nexthink

2025 EDITION

Cracking The DEX Equation

The First Annual Workplace Productivity Report

REAL WORK DEVICES

→ **Taken from a sample of anonymized Nexthink customer data.**
→ **9M endpoints. 474 global businesses.**

Validate your organization's Digital Employee Experience and unlock real savings.

Introduction

For years we've known that a good Digital Employee Experience (DEX) can trigger productivity gains—but it's not easy to understand this relationship across hundreds of IT departments and millions of endpoints.

Until now.

We're thrilled to share with you the most comprehensive digital productivity research report ever published.

After investigating a subset of anonymized customer data which included **9M customer endpoints from 473 global organizations**[1] during May 2025—here's what we uncovered:

- **Estimated time lost of poor digital employee experience**
- **A statistically significant correlation between DEX and productivity**
- **Quantifying digital friction**
- **Industry comparisons**
- **The technology variables that influence DEX and productivity**

IT Changemakers,

This report isn't just a reflection of industry benchmarks—it's a springboard for action. Use these findings to assess your own digital environments with a fresh perspective. Identify gaps and opportunities to improve employee productivity and satisfaction. Apply these insights to articulate your investments, or to set a higher bar for IT accountability and performance. And most importantly, use these findings to elevate the way your organization views technology, and its ability to drive business outcomes.

470,000 Hours

(or 226 FTEs)

The number of hours the average enterprise (13,500) loses per year to poor DEX.

14 Tech Disruptions

The average employee faces 14 tech disruptions per week.

A 10-point gain in DEX can recover 22 minutes of downtime per week.

[1]Proprietary, anonymized customer data captured during the month of May 2025.

Inside This Report

Interpreting the Results

The figures in this report are derived from aggregated, anonymized telemetry from Nexthink customers who are largely in the **early stages of DEX**. Reported "loss" reflects identified opportunities for remediation, not platform-induced impact; figures are directional and typically normalize as DEXOps matures.

The DEX Score

The DEX Score is the most accurate, cumulative index calculation in market for an employee's interactions with their IT solutions and services[2]. The score ranges from 1–100, and is based on a combination of Technology and Sentiment sub-scores that represent critical employee satisfaction and technology performance data.

DEX Scores Are Grouped into Three Categories

0–30	31–70	71–100
Frustrating	Average	Good

For more information about The DEX Score see the **'About the Data'** section

Benchmarking DEX and Productivity

Each customer in our data set is on a **different DEXOps journey**, and thus has a different **DEX Score and ROI**. A more "mature" DEXOps department is one that has a fully staffed team, is trained on the best DEX standards and practices, and has moved from a reactive to a proactive, and eventually, a preventative strategy.

But movement in one's DEX Score can signify different things in different organizations. For example, an organization might appear to underperform in certain areas based on their DEX Score compared to others, but in reality their performance is quite strong and suitable for that given company and environment.

Generally, Nexthink customers yield a 5-10 point year over year change in their Score, that correlates with a wide array of tangible benefits.

Access our customer page and read the Forrester Total Economic Impact Study, which reported that **Nexthink customers realized an average 294% ROI within their first three years.**

[2]Nexthink DEX Score User Guide

The DEX Effect

We've known for a long time that DEX-enabled organizations make massive productivity gains compared to their competitors. Earlier this year, we surveyed 1,100 IT leaders and 95% agreed DEX correlates with enterprise productivity[3].

And now we have the data to validate this relationship across different markets.

