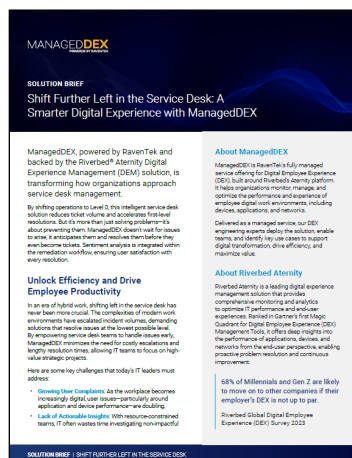## Shift Further Left in the Service Desk: A Smarter Digital Experience with ManagedDEX

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Shift Further Left in the Service Desk: A Smarter Digital Experience with ManagedDEX

ManagedDEX, powered by RavenTek and backed by the Riverbed® Aternity Digital Experience Management (DEM) solution, is transforming how organizations approach service desk management.

By shifting operations to Level 0, this intelligent service desk solution reduces ticket volume and accelerates first-level resolutions. But it's more than just solving problems—it's about preventing them. ManagedDEX doesn't wait for issues to arise; it anticipates them and resolves them before they even become tickets. Sentiment analysis is integrated within the remediation workflow, ensuring user satisfaction with every resolution.

Unlock Efficiency and Drive Employee Productivity

In an era of hybrid work, shifting left in the service desk has never been more crucial. The complexities of modern work environments have escalated incident volumes, demanding solutions that resolve issues at the lowest possible level. By empowering service desk teams to handle issues early, ManagedDEX minimizes the need for costly escalations and lengthy resolution times, allowing IT teams to focus on high-value strategic projects.

Here are some key challenges that today's IT leaders must address:

- **Growing User Complaints**: As the workplace becomes increasingly digital, user issues—particularly around application and device performance—are doubling.

- **Lack of Actionable Insights**: With resource-constrained teams, IT often wastes time investigating non-impactful

About ManagedDEX

ManagedDEX is RavenTek's fully managed service offering for Digital Employee Experience (DEX), built around Riverbed's Aternity platform. It helps organizations monitor, manage, and optimize the performance and experience of employee digital work environments, including devices, applications, and networks.

Delivered as a managed service, our DEX engineering experts deploy the solution, enable teams, and identify key use cases to support digital transformation, drive efficiency, and maximize value.

About Riverbed Aternity

Riverbed Aternity is a leading digital experience management solution that provides comprehensive monitoring and analytics to optimize IT performance and end-user experiences. Ranked in Gartner's first Magic Quadrant for Digital Employee Experience (DEX) Management Tools, it offers deep insights into the performance of applications, devices, and networks from the end-user perspective, enabling proactive problem resolution and continuous improvement.

> 68% of Millennials and Gen Z are likely to move on to other companies if their employer's DEX is not up to par.
>
> Riverbed Global Digital Employee Experience (DEX) Survey 2023

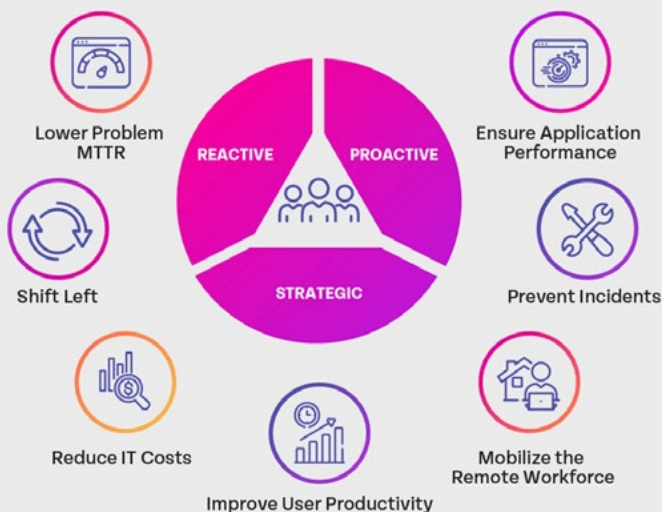events, leaving critical issues unresolved for longer.

- **Budget Constraints**: Even as budgets tighten, the demand for high-quality IT services continues to rise.
- **Limited Automation**: IT silos often prevent automation across the organization, hindering the speed and accuracy of issue resolution.
- **Complex Technology Stack**: The growing range of technologies, from collaboration tools to mobile apps, requires a comprehensive solution to ensure a smooth user experience.

Enhance Operations and Save Costs with AI-Powered Automation

ManagedDEX takes the guesswork out of troubleshooting. Its AI-driven platform offers rapid detection and resolution, reducing mean time to resolution (MTTR) by up to 24%. By automating remediation workflows, ManagedDEX helps businesses save significant operational costs—up to $9 million annually.

What sets ManagedDEX apart is its ability to handle high-frequency, recurring issues with a combination of AI-powered diagnostics and automated resolution. Unlike other solutions that focus on narrow use cases, ManagedDEX offers scalable, logic-driven workflows to address a wide array of common service desk issues before they escalate into tickets.

