

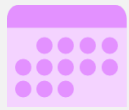


**Tensor & Frontline**

# **Digital Employee Experience**

*Across the Value Chain*

# Digital Friction Is at an Inflection Point



**3 Hours per Month**

per employee wasted to digital friction

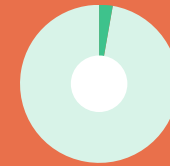
Gartner



**85% of employees**

of employees report decreased productivity due to IT-related disruptions

*(Enhancing Digital Workplace Experience)*

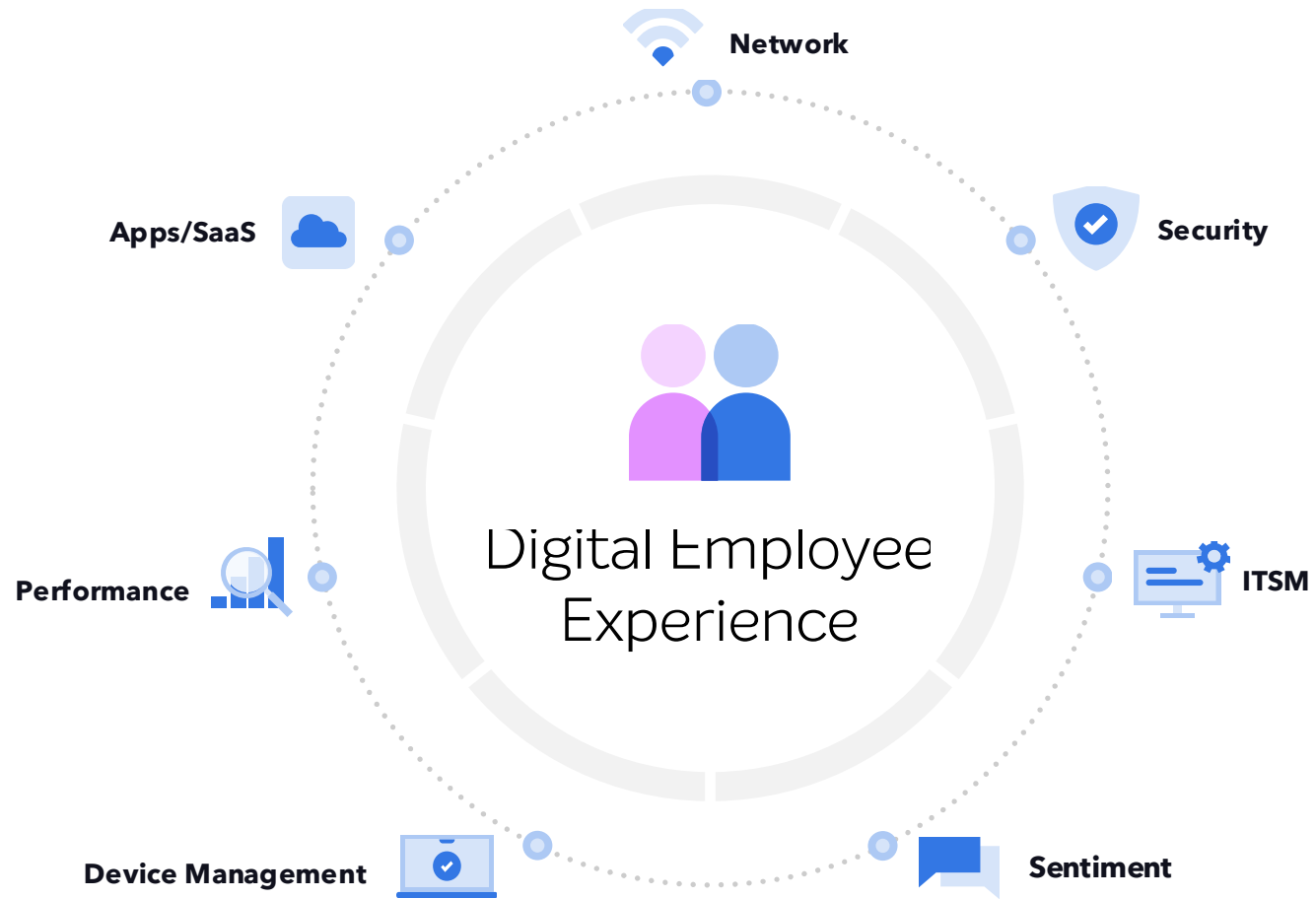


**3% of CIOs**

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 &amp; 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