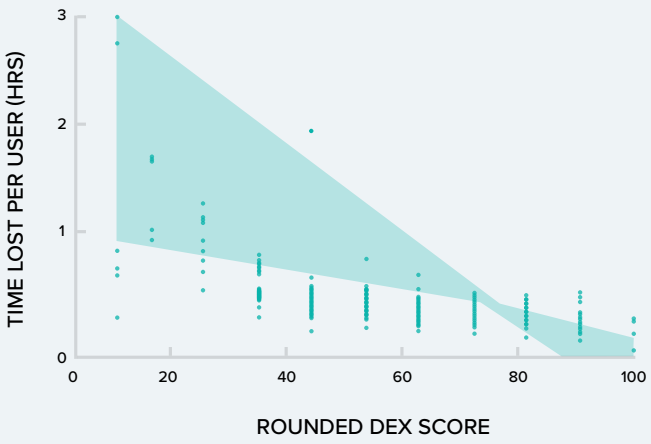
Our team discovered that for every 10-point increase in an organization's DEX Score (1-100), employees can recoup an average of 22 productive minutes each week[4].

Every 10-point increase in DEX saves 22 minutes of employee downtime per week.

And when it comes to large organizations (+100K employees), predictability in our model improves dramatically, such that the DEX Score alone can explain 22% of variation in time loss.

Per-User Weekly Time Lost vs. DEX Score

Enterprises > 100K Users
Correlation r = –0.47



[3]The Science of Productivity Report (Part 1).

[4]For 473 Enterprises | R^2 = 0.033 (DEX score explains only 3.3% of the variation) | p-value = <0.0001 (The correlation is statistically significant).

Productivity (Time)

Identifying this relationship allows us to estimate that a poor Digital Employee Experience (0-30; 100-point DEX scale) can cost the average enterprise with 13,500 employees around **470,000 hours a year.**

We also have evidence that most IT Leaders greatly underestimate the amount of time their organization loses.

In a separate Nexthink survey, 1,100 IT Leaders said they believed their organizations lose an average of 198,484 hours per year. In other words, EUC Directors, CIOs and the like, underestimate their respective organizations' productivity hours by nearly 58%, or the equivalent output of about 131 full-time employees (FTEs).

470,000 Hours
(or 226 FTEs)

The number of hours the average enterprise (13,500) loses per year to poor DEX.

VS

198,484 Hours
(or 95 FTEs)

The number of hours that 1,100 IT Leaders believe their organizations lose per year to poor DEX.

Why the gap?

Many IT departments still rely on self-reporting to capture what's visible in tickets, while DEX-enabled telemetry data captures non-ticketed friction. In practice, once DEXOps instrumentation is in place, teams can uncover—and remediate—far more time at risk than they initially estimate.

[5] For 194 Enterprises | R^2 = 0.217 (DEX score explains 21.7% of the variation) | p-value = < 1e-11 (The correlation is highly statistically significant).

Fixable Tech Friction

Our analysis of “productivity time lost” reflects fixable tech friction, not permanent loss.

For obvious reasons, there is an outsized impact on both IT and employees. On the IT side, this means DEX-enabled teams can recover time lost by automating **L1–L3 reactive ticket workflows, lowering MTTR, cutting escalations, and shortening transformation projects** (cycle-time deltas).

And for employees, it means less time submitting tickets, or feeling stranded in a poor digital experience, and more time and energy to devote towards meaningful work experiences.

Disrupting Focus

As IT environments get more complex, there are exponentially more things that can go wrong. Consequently, there is evidence that with this complexity, productivity loss is just as likely to get worse rather than better over time.

The average employee experiences 14 negative digital experiences a week. Disruptions include events like device crashes, application glitches, and slow load times.

14 Tech Disruptions

The average employee faces 14 tech disruptions per week.

Tech disruptions can include any digital event that causes a negative experience, like device crashes, system crashes, high CPU usage, BSODs (Blue Screens of Death), manual resets, etc.

Many of the disruptions in our sample would've never been caught without Nexthink software. According to State of the DEX Industry report, **only 44% of IT issues are ever reported to IT.**

For context, digital experience disruptions exacerbate an already vulnerable workforce. According to Gallup, barely a fifth of employees report that they are engaged in their work.

Quality of Work

Each negative tech experience also poses a threat to the **quality** of work employees produce. From our study, we found that the **average negative event** lasts a little **under three minutes** (167 seconds), which might not seem like a big deal. However, research from the American Psychological Association has found that even a **delay of less than five seconds is enough to triple the** rate of errors made by knowledge workers.

