



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



Automated remediation and Self-service

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



Employee Sentiment Analysis*

Gather employee feedback on their digital experience



Experience score

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



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

DEX Manager Plus Features

WORKFLOWS

Automate issue resolution with built-in orchestration



BENCHMARKING

Benchmarking user experience using performance metrics



ACTION LIBRARY

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



CUSTOM MODULE

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



RCA and Device timeline

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



INSIGHTS

Relevant, actionable insights guided by real-time data



DATA COLLECTION

Real-time telemetry across endpoints, apps and users



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
Device has exceeded input delay of 500ms	222		Device Responsiveness

Rows per page 25

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Root cause Analysis

Contextual data

Gather data from devices, apps and configurations, to build a complete picture of the issue landscape

Targeted Remediation

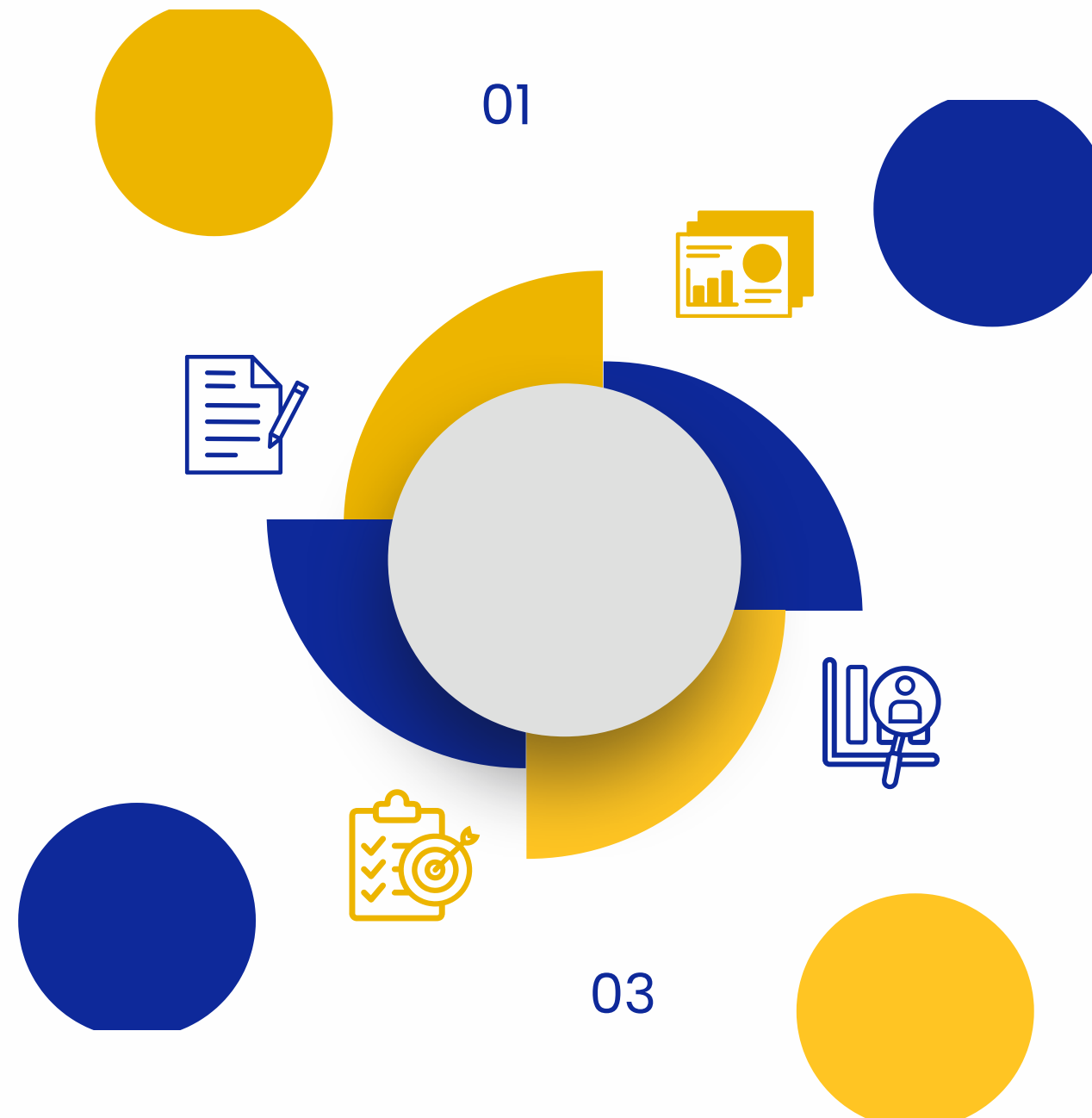
Prioritize and address high-impact root causes first for faster resolution and reduced downtime

Intelligent Grouping

Leverage smart algorithms to uncover correlations and group similar events, revealing patterns across affected endpoints

Device Timeline

Trace endpoint behavior across time to pinpoint when and why issues occurred. Leverage the historical context needed for faster, more accurate root cause analysis.