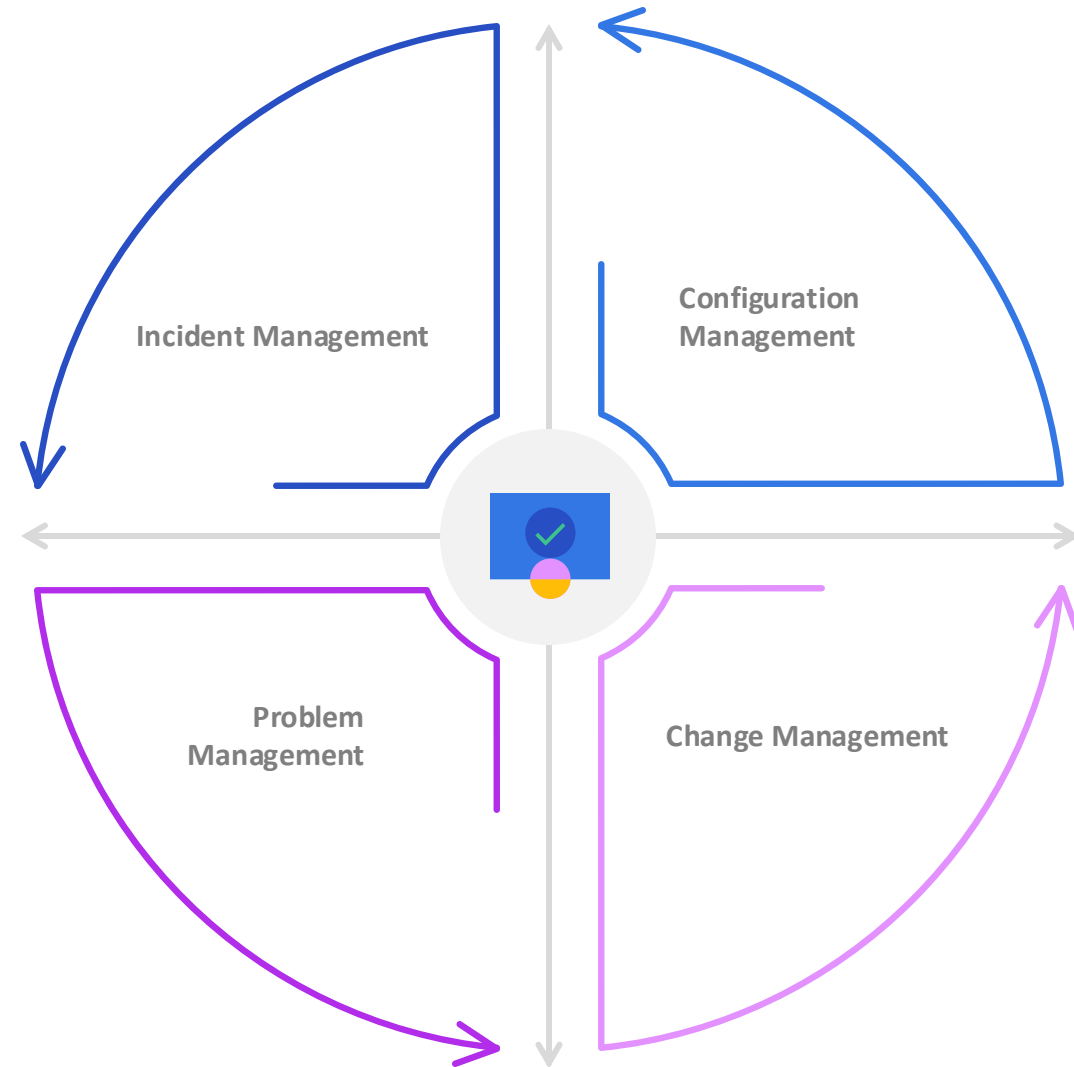
# Full IT Support Lifecycle



“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.”

