ManageEngine
DEX Manager Plus

Enhancing Digital Employee Experience

Available as an add-on to Endpoint Central
and as a standalone SaaS solution

Understanding Digital Employee Experience

What is DEX?

Employees' overall experience with their digital workplace

Why is DEX important?

Increasing reliance on technology to remain productive and tech struggles cause delays, errors, and downtime

Benefits

Reducing downtime, boost employee productivity and enhance overall business outcomes

An employee-centric approach focused on productivity

Experience monitoring and analysis *

Devices, applications, users and network

Employee Sentiment Analysis*

Gather employee feedback on their digital experience

Automated remediation and Self-service

Automatically remediate identified issues and provide self-service portals to help users

Experience score

Observe how competitors connect with customers through loyalty programs and social media.

* Under development

Benefits of DEX

Fewer tickets through proactive resolution

Accelerate troubleshooting with contextual insights

Smarter decisions with data-driven visibility

Zero digital friction

Employee productivity

Better business outcomes

WORKFLOWS
Automate issue resolution with built-in orchestration

RCA and Device timeline
Identify and resolve issues faster with a device timeline and in-depth RCA on incidents

BENCHMARKING
Benchmarking user experience using performance metrics

INSIGHTS
Relevant, actionable insights guided by real-time data

ACTION LIBRARY
Ready-to-use templates to fast-track IT automation

DATA COLLECTION
Real-time telemetry across endpoints, apps and users

CUSTOM MODULE
Tailor data, insights, visualization and automation. Leverage Zia, our AI agent to create custom sensors

DEX Manager Plus
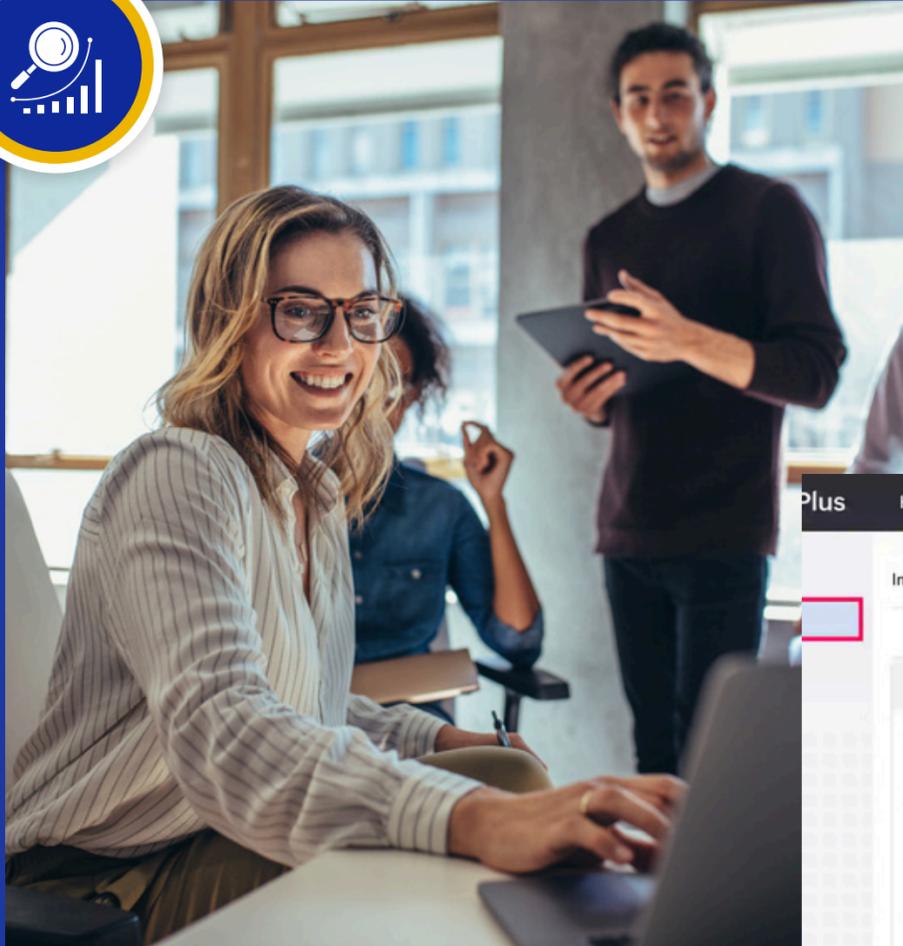Features

Data collection

01

02

✔ **Telemetry**

Agent-based telemetry covering 1000+ endpoint data points: device health, performance, usage, software/app crashes, and more.