Workflow Builder

Custom data collectors

Gathers real-time data or status from the device



Engage

Prompts the user with a message or confirmation before continuing



Remote Action

Executes a predefined action on the endpoint remotely



Condition

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



Function

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



Send Mail

Sends dynamic, personalized emails based on earlier workflow data



Delay

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

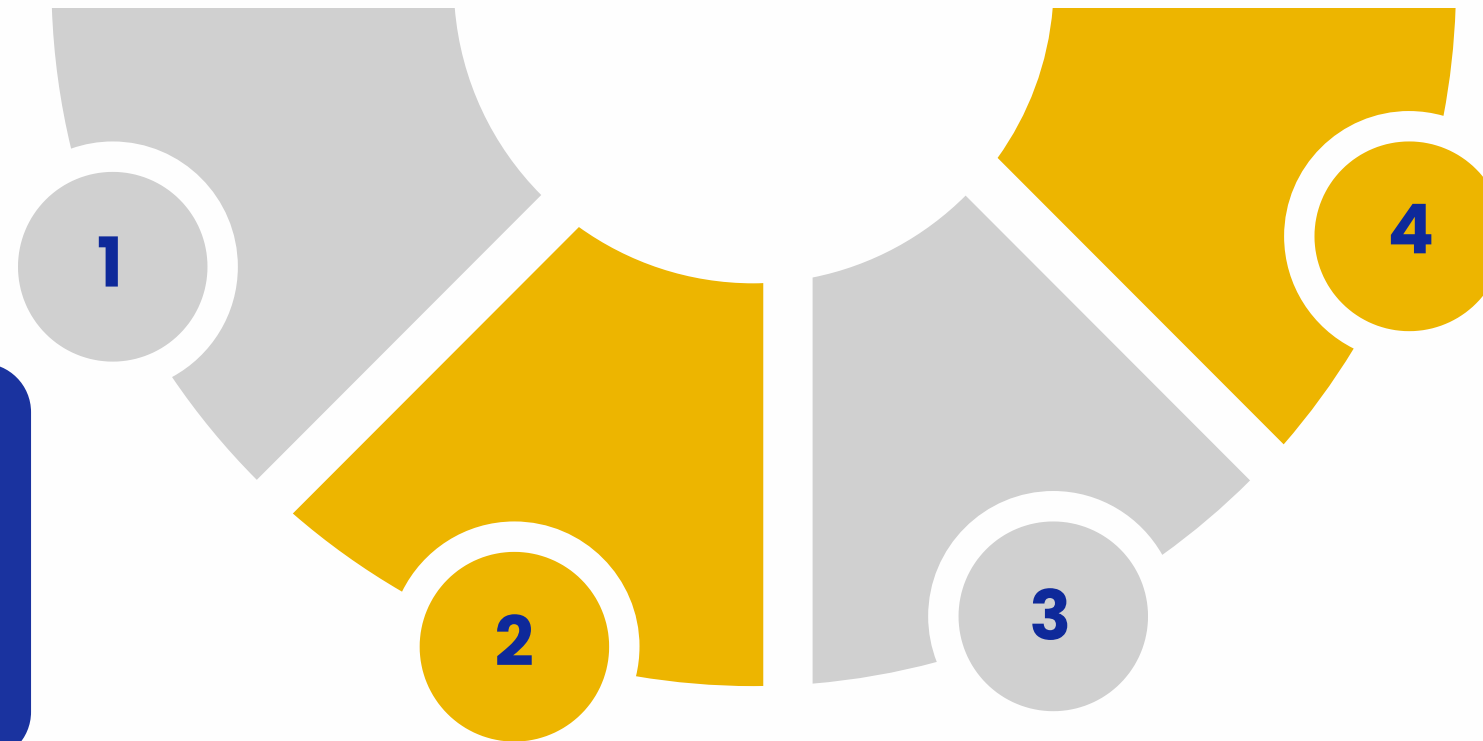


Restart

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



Experience Metrics

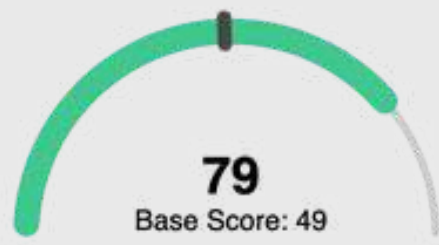


Application Reliability
Application crash events

Device Responsiveness
Boot time, Extended logon time,
Max input delay

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

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



