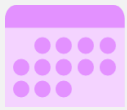


Tensor & Frontline

Digital Employee Experience

Across the Value Chain

Digital Friction Is at an Inflection Point



3 Hours per Month

per employee wasted to digital friction

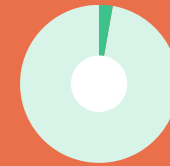
Gartner



85% of employees

of employees report decreased productivity due to IT-related disruptions

(Enhancing Digital Workplace Experience)

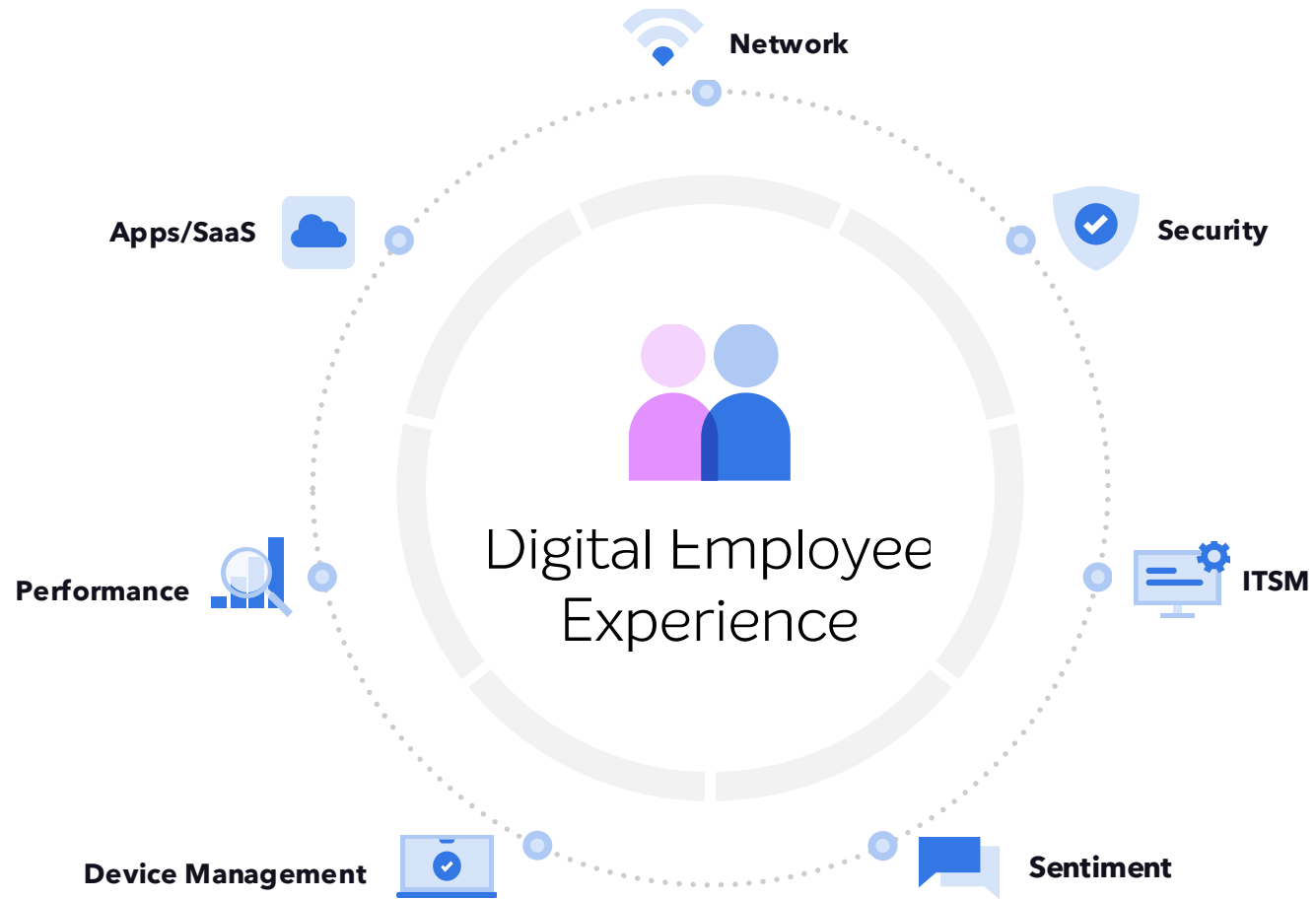


3% of CIOs

say they have complete visibility into the factors that affect digital employee experience