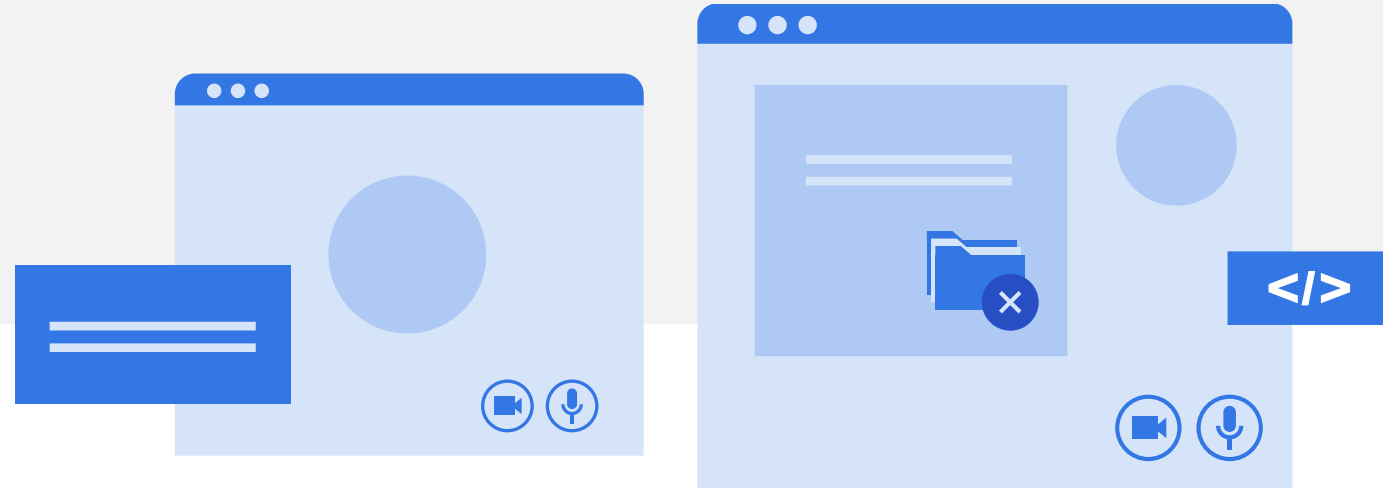


Andrew Hewitt, Principal Analyst,  
Forrester Research



# 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.

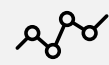
- ✓ Proactive Insights
- ✓ Holistic IT Automations
- ✓ Cost Savings
- ✓ Operational Efficiency



# Autonomous DEX

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

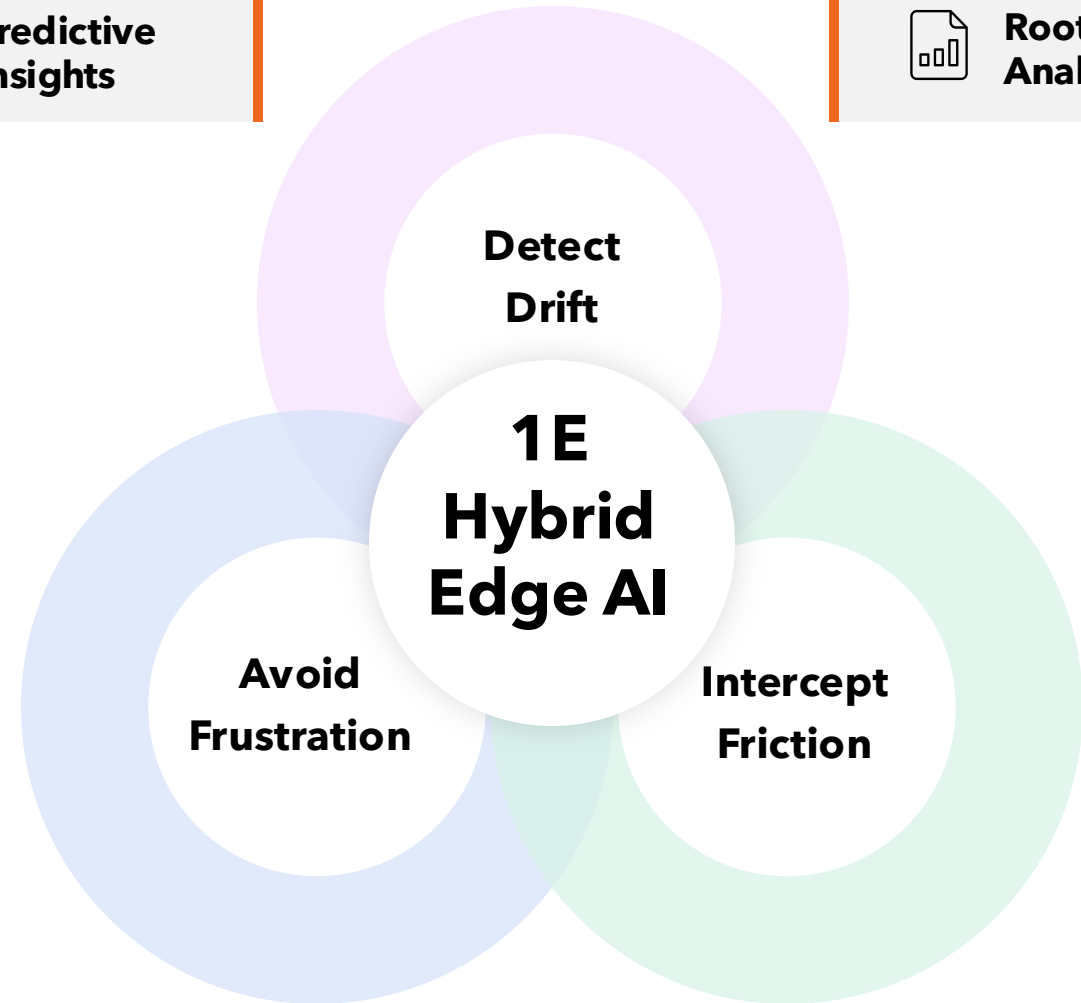
The intelligence and remediation must be shifted left, to the edge, intercepting drift and friction before resulting in frustration.



**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 PLATFORM

## 1E Intelligence



Observe



Remediate



Automate



Validate



Monitor



1E for Microsoft Intune



1E for Software Reclaim



1E for Device Refresh



1E Experience Analytics



1E Endpoint Troubleshooting



1E Endpoint Automation



1E Employee Sentiment



Cloud Ready Synthetics

 1E Platform

 1E Synthetic Monitoring

 1E 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

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less time on helpdesk



# 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**





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