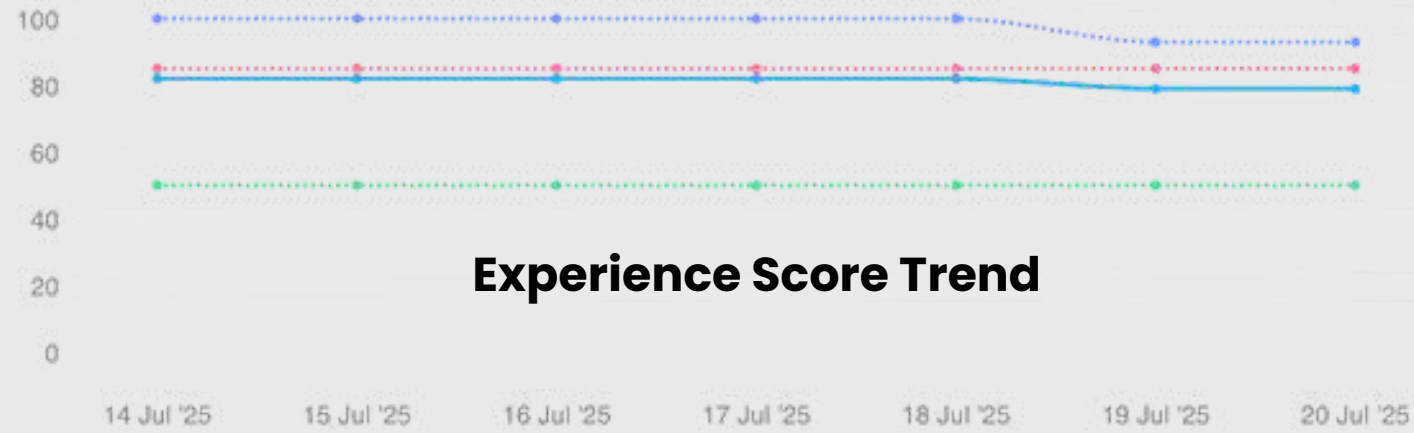
No change from previous day

Experience Score

Device Experience Score Range



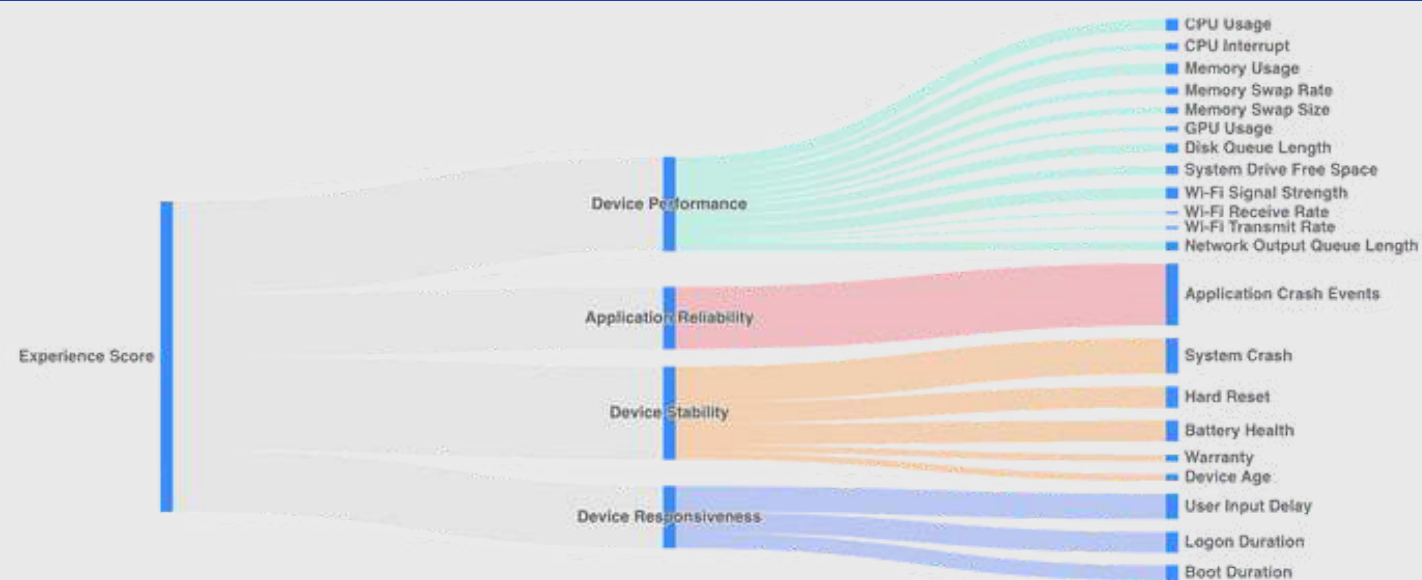
Experience Score and Benchmarking



Experience Score Trend

● Experience Score ● Device Performance ● Application Reliability ● Device Stability ● Device Responsiveness

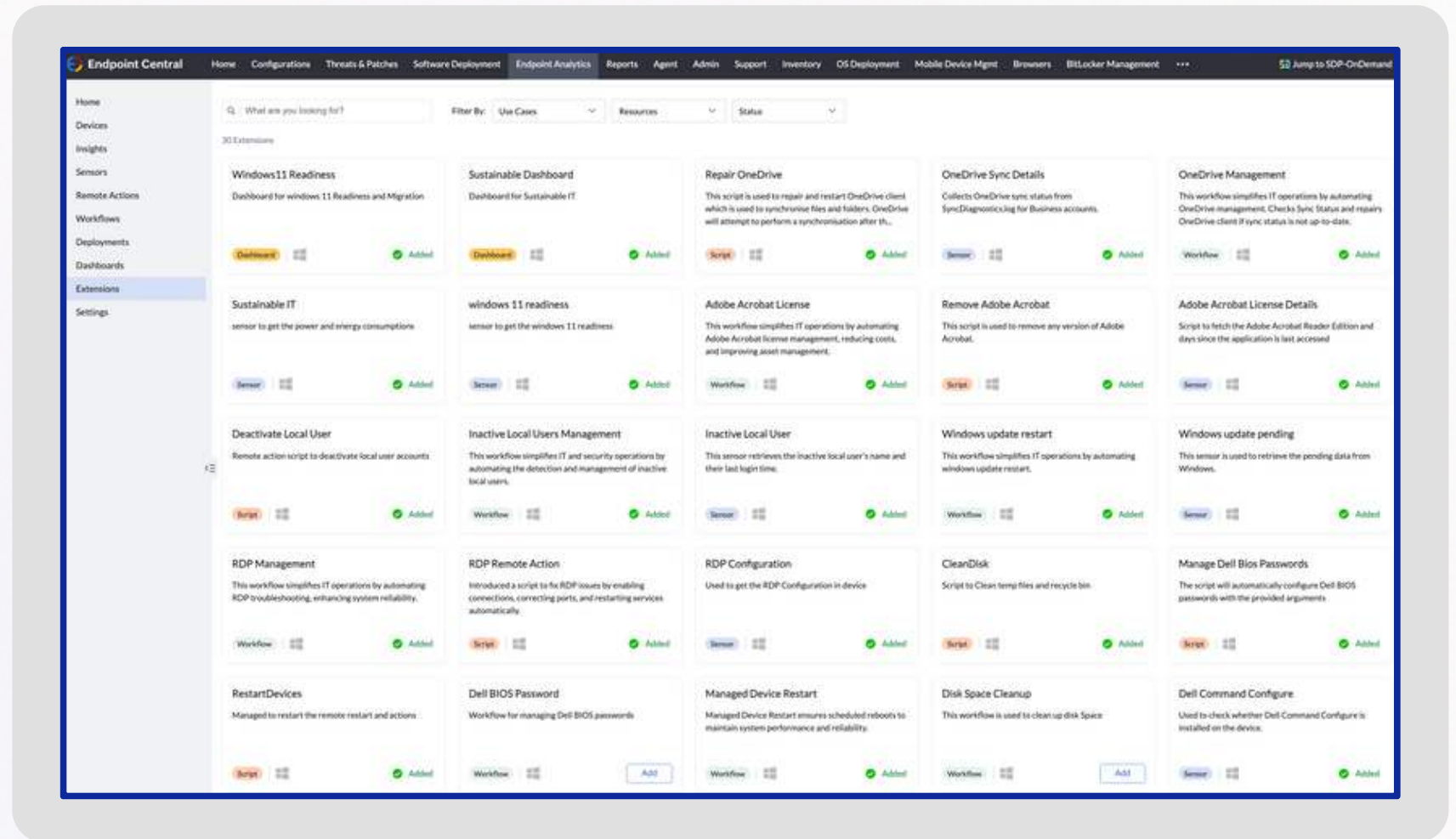
Quantify employee experience with a unified score derived from device, application, and usage metrics.



