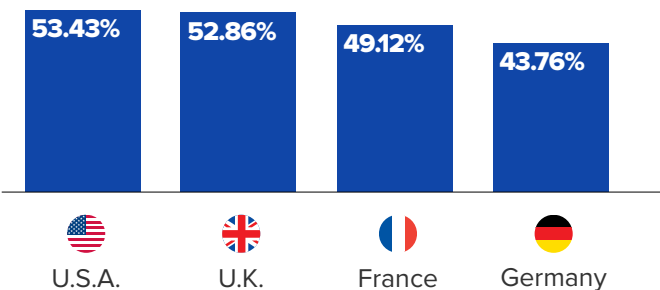
New Technologies, Same Old Problems

The promise of new tech has been underwhelming.

96% of IT Decision-Makers report that their department experienced challenges when **rolling out new technology** over the last 12–24 months. These issues have forced many to reconsider their initial investments. Across all four countries, IT leaders say they will replace or remove 37% of those new technologies.

When it comes to hardware, IT plans to replace roughly half of their devices (desktops/laptops) within the next 3 years.

What percentage of devices does your organisation plan to replace over the next 3 years?

(Base: IT Decision-Makers)

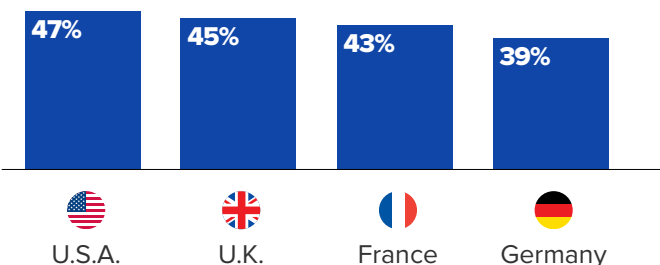| U.S.A.	U.K.	France	Germany
53.43%	52.86%	49.12%	43.76%

For employees, their work experience is best encapsulated in what is, and isn't, raised to the IT Help Desk.

On average, only 44% of IT/technology **issues** that office workers experience are **reported to the IT department**, which is much worse than in 2019 (55%).

Employees in Germany report the lowest percentage of issues, but the results demonstrate how **"suffering in silence" is not bound to one region alone**. IT leaders would be smart to invest in powerful endpoint technologies that can monitor when errors and anomalies occur, instead of relying so heavily on employees to raise a ticket.

% of issues that employees experience and report to IT

U.S.A.	U.K.	France	Germany
47%	45%	43%	39%

96%

of IT Decision-Makers report that their department experienced challenges when rolling out new technology
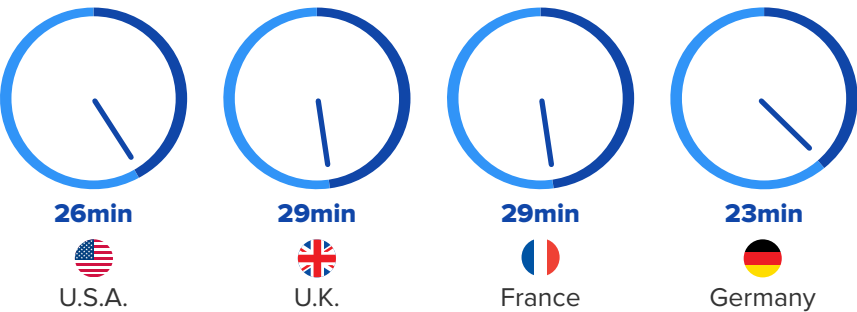
IT Support Performance

Recurring tasks are keeping MTTR numbers high.

Office Workers **average at least one IT issue per week,** which on average, can take up to **27 minutes** for IT to fix!

Across the four countries, Germany edged out the others with the fastest MTTR.