✔ **Custom data collection**

Collect organization-specific data, enabling context-aware insights and automations. Leverage Zia, our AI assistant to create custom sensors.

Insights

Turn raw telemetry into actionable insights that highlight what truly matters, enabling IT teams to resolve issues faster

Plus	Home	DEX	Extensions	Reports	Agent	Admin	Support	•••

Insights help you identify the potential area for improvement in your organizations technology impact and arrive at data-driven decisions

Last Updated On ? : Aug 14, 2025 04:45 PM |

Insights	Device Count ↓	Category
Slow boot performance detected on devices	652	Device Responsiveness
Slow extended logon performance detected across devices	626	Device Responsiveness
Hard resets detected across devices	432	Device Reliability
System crashes detected	365	Device Reliability
Application crash detected for onedrive.exe	253	Application Reliability
Application crash detected for winword.exe	253	Application Reliability
Application crash detected for chrome.exe	253	Application Reliability
Application crash detected for backgroundTaskHost.exe	253	Application Reliability
Application crash detected for acrobat.exe	253	Application Reliability
Application crash detected for msedge.exe	253	Application Reliability
Application crash detected for explorer.exe	253	Application Reliability
Application crash detected for excel.exe	253	Application Reliability
Application crash detected for dwm.exe	253	Application Reliability
Application crash detected for outlook.exe	253	Application Reliability
Devices have exceeded input delay of 500ms	233	Device Responsiveness

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Workflow Builder

Custom data collectors

Gathers real-time data or status from the device

Remote Action

Executes a predefined action on the endpoint remotely

Function

Runs custom code with inputs from previous stages for flexible automation.

Delay

Introduces a time gap between actions for processes to settle or space out actions

Engage

Prompts the user with a message or confirmation before continuing

Condition

Adds conditional and routes the flow based on specified conditions/values

Send Mail

Sends dynamic, personalized emails based on earlier workflow data

Restart

Initiate a system restart on the endpoint as part of the remediation flow

Start

Sensor
Get OneDrive Sync Status
Sensor to fetch OneDrive Sync Status

Sensor
Test
No description

Switch
Check Sync Status
Checks OneDrive client sync status

Case
Status Unknown
No description

Case
Sync not Up-to-Date
Sync status is not up-to-date

Case
Default
No description

End
Unable to fetch sync status

Remote Action
Repair OneDrive
Repair and restarts OneDrive Client.