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

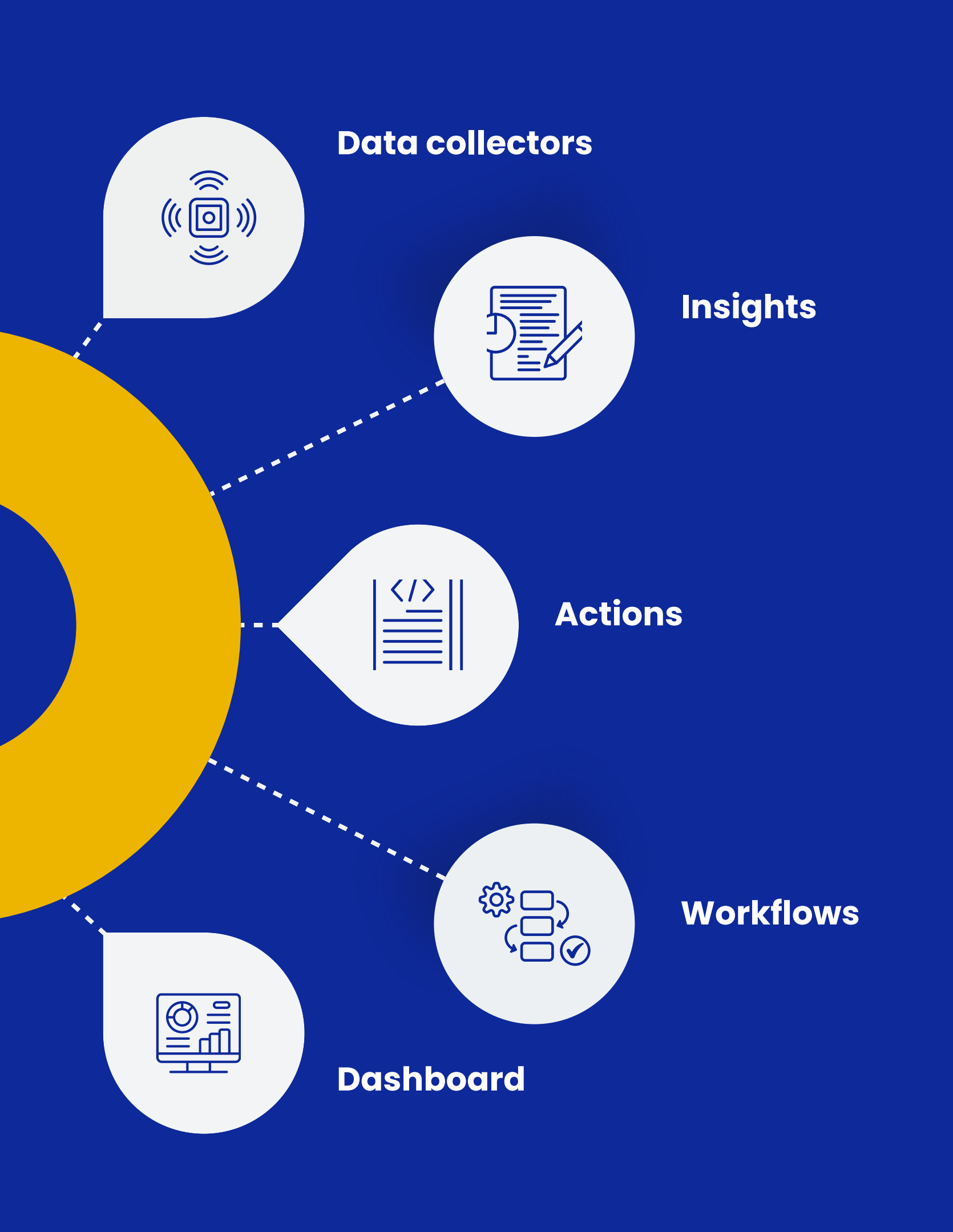


Scripts

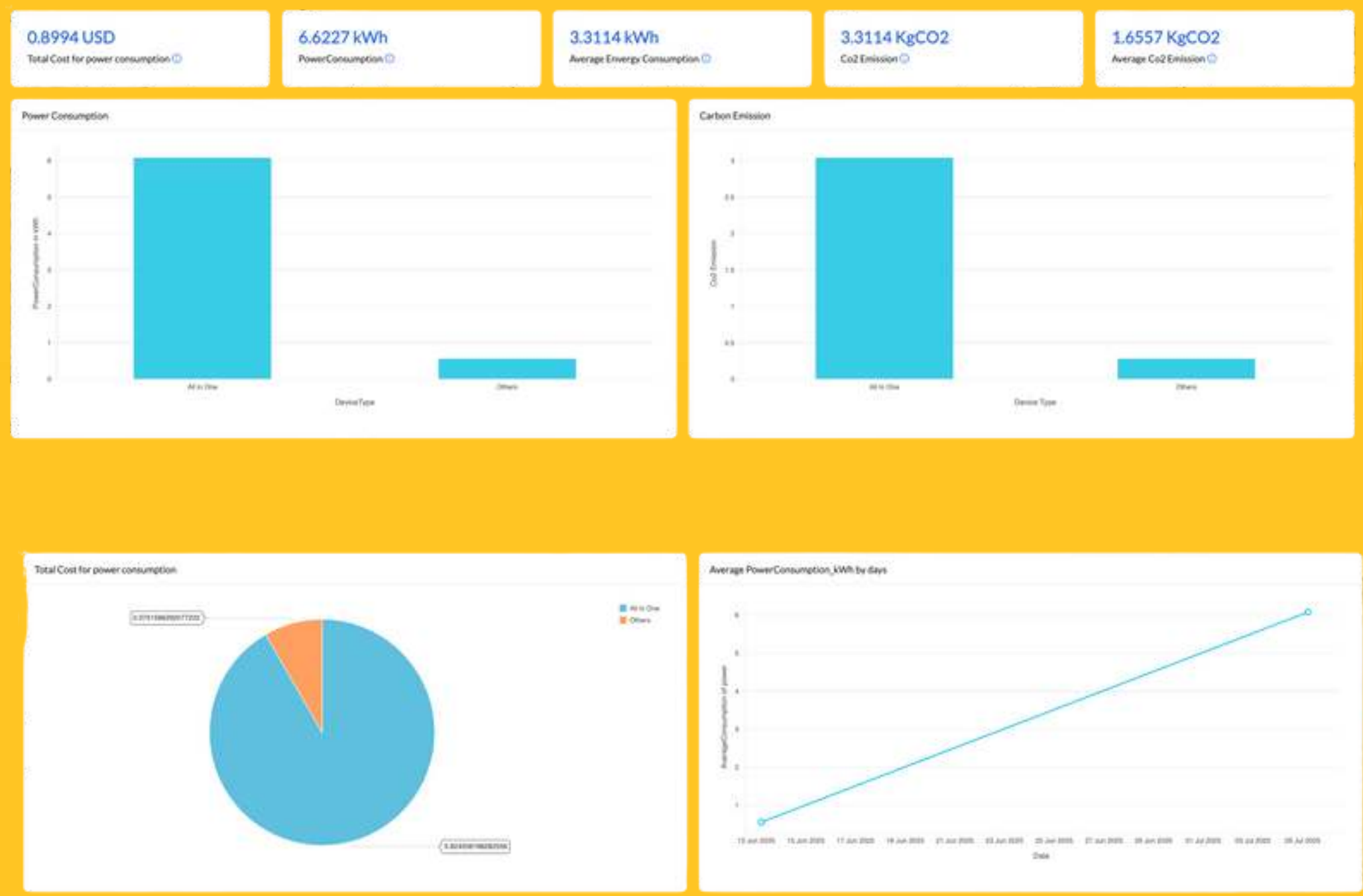


Dashboards





Custom Module



Pricing



Standalone (Cloud)

DEX Manager Plus

\$9.95 / endpoint / year



Add-on (Cloud)

DEX Manager add-on for Endpoint Central

\$5.95 / endpoint / year

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

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>