3 minutes waiting for help.

The average negative event lasts just under 3 minutes (167 seconds).

Industry Comparisons

The impact of each disruption varies dramatically depending on the stakes of the workflow. In **healthcare**, even a 10-second delay in accessing patient records can affect clinical decisions and delay care. In financial services, latency during a trading window or delayed data retrieval can result in missed opportunities or compliance risks.

Our team of researchers discovered that averaging lost time by industry shows significant variation, with **retailers, healthcare providers, and financial service companies** suffering nearly twice the time of those in the tech industry[6]. However, the number of disruptive events per week was almost identical, regardless of industry, suggesting that the variance in time loss is down to the severity of events rather than the volume.

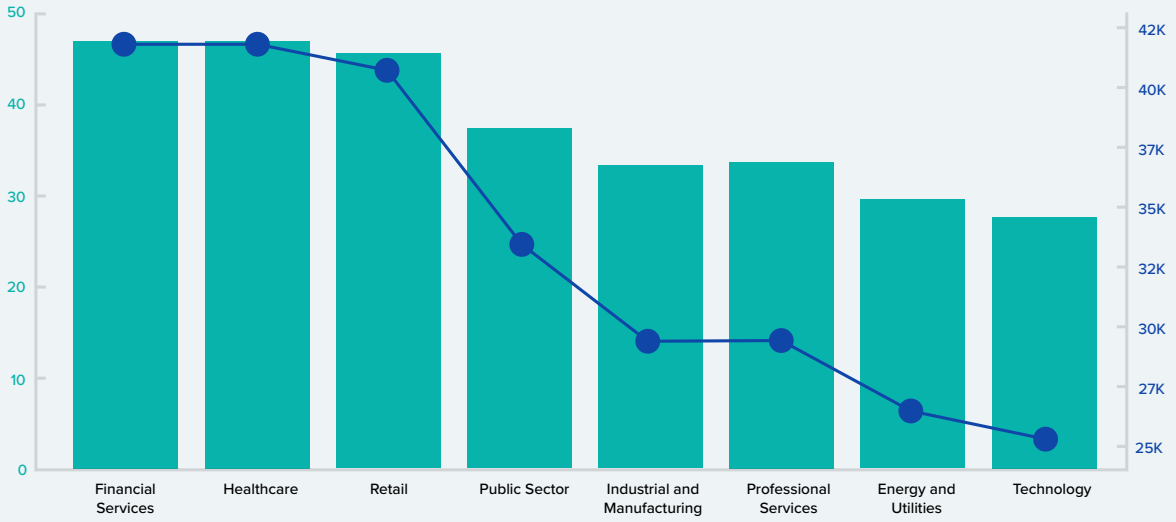
1.7x digital disruptions.

Digital workers in retail, healthcare, and financial services companies suffer 1.7 times as many digital disruptions compared to their peers in the tech industry.

[6] See 'Industry Comparisons' in the 'About the Data' section for more information.

Workplace Productivity Loss by Industry

Enterprises > 100K Users
Correlation r = –0.47



Customer Highlight

Honeywell

From Months to Days: Honeywell's M&A Acceleration with DEX

By adopting a DEX-driven technology integration, Honeywell transformed M&A processes, delivering faster, cost-effective integrations that unlocked savings of $30M.

$30M
in savings from Nexthink automations and integrations.

THE PROBLEM

Honeywell's aggressive M&A strategy, critical to sustaining business growth, was hindered by inefficient technology integration processes. Manual, time-intensive methods required months of coordination to gather data, delaying integrations and escalating costs. The lack of clear data visibility led to decisions based on assumptions, increasing trust-related risks. These inefficiencies slowed Honeywell's ability to realize M&A synergies and capitalize on growth opportunities.

THE SOLUTION

Honeywell leveraged Nexthink's digital employee experience (DEX) data to overhaul their M&A technology integration process and used its automations to rehaul their incident management initiatives. The efforts of which helped Honeywell recoup $30M in savings in one year.