Approximately, how long do the IT/ technology issues that prevent you from doing your job last for per week?
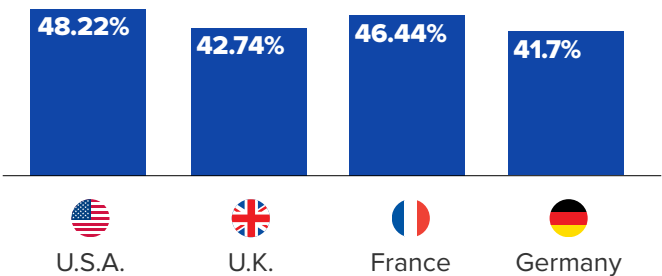
(Base: office workers)

26min	29min	29min	23min
U.S.A.	U.K.	France	Germany

IT teams have an opportunity to decrease troubleshooting time considerably if they can focus on automating their recurring tasks. We discovered that each week, on average, IT spends roughly half its time trying to fix the same issues over and over again.

Approximately, what percentage of your organisation's IT departments' time is spent fixing recurring issues on a weekly basis?

(Base: IT Decision-Makers, Average percentage)

48.22%	42.74%	46.44%	41.7%
U.S.A.	U.K.	France	Germany

1 tech problem

MTWTF

per week

27min
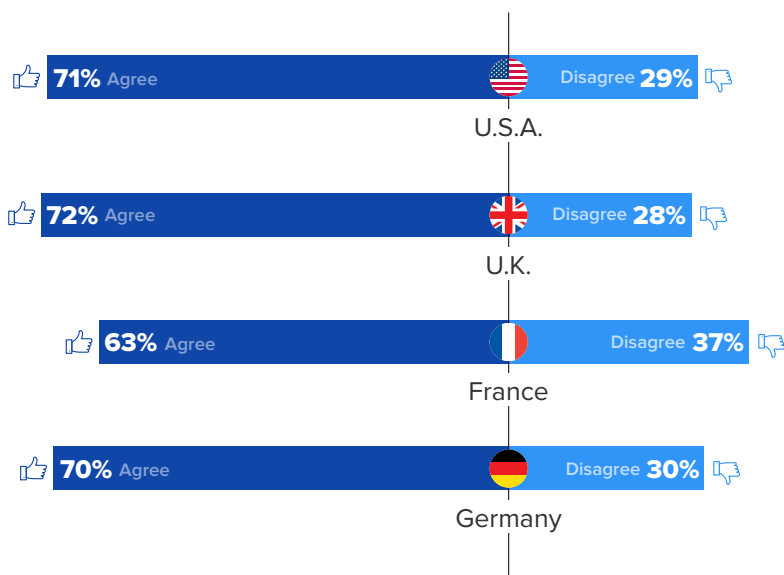**to fix**

Managing Hybrid/Remote Work Isn't Easy

IT has improved but not enough to keep pace with the times.

Since the pandemic, the switch to hybrid and remote work has been easier for some than others, but **69% of IT Decision-Makers agree its growth has increased the complexity of their job**.

There were no clear winners across the four countries, although, IT Decision-Makers in France felt slightly better about their abilities within the remote/hybrid context.
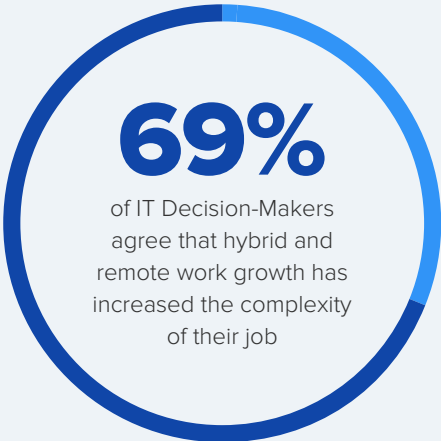
To what extent do you agree or disagree with the following statements?
The growth in remote working over the past 3 years has increased the complexity of my job.

(Base: IT Decision-Makers)

71% Agree   Disagree **29%**
U.S.A.

72% Agree   Disagree **28%**
U.K.

