



Zensar's Service Definition Document for DEX enabled Workplace Experience Management

January 2026

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1 Service Overview

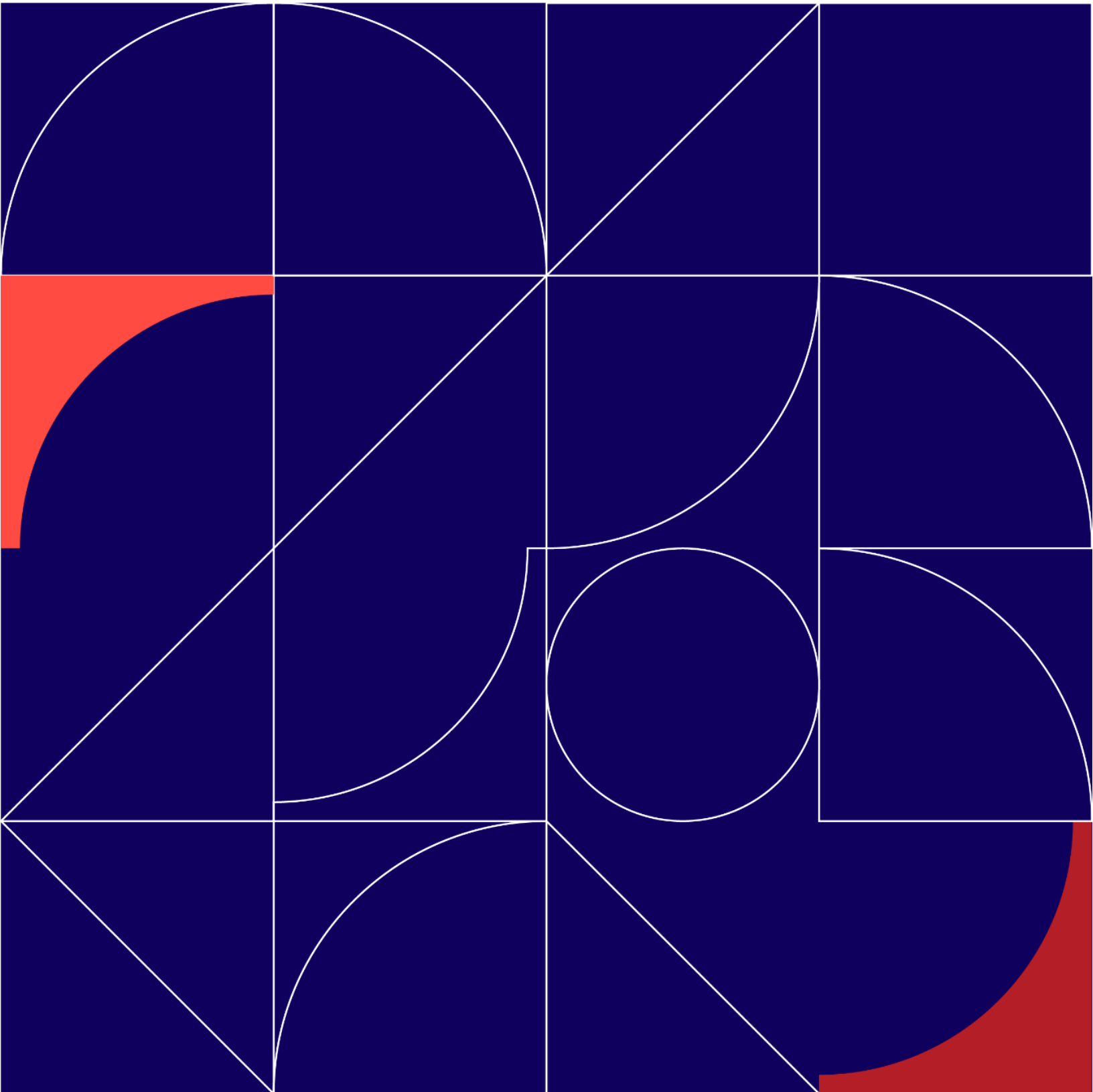
Zensar's DEX-enabled Workplace Experience Management service is a human-centric approach to IT operations that prioritises employee sentiment. The service is anchored by an Experience Management Office (XMO) and a Digital Employee Experience (DEX) foundation that continuously monitors the health and performance of the digital workplace. By gathering real-time insights and performance data across devices applications & services, the service identifies digital friction before it impacts productivity. This data-driven governance model transitions IT from traditional monitoring to experience-led management.

2 Value Proposition

- **Measurable Value & Data-Driven Decisions:** Shifts performance measurement from SLAs to Experience Level Agreements (XLAs) while providing a 360-degree view to drive informed investment decisions based on experience metrics, productivity metrics, and service metrics
- **Proactive Self-Remediation:** Leverages self-remediating environments to automatically detect and fix performance bottlenecks, reducing reliance on manual support
- **Green IT:** Integrates Green IT-driven refresh cycles that optimise the hardware lifecycle based on actual performance rather than fixed timelines
- **Improved Employee Engagement:** Utilises experience-led change management to ensure frictionless work environment

3 Service Features & Capabilities

- **Experience Management Office (XMO):** A dedicated governance framework that manages the shift from SLAs to XLAs, ensuring continuous experience improvement
- **DEX Insights & Analytics:** Real-time monitoring of device, & application performance to provide an Experience Score for the organisation
- **Persona-Driven Dashboards:** Persona dashboard views that allow stakeholders to monitor the experience of users
- **Green IT:** Dashboards for refresh cycles that optimise the hardware lifecycle based on actual performance rather than fixed timelines
- **Experience-Led Change Management:** A framework that uses experience metrics enabled change



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