The scalable, reusable approach to Honeywell's M&A initiatives involved:

Dashboards to display critical endpoint and application data, providing immediate visibility for integration planning.

This streamlined model, developed during a COVID-19-induced M&A pause, minimized manual efforts and accelerated integration timelines from months to days.

THE OUTCOMES

Rapid M&A Execution: Integration timelines reduced from months to days, enabling faster realization of synergies and accelerating business growth.

Cost Efficiency: Eliminated inefficiencies and delays, significantly lowering acquisition costs and rehauled their incident management process.

Enhanced Employee Experience: Streamlined provisioning improved onboarding, fostering positive digital experiences and supporting retention.

Scalable Growth Framework: The reusable model supports Honeywell's frequent M&A activities, ensuring consistent efficiency across future integrations.

Strategic Focus: Freed resources allowing leadership to prioritize innovation and customer-centric solutions, reinforcing Honeywell's position as a global leader.

Key Technology Variables in Focus

At this point in the report, we've established the relationship between DEX and Productivity, but you might be wondering: what variables impact those calculations?

Our research discovered an array of variables that IT can focus on.

Service Management

While workplace technology has advanced significantly, many of the longstanding issues with computers continue to resurface in modern environments.

Below are a few of the issues employees face which don't often get reported to IT. It's important to understand that these particular elements can heavily impact employee and organizational productivity.

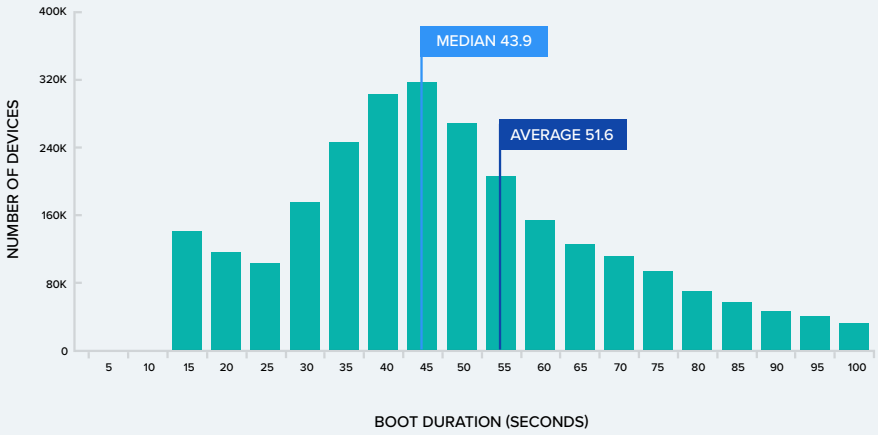
By proactively identifying and addressing many of these nascent problems, our customers have been able to significantly reduce IT support calls and move towards a zero-ticket operation.

From our sample, we discovered that employees experience an average boot duration of **51 seconds.**

Boot Duration

The time between powering on a device and the display of the sign-in screen.

A long boot or logon process is often a symptom of other underlying problems in a device, such as disk failures, network issues, low memory or general obsolescence.

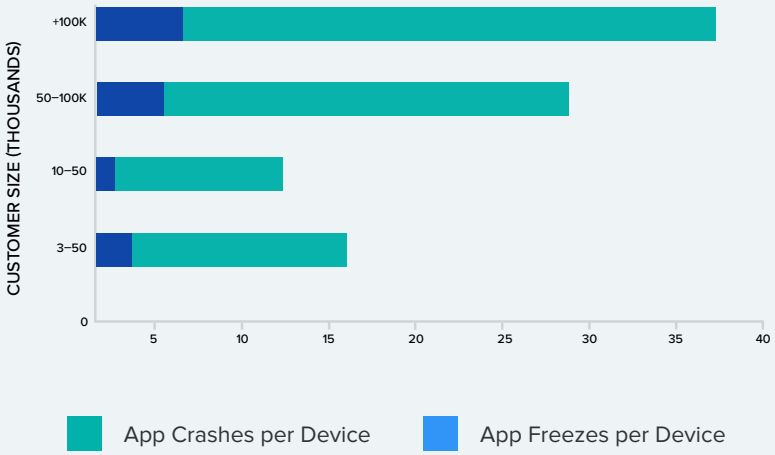


In prior research, we examined some of the causes that contribute to a slow startup and found 3 key influencers—a discovery that stands on its own merit. New hardware doesn't always mean faster (& better) performance. Sometimes the right updates and configuration changes can make all the difference.