1E Research

DEX



**FRictionLESS
EXPERIENCE**



SEAMLESS IT OPS

Business AI: Proactive IT Asset Management

Proven Value and ROI

Reduce costs	Increase IT capacity	Enhance employee experience	Improve security	Smart Device Refresh
<i>"We freed up 20% of the helpdesk due to self-heal capabilities"</i>	<i>"80% reduction in time to resolve a ticket. From 15-20 mins instead of 12-36 hours"</i>	<i>"TeamViewer Sentiment increased our hit rate from 35-40 responses in a week to 1,400 in a day"</i>	<i>"We were able to reduce blind spots by 47% using TeamViewer"</i>	<i>"We can reallocate 12 FTE's who had been manually managing our refresh cycle"</i>
<i>"We achieved \$8.72M in cost efficiencies across L1, L2 & L3 in Year 1"</i>	<i>"We have been able to reduce incident volume by 28% and talk time per incident by 49%"</i>	<i>"We notify users when we fix things automatically, so they know we still exist! They love it"</i>	<i>"We were able to increase patch compliance by 20%, from 74% to 94% in a week"</i>	<i>"Making our devices last longer will save over \$3,000,000 in CAPEX deferment in just the next 18 months"</i>

Remarkable results for customers

650%

3-year ROI

6x

fewer disruptions
to employees

5 months

payback

33%

higher employee
satisfaction

70%

less time on
helpdesk

Business AI: Delivering value for Tier 1 Brands



Problems



Why Tensor?