63% Agree   Disagree **37%**
France

70% Agree   Disagree **30%**
Germany

69%
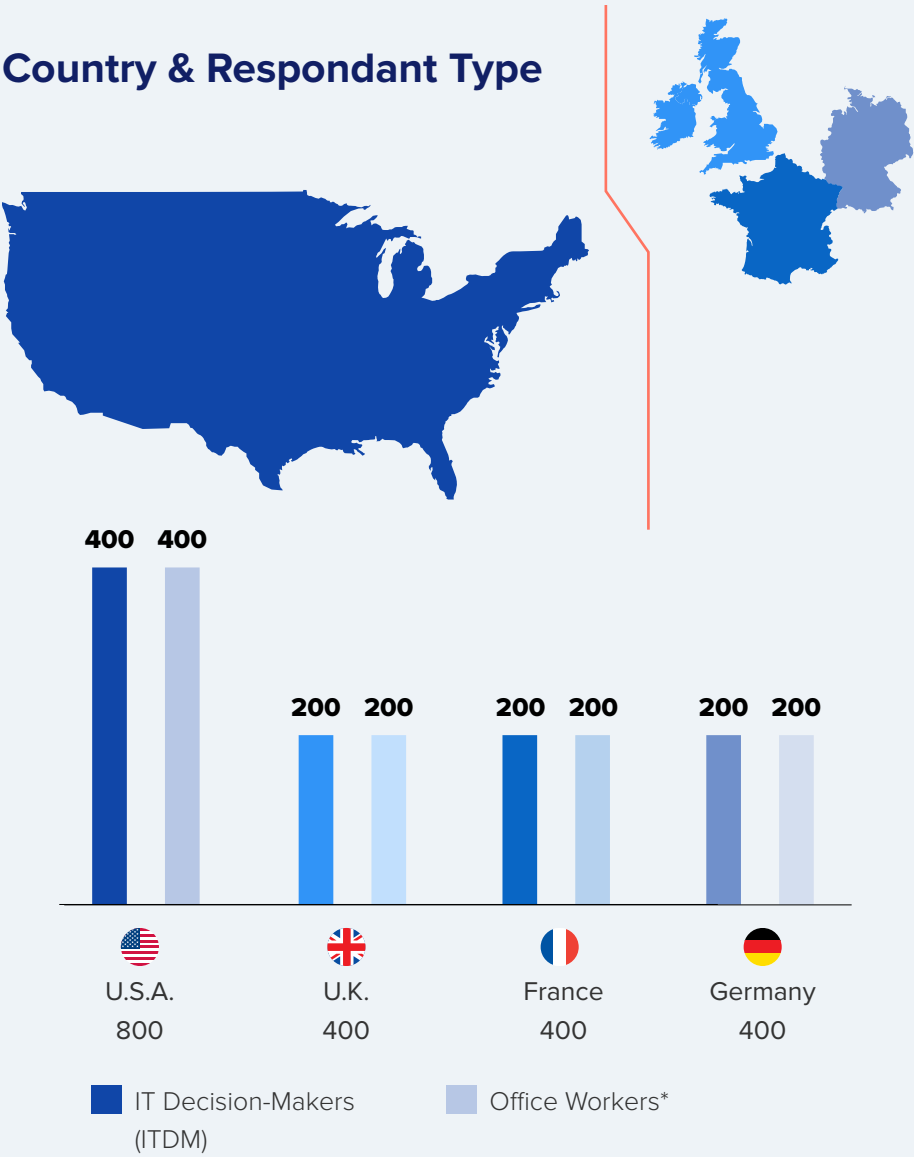of IT Decision-Makers agree that hybrid and remote work growth has increased the complexity of their job

Even if the pandemic seems like a distant memory, its ramifications are still felt today in the digital workplace. Many in IT went from managing one office (or a handful) to managing hundreds and thousands of "offices" via the remote and hybrid end-users they now support. So previous tasks like encrypting a work device or corroborating a poor Wi-Fi signal have become increasingly more complex when the end-user connects from a remote, uncontrolled location.

The stakes have been raised significantly and computing problems, no matter how small, can act like a thousand tiny cuts on the employee experience!

About the Survey

Teaming up with Vanson Bourne, we interviewed 1,000 senior IT Decision-Makers and 1,000 *Office Workers during summer 2023. In a few instances, we've compared results with similar questions used in our 2019 survey (The Experience 2020 Report) which included a sample size of 3,000 ITDMs and Office Workers (split evenly).

Country & Respondant Type

	400 400		
		200 200	200 200	200 200

🇺🇸	🇬🇧	🇫🇷	🇩🇪
U.S.A.	U.K.	France	Germany
800	400	400	400

■ IT Decision-Makers (ITDM)   ▪ Office Workers*

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.

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