App Freezes/Crashes

Application freezes and crashes represent some of the worst culprits behind a poor DEX.

And we discovered in our research that crashes and freezes tend to worsen with the number of employees in a given enterprise. In fact, for companies with 100K employees or more, 30% of the devices in our study experienced at least one freeze per week.



Asset Management

Most devices can remain fully operational through software updates, hardware enhancements or performance tuning. In a previous Nexthink research study, we helped customers identify that only 2% of their slowest older generation devices (+3 years old) needed to be replaced with new hardware.

Software Adoption

20% of software was executed.

Alert data revealed that just 20% of installed software was actively used during the month of May.

Did You Know?

Nexthink customers can right-size their software seats thanks to built-in alerts and automations in the Infinity platform.

Software Performance

Slow performance is a common employee complaint that can heavily influence one's experience. Events like a slow page load could stem from the device, network, infrastructure, or application. And with software as a service (SaaS) apps, the issue might also lie outside the company's network.

Focusing on a shortlist of 14 popular work applications, our researchers highlighted the following:

3.64s
Average Overall Page Load

22%
Average Overall Frustrating Load Ratio

0.87%
Average Overall Error (Reliability) Ratio

There was a strong correlation between **load time and frustration (r = 0.88)**; meaning slower apps drive more frustration.

STANDOUT APPLICATIONS

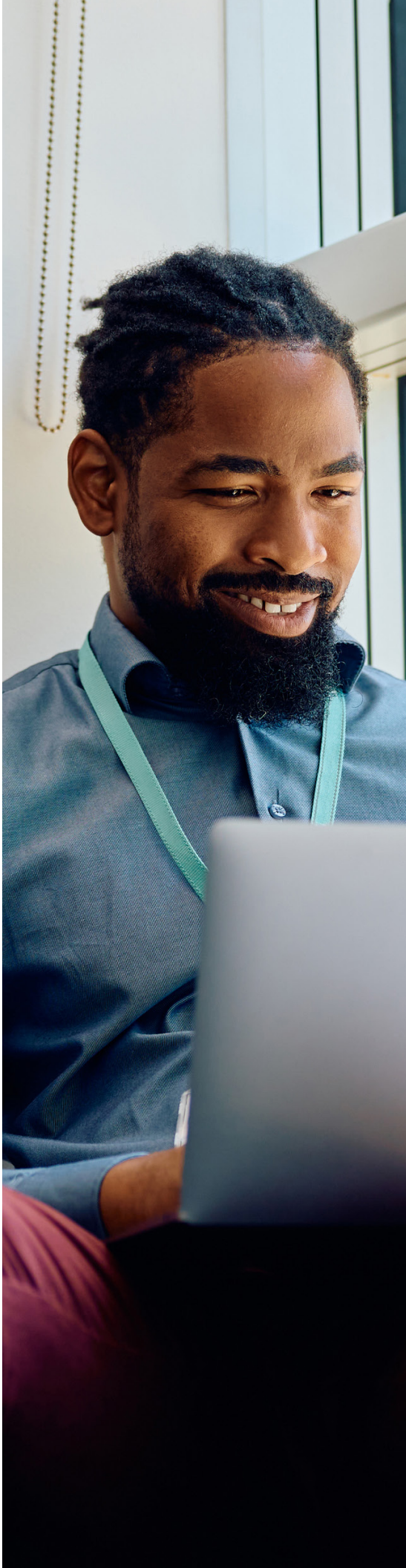
Fast & Low-Frustration:

- Project (1.24s, 4%)
- Outlook (2.87 , 16%)
- Salesforce Lightning (2.91s, 19%)
- ServiceNow (3.44s, 18%).