Value



Frustrated Employees
Fixes required on site visits
Lack of visibility

Remediation Automation
ServiceNow Integration

75k service desk calls eliminated
Saved 67,000 hours/year



JOHN DEERE

Wasteful Spending
Poor service delivery

Device Refresh
Remediation Automation

\$5m CAPEX deferred
\$4m revenue impact critical
system uptime



Manual reactive approach
High field support costs

Remediation Automation
Content Distribution

\$1m in cost avoidance
400 hours/month saved in support

1E Drives Hard ROI

A focus on value selling driving demonstrable ROI is a winning formula



\$16 Million Savings

Platform & 1E for Refresh

123% ROI

over 3 years



\$7 Million Savings

1E for Refresh

177% ROI

over 3 years



\$6 Million Savings

Endpoint Automation

47% ROI

over 3 years



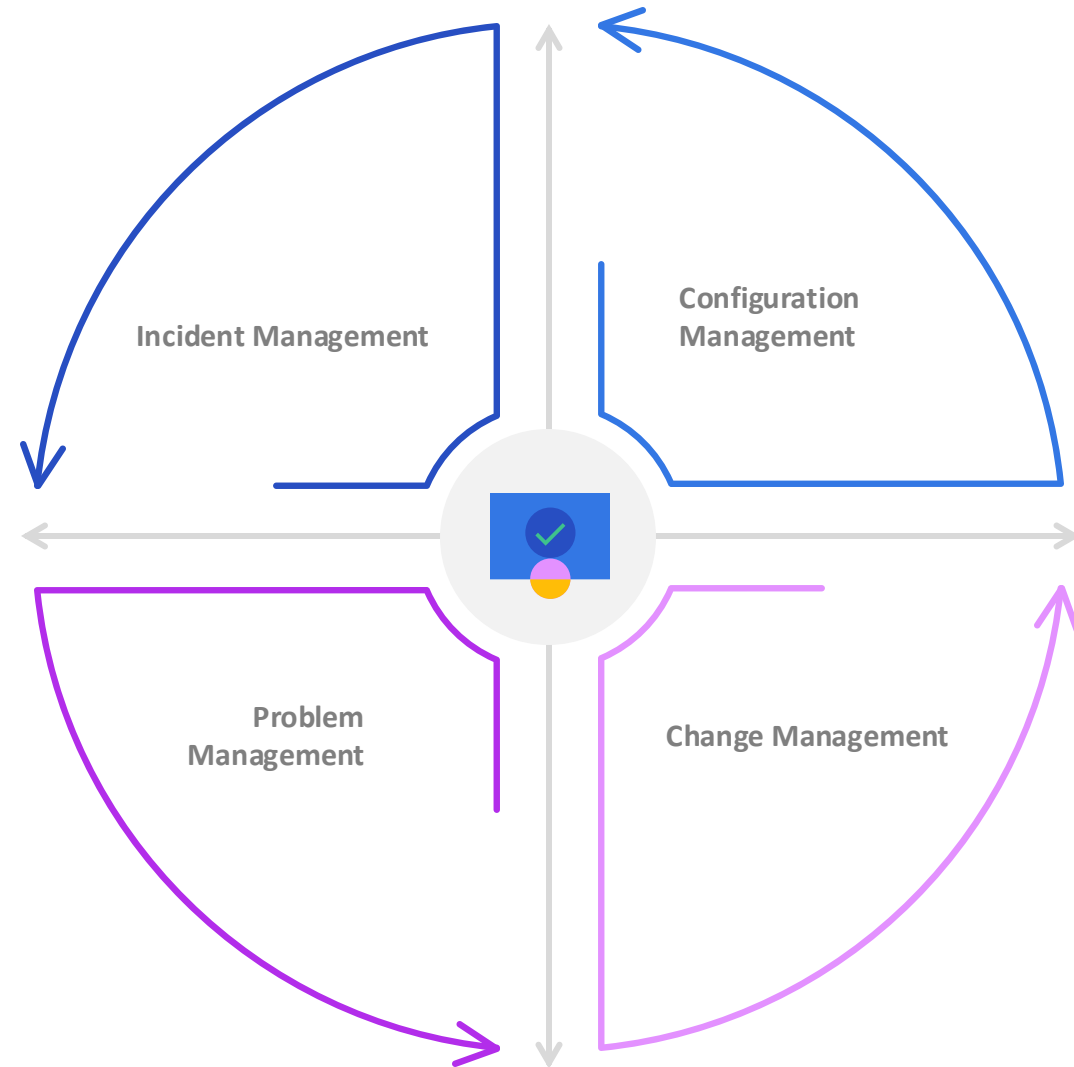
Full IT Support Lifecycle



“The acquisition combines 1E’s proactive approach to IT support with TeamViewer’s leadership in reactive remote control. Theoretically, this will enable customers to source best-of-breed capabilities from a single vendor.”