$9M annual business operational costs saved

Detect and Resolve Issues Faster with Embedded AI Insights
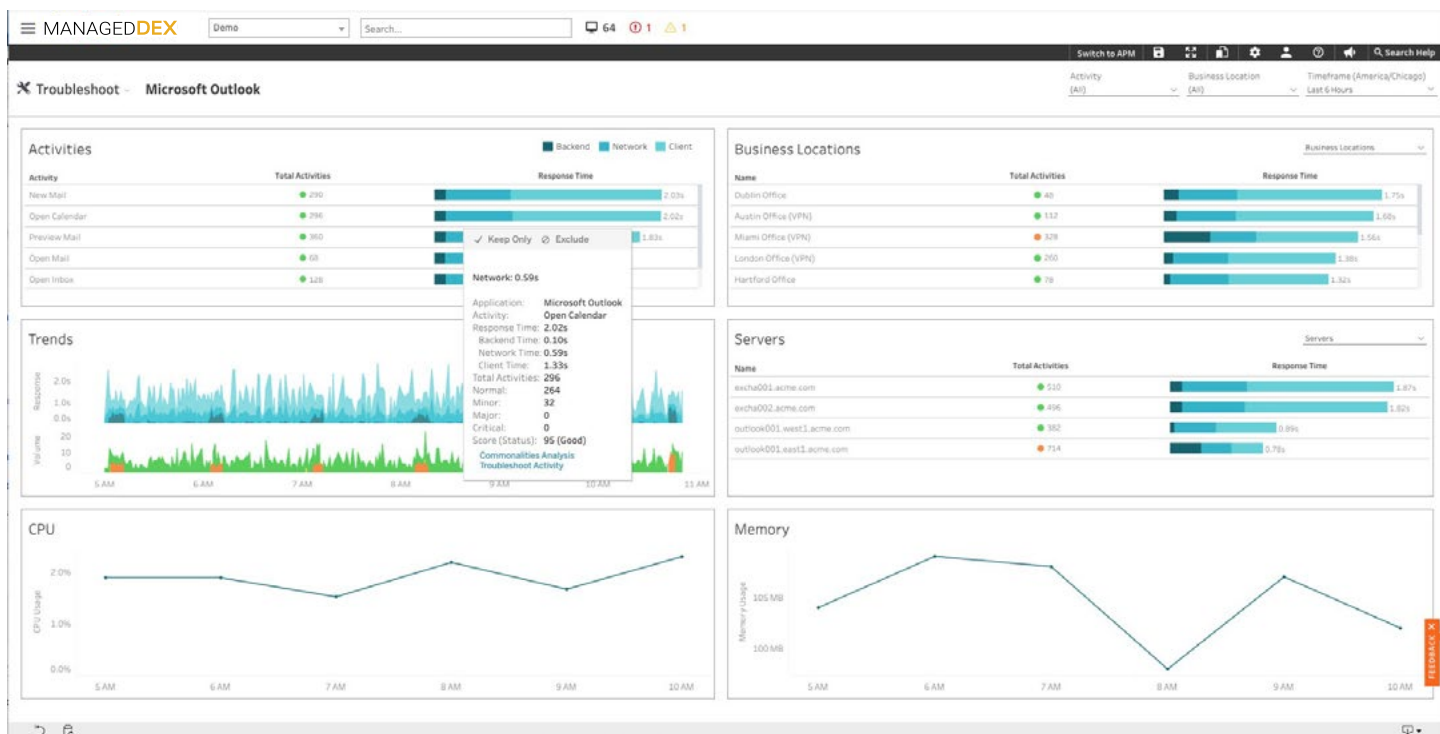
With ManagedDEX, proactive issue detection is no longer a luxury—it's a standard. By establishing performance benchmarks and monitoring deviations in real time, ManagedDEX quickly identifies and correlates issues with their root cause, whether related to client devices or backend applications. One-click insights provide IT teams with clear, actionable data on user experience, enabling faster issue resolution without disruption.

- Monitor the user experience on all types of applications, including cloud native, SaaS, thick client, and mobile.
- Apply AI-enabled analytics to surface anomalies to resolve issues before the business is impacted.
- Deliver comprehensive, contextualized information so that agents don't require specialized knowledge for resolution.
- Streamline the detection of issues by automating system and service checks and reduce false positives.
- Analyze the common characteristics of users experiencing the same problem to identify the likely cause.
- Utilize device health and performance data to investigate issues quickly so that IT does not have to interface directly with the user's device.
- Remotely validate and troubleshoot incidents by viewing the current and historic user, device, and application information.

Addressing Challenges in the Digital Workplace

- Lower Problem MTTR
- Shift Left
- Reduce IT Costs
- Improve User Productivity
- Mobilize the Remote Workforce
- Prevent Incidents
- Ensure Application Performance

REACTIVE · PROACTIVE · STRATEGIC

24% reduction in mean time to resolution (MTTR)

Figure 1: Isolate the source of delay to client device, network, or back-end and quickly investigate issues using AI-powered analytics.