TRAILING APPLICATIONS

Slow & High-Frustration:

- PowerPoint (9.58s, 56%)
- Visio (5.25s, 51%)
- Excel (5.65s, 45%)
- ChatGPT–web (5.86s, 43%)
- Word (4.78s, 28%, 0.97%).



Hardware

Finally, our researchers found evidence of key hardware asset procurement and management costs.

1 in 10 devices.

The number of "overpowered" devices for their employees' needs.

This is a percentage of hardware with more capacity or capability than necessary for its current usage, indicating potential for cost optimization.

Lesson Learned: Don't Throw Away Old Devices

30% of devices are still fully fit for purpose 4 years after purchase.

30% of devices older than four years maintain a DEX Score of 70 or higher[7]. A DEX Score of 70 or higher is typically deemed more than satisfactory for most companies, indicating robust performance and reliability.

$40M Saved in 1 Year at Ernst and Young (EY)

Read how former EY's Chief Experience Technology Officer and CIO Digital Workplace enabled savings of $40M in one year.

[7]See 'About the Data' section more information.

Device Compliance

Frequent device crashes, uninstalled security patches, and outdated firewalls and AV software can increase security vulnerabilities, and consequently impact one's DEX, productivity, and profitability.

However, proactive monitoring and automated remediation can mitigate these risks, ensure GDPR and PCI-DSS compliance, and reduce L1-L3 ticket volumes.

Our sample of customers discovered:

65% of their devices were flagged for not meeting corporate standards.

Devices that are in compliance have predefined security, up to date firewalls, security patches, AV software, and meet policy benchmarks.

[9 10] See 'About the Data' section for more information.

Customer Highlight

ALSTOM

Alstom's Digital Employee Experience Transformation

Turning to Nexthink in a post-merger, Alstom was able to cut tickets by 70%, saving ~$875K and 8,000 hours annually, and sustain 85–95% CSAT over two years.

70% Reduction in L2/L3 Tickets

$875k Saved Annually

95% CSAT over Two Years

THE PROBLEM

Post-merger growth doubled Alstom's size, overwhelming service desk and engineering teams with high ticket volumes and complex issues, leading to slow resolution times. Manual processes and reactive IT operations hindered the technology experience for 85,000 employees, and a lack of proactive insights limited IT's ability to prioritize strategic initiatives and maintain high customer satisfaction (CSAT).

THE SOLUTION

Alstom deployed Nexthink's DEX platform to enable an "anytime, anywhere, any device" workplace.

- Introducing self-help, self-healing, and remote actions to reduce ticket loads
- Data-Driven Operations: Real-time monitoring of applications, licenses, DEX, and CSAT
- Integrations with AIO Data Lake and ServiceNow for enhanced analytics and ticketing

THE OUTCOMES

- Reduced service desk tickets by 30% and L2/L3 tickets by 70%, despite doubled company size
- Freed L2/L3 teams for strategic initiatives, improving retention and engagement
- Repurposed 5,000 service desk and 3,000 L2/L3 hours
- Saved $375,000 annually by eliminating 31,000 tickets and $500,000 through optimized software licenses
- 85-95% CSAT for workplace services, sustained over two years
- Enabled digital transformation with reliable end-user computing for engineers

Next Steps

The data in this report exposes a hidden cost most companies struggle to address: digital friction. Issues like login delays, app freezes, or device lags may seem small, until they scale across thousands of employees.

Improving your organization's productivity requires not just a DEX **toolset change**, but a DEX **mindset change**. You need the right team, mandate, and resources to translate lofty strategic goals in practical, measurable terms.

And this is where Nexthink can help.

If you're interested in benchmarking your organization's environment or learning more about this report:

CONTACT US

About the Data

Where did the data in the report come from?