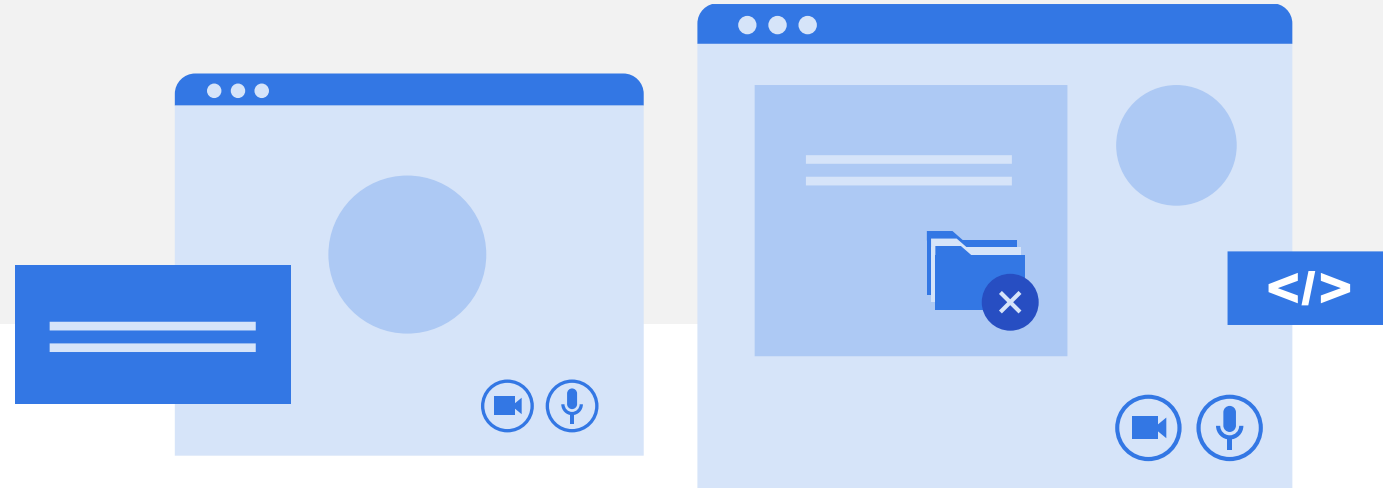


Andrew Hewitt, Principal Analyst,
Forrester Research



9 out of 10

IT teams have these problems



Our service desk team spends time resolving a lot of **similar tickets which could be automated** and **users wait hours** (or longer) for ticket resolution

We **don't have the data or tools to quickly diagnose the issue** when users call about laptop or app performance

We **resolve many desktop tickets with screen shares** (aka "remote desk side visits")

We have challenges using Intune, often **waiting up to 8 hours for a device to update** and we lack reporting, visibility, and compliance

We replace laptops every 3-4 years, but **we don't have the data to determine if it's necessary**



Employees want a great work experience – IT wants to deliver it seamlessly



FRICTIONLESS EXPERIENCE

Create an effortless digital experience that lifts productivity and satisfaction.

- ✓ Enhanced User Experience
- ✓ Consistent Productivity
- ✓ Proactive Support
- ✓ Better Morale



SEAMLESS IT OPS

Ensure smooth and uninterrupted IT processes, enhancing operational efficiency for IT teams.

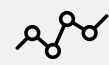
- ✓ Proactive Insights
- ✓ Holistic IT Automations
- ✓ Cost Savings
- ✓ Operational Efficiency



Autonomous DEX

A classic 'pro-active' remediation strategy is no longer enough.

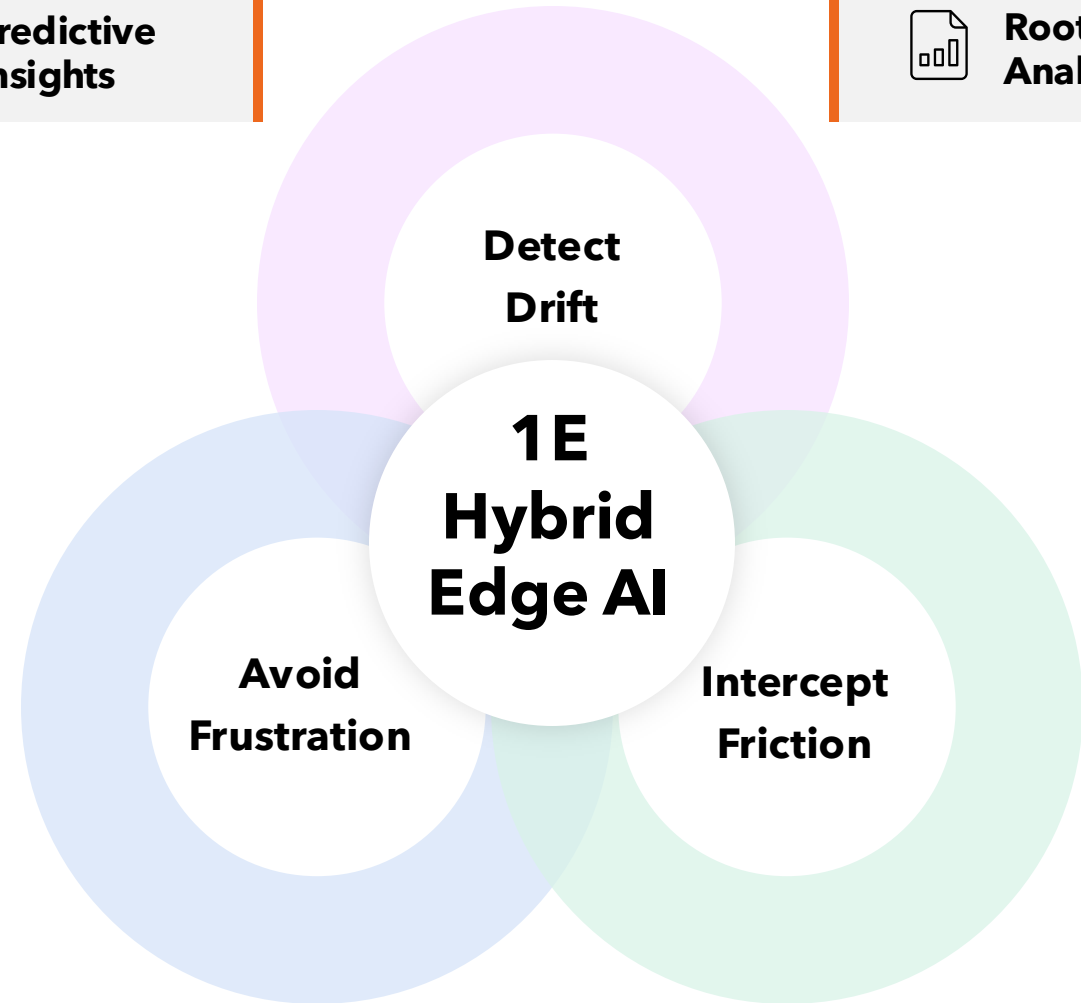
The intelligence and remediation must be shifted left, to the edge, intercepting drift and friction before resulting in frustration.