Incident Resolution and Automation with Smart Workflows

At the heart of ManagedDEX is its runbook-driven automation. By mirroring expert decision-making processes, ManagedDEX provides dynamic, customizable workflows for troubleshooting and resolution. Sentiment analysis further enhances these workflows, ensuring the right actions are taken based on user impact. The result? Issues are prioritized and resolved efficiently, minimizing the need for human intervention and delivering improved service levels.

- Eliminate the need for users to contact the service desk
- Eliminate the need for human intervention and reduce human errors
- Avoid brute-force resolutions
- Deliver elevated service level agreements for VIP end users
- Track the effectiveness of resolutions over time by analyzing volumes, number of closed tickets, and other key metrics
- Maintain a complete log of the remediation actions taken, by whom, and their results for audit purposes
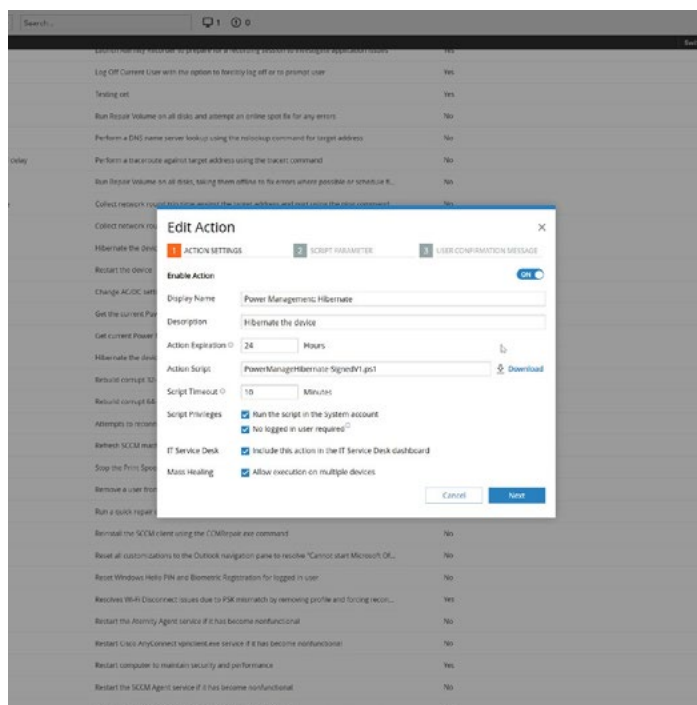
Figure 2: Develop tailored remediation actions for your runbook processes, decide on automated or user-controlled execution, and customize end-user notifications.

Drive Smarter Ticketing with ServiceNow Integration

With ManagedDEX's seamless ServiceNow integration, ticket creation becomes smarter and more efficient. Automatic ticket generation with user and device insights enables faster, more accurate resolutions without the need for manual data entry. Service desk agents can instantly access critical performance data and initiate one-click remediation actions, reducing MTTR and boosting first-contact resolution rates.

- **Device Health and Status**: The insights populated by ManagedDEX into the ServiceNow console include a complete, real-time view of device behavior, performance and compliance scores and metrics, allowing for faster diagnosis. If ManagedDEX originates the ticket, all insights are pre-populated. If the ticket is created from an inbound call or an email, the insights are populated as soon as the user's identifying information (e.g. DeviceID, email, etc.) is entered into ServiceNow.

- **Automated Investigation and Remediation**: With just one click, service desk agents can remotely perform a wide range of investigative actions on any device to accelerate their troubleshooting. Additionally, agents can automatically fix the problem with one-click remediation actions.

Figure 3: View device data and user insights in ServiceNow tickets to improve efficiency.

> "The conversation around IT operations has evolved and operations now support more complex distributed systems with many architectures, integrations, and dependencies. The unpredictability of these systems requires new automated detection, observability, and healing."

Gartner®, Hype Cycle™ for Monitoring, Observability and Cloud Operations, 2021 Padraig Byrne and Pankaj Prasad, July 2021

Automate More Work with Increased Scope and Flexibility

ManagedDEX is designed for flexibility and scale. Unlike other solutions with rigid remediation scripts, ManagedDEX offers a full suite of AI-powered, customizable runbooks, catering to diverse use cases and ensuring optimal resolutions across the enterprise. From monitoring SaaS applications to mobile devices, ManagedDEX empowers IT teams with the tools they need to keep operations running smoothly—without sacrificing valuable resources—offering:

- An extensive catalog of Mac and PC remediation actions for recurring end-user experience issues such as application hangs, boot and login times, network connectivity, application crashes, and OS crashes.

- Third-party integrations.

- Customizable and out-of-the-box runbooks based on a repository of service desk alerts and health events.

- The ability to apply a remediation action to a specified group of devices, where the group is dynamically defined by device attribute or performance characteristic. For example, a remediation can be applied to all Windows devices running Microsoft Teams, where Teams CPU utilization is above a specified threshold. This feature allows quick resolution of issues affecting large numbers of users.

- Self-service options that allow end users to remediate routine issues with guided instructions.

- Intelligent Service Desk Automation capabilities can be tailored for specific enterprise use cases, freeing up IT to focus on innovation while improving the digital experience.

By shifting further left with ManagedDEX, organizations are not just improving their service desk efficiency—they're driving long-term value through smarter operations and better employee experiences.

Learn more at **manageddex.com**.

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