

citrix



DEMMS · Digital Experience Management Solutions

Deliver better user experiences for a cloud-first, digital workforce.

THE CHALLENGE

The world is working differently. The global digital workplace market size is expected to grow to **\$72.2 billion** by 2026, up from \$22.7 billion in 2020. Today's workforce is partially driving this change, with **73%** of workers saying they want flexible remote work options to continue post-pandemic. And in an ultra-competitive labor market, executive leaders are expected to provide an attractive employee experience with new digital platforms, cloud applications and connected devices without increasing the company's exposure to cyberthreats.

THE SOLUTION

Presidio's Digital Experience Management Solutions (DEMMS). It works to elevate user experience by leveraging elements of digital experience monitoring (Citrix Analytics tools like Systems Performance, ServiceUsage, User Behavior), sentiment analysis, and traditional service-level metrics that monitor the timeliness and effectiveness of supporting processes.

Why businesses need Digital Experience Management (DEM):

- ◆ User issues have to be identified faster
- ◆ Working from anywhere is the new norm
- ◆ Automation can reduce overhead costs & limit recurring user issues
- ◆ Employee sentiment drives end-user realization
- ◆ Preferred workstyles influence employee satisfaction and productivity

We designed this service around the provisions of two core elements:

1. A proactive **Service Level Agreement (SLA)**
 - ◆ Gives companies a way to eradicate Priority 1 incidents.
2. An established **eXperience Level Agreement (XLA)**
 - ◆ Delivers an enhanced digital experience to enterprises and their users.

DEMMS for Citrix environments:

As a Citrix partner, Presidio can help you understand and remediate user experience issues with toolsets such as ...

Analytics for Performance:

Receive data-driven insights to facilitate proactive, predictive, automated issue resolution.

Analytics for Security:

Gain visibility into user-behavior patterns to provide customized policies with automated protection.

Inspired by users | Driven by data | Realized by experience



Presidio's DEMMS

KEY BENEFITS

Presidio's DEMMS allows you to meet the demands of a new working world with data-driven, proven solutions for your cloud-first workplace.

Our solutions provide:

- ◆ Maximized productivity
- ◆ Exceptional user experience
- ◆ 99%+ uptime
- ◆ Significant operational savings

Presidio's DEMMS has tiered offerings to fit all your needs:

DEMMS PLUS *To optimize*

Add to your **Core** offering with customer service success manager

DEMMS CORE *To grow*

Level up your **Start** offering with system admin services like remediation, configuration, patching and change management

DEMMS START *To begin*

Monitoring and reporting services for entry-level businesses

WHAT MAKES US DIFFERENT

Presidio and Citrix make it easier for your end users to access the applications and content they need to do their very best work—wherever and whenever work needs to happen. With decades of experience in taking organizations like yours to the next level, we're no strangers to simplifying your IT environment and delivering digital transformation.

Our industry experts will help you identify the right approach to cloud-first workplaces tailored to your business needs. We capture the nuance and balance between what your workforce wants and the digital platforms and cloud applications your business requires. With end-to-end managed IT and proven business solutions, we can guide you through the adoption of a digital workplace with flexibility, ease and confidence.

WHY PRESIDIO

By combining our extensive knowledge with a laser focus on digital trends, we offer the most reliable Citrix solutions to empower your modern workforce. We know that creating a seamless digital experience for your employees is critical in today's competitive labor market—and we help you deliver that with the agility, security and speed you need to transform your employee experience.

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