Predictive Insights



Root Cause Analysis



Seamless IT Operations



Frictionless User Experience



The Key Pillars of Great DEX

To truly redefine the Digital Employee Experience (DEX), it's essential to focus on the Four Pillars:



Observability

Holistic, actionable Insights.

Gain a holistic view of all assets and issues. Understand the state of your digital landscape and ensure that you're equipped with comprehensive insights.



Remediation

Real-time. Fix-Once.

Address and rectify immediate issues swiftly. This is the backbone of maintaining compliance, security and availability.



Automation

Predictive. At the Edge. Fix-Forever.

For recurring issues, automation ensures seamless service delivery and consistent user experience. It's not just about fixing problems but preempting them.



Validation

User-centric DEX Measurement.

Measure your EUC and Service Desk performance against user sentiment. Ensure your strategies are user-centric, addressing the most pressing concerns.

Only by integrating these pillars, can organizations answer the pivotal question:

"Are we truly delivering great DEX?"



1E DEX
PLATFORM1E Intelligence

Observe



Remediate



Automate



Validate



Monitor



1E for Microsoft Intune



1E for Software Reclaim



1E for Device Refresh

1E Experience
Analytics1E Endpoint
Troubleshooting1E Endpoint
Automation1E Employee
SentimentCloud Ready
Synthetics1E Platform1E Synthetic Monitoring1E Solutions

Asset Management | Patching | Application Experience | Content Distribution | VDI | M365 Monitoring | ISP Benchmarking |
Network Connectivity Status, Visibility, & Performance | Unified Communications

Distributed Architecture for real-time response

Autonomous | Edge Intelligence | ROI | User-Centric No/low code

**3000+ DEX
Automations**

Single agent | Rest API | Okta | Azure AD | ServiceNow

Autonomous Digital Workplace Management**Real-time Service Desk Troubleshooting and Resolution****Predictive Digital Experience Monitoring**

Proven value

Reduce costs	Increase IT capacity	Enhance employee experience	Improve security	Smart Device Refresh
"We freed up 20% of the helpdesk due to self-heal capabilities"	"80% reduction in time to resolve a ticket. From 15-20 mins instead of 12-36 hours"	"1E Sentiment increased our hit rate from 35-40 responses in a week to 1,400 in a day"	"We were able to reduce blind spots by 47% using 1E"	"We can reallocate 12 FTE's who had been manually managing our refresh cycle"
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Better for Users. Better for Business.

The **1E Platform** is a real-time IT automation solution that fixes digital workplace problems fast and forever. Improving compliance, reducing costs, and delivering a superior digital experience for users.

Digital Employee
Experience
by **1E**





Let's stay connected:

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