End
Sync Status not matched

End
Reset OneDrive client completed

Experience Metrics

1

Application Reliability
Application crash events

2

Device Performance
Disk space, CPU, GPU Usage, Memory, Disk Queue

3

Device Reliability
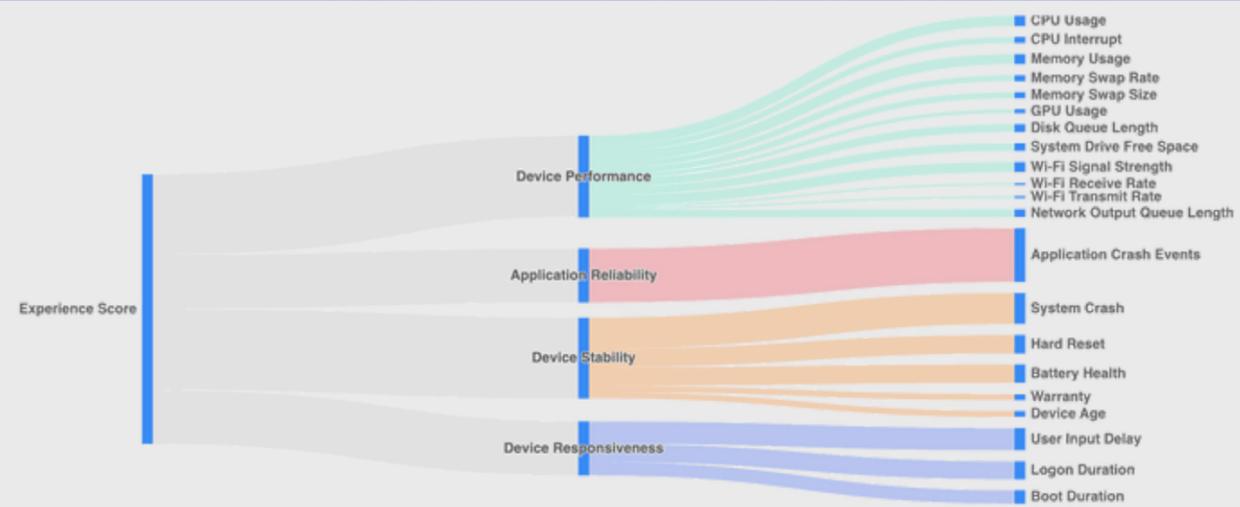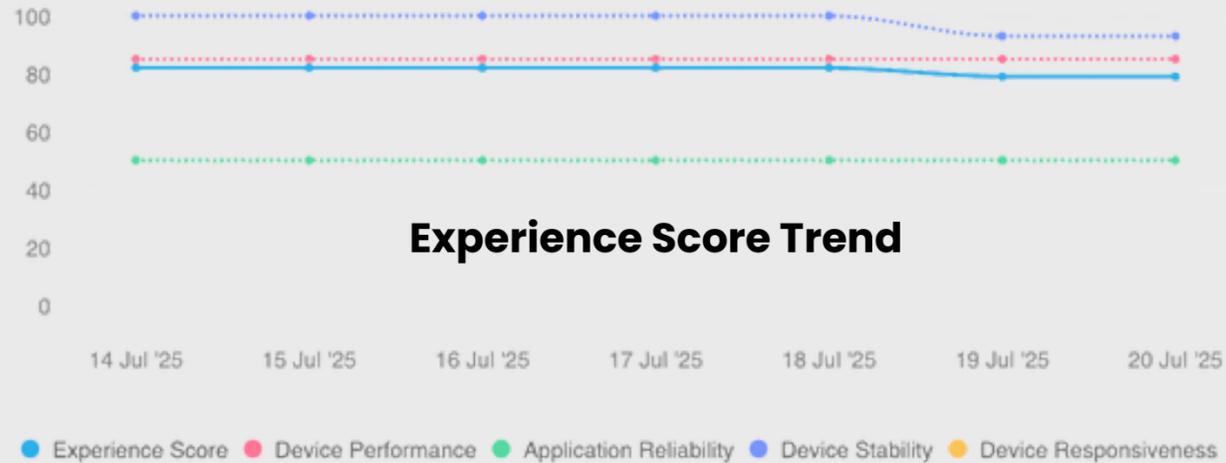Battery Health, Warranty, Device Age, Hard Reset, System Crash

4

Device Responsiveness
Boot time, Extended logon time, Max input delay
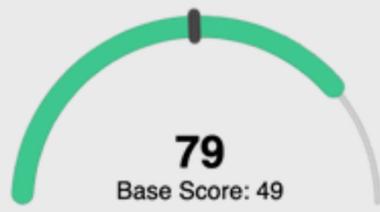
Experience Score and Benchmarking

Quantify employee experience with a unified score derived from device, application, and usage metrics.

Action Library

A curated collection of **pre-built workflows, scripts, data collectors, and dashboards** designed for rapid deployment and scale

Each action is **plug-and-play**: filtered by user case, one click to apply, making setup effortless, consistent, and fast.
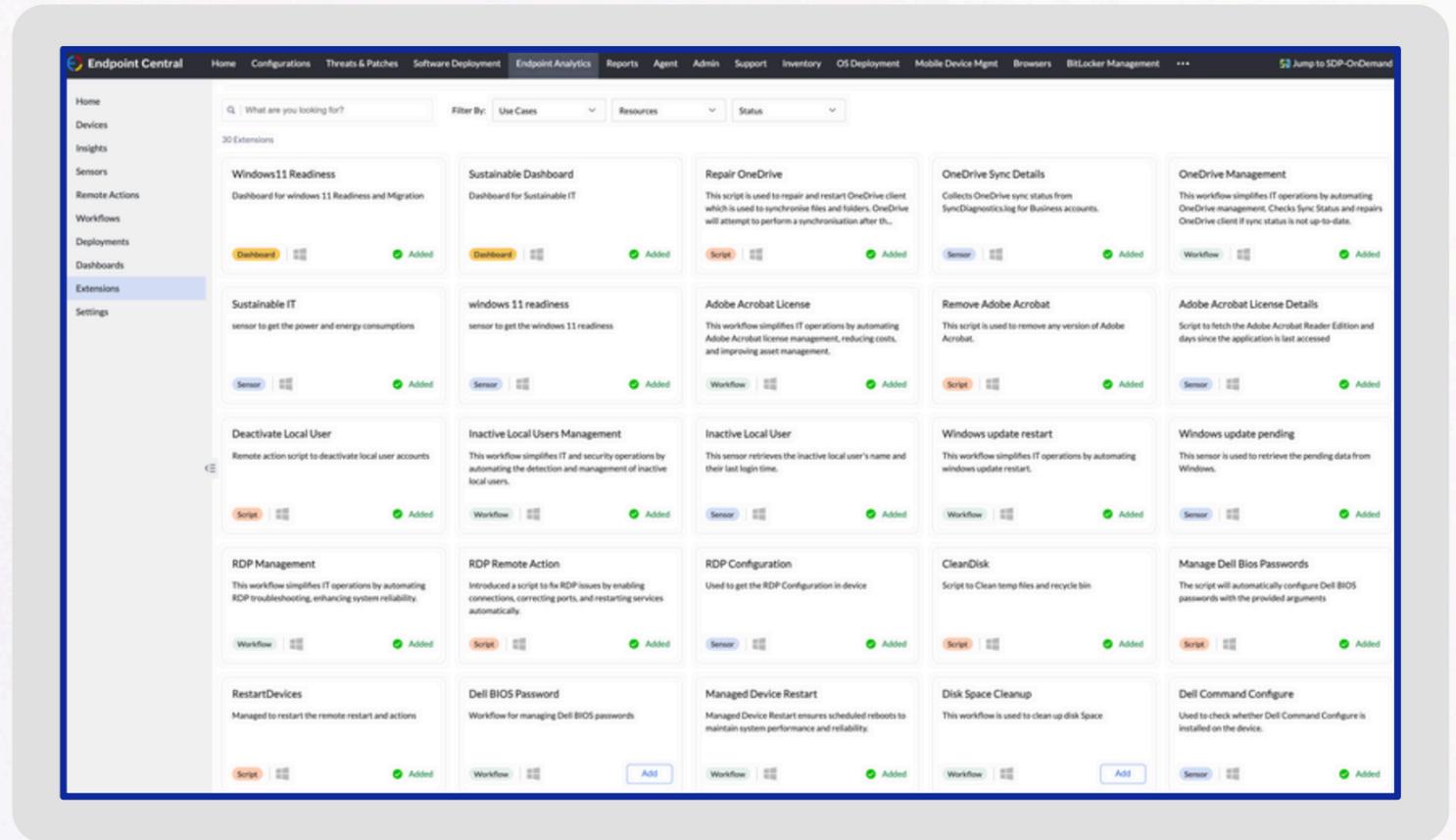
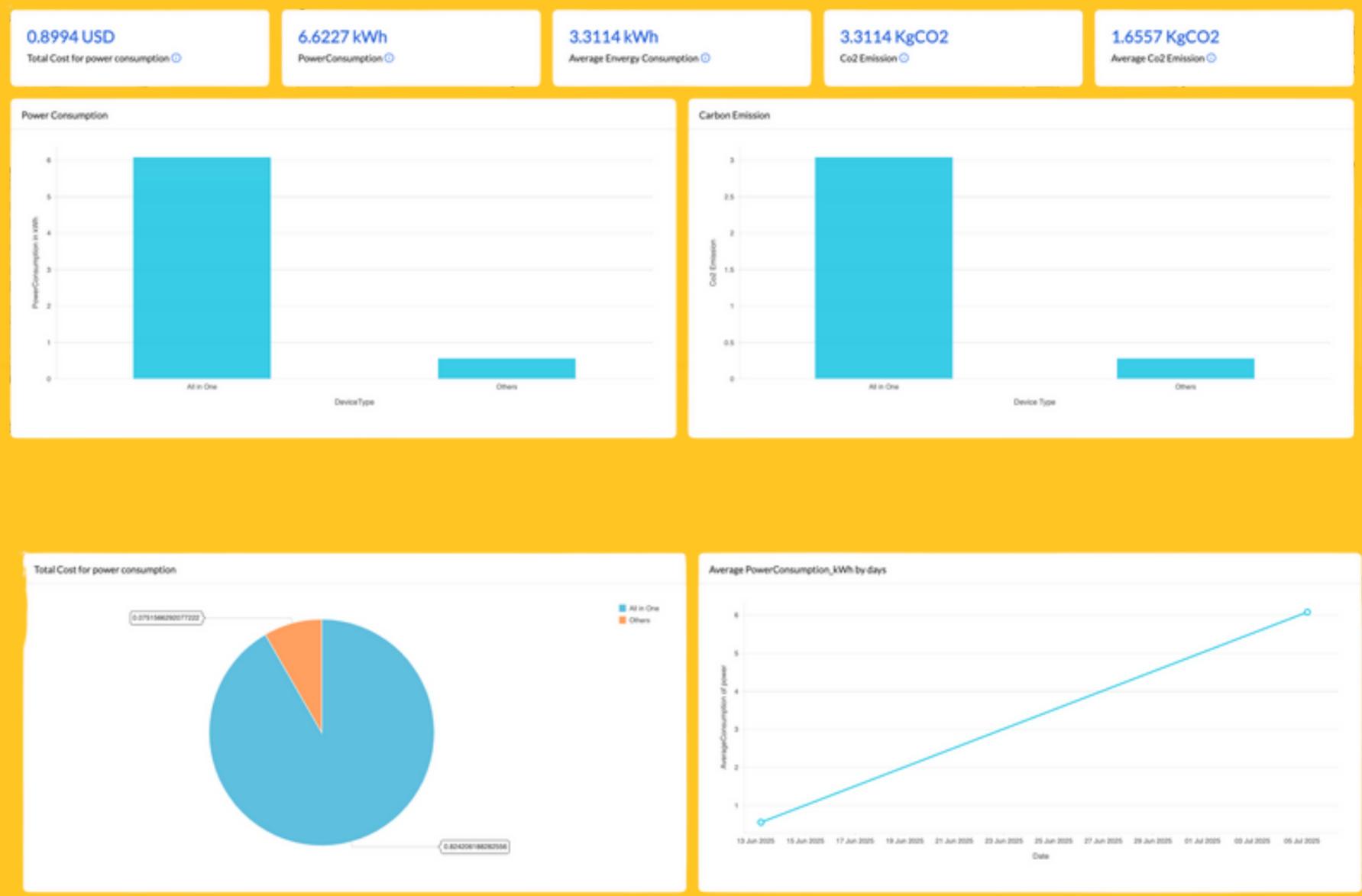**Workflow templates**   **Sensors**   **Scripts**   **Dashboards**

Steps to enable the add-on in Endpoint Central

Existing Endpoint Central Cloud users:

Navigate to **Admin > Global Settings > DEX**, enable the add-on, and try it free for 30 days.

Existing Endpoint Central on-prem users:

Upgrade to build number **11.4.2516** or above to enable the add-on.

New Endpoint Central users:

The add-on will be available on **signup/download** and can be used as part of the 30-day free trial.

For further details contact: dexcloud-support@manageengine.com

To know more, visit:

https://mnge.it/dex

Try it for free:

https://mnge.it/dexfreetrial

For more about the add-on:

https://mnge.it/DeX-addon