This report is powered by a sample of anonymized and aggregated telemetry data from Nexthink customers. For context, we power over 1,500 enterprises and 25M employees.

What's different about this report compared to typical IT benchmarks?

It measures what traditional tools don't: lived technology experiences. While most benchmarks focus on system health or uptime, this report focuses on how users actually experience work technology and connects that to measurable business outcomes.

Productivity (Time) Estimates

Our team picked a subset of anonymized customers which included negative DEX-leading incidents per week over a four-week period. We then averaged these out to understand the average time loss per employee (~40 mins per week). This was then annualized and multiplied by 13,500 (the average headcount per enterprise in our sample).

FTE Calculations

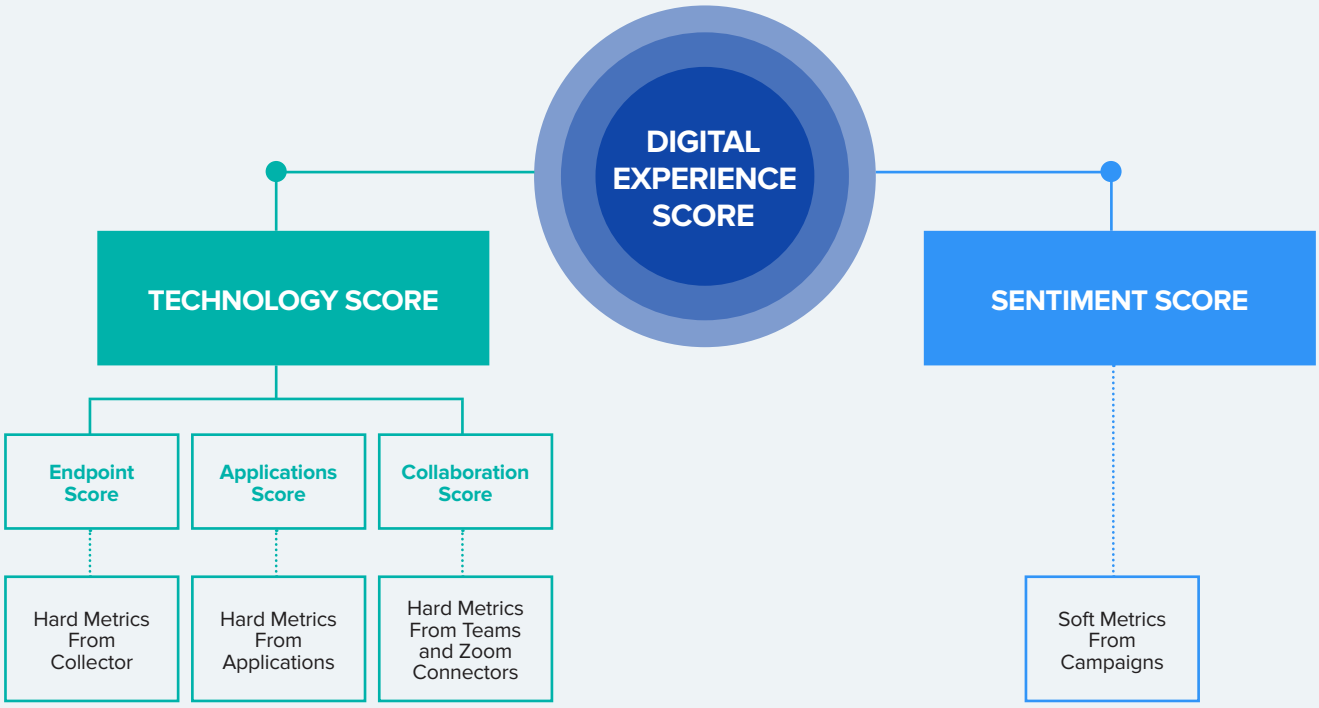
Losing 470,000 productivity hours per year is equivalent to losing the work of about 226 full-time employees (FTEs).

1 FTE = 40 hours/week × 52 weeks/year = 2,080 hours/year

The DEX Score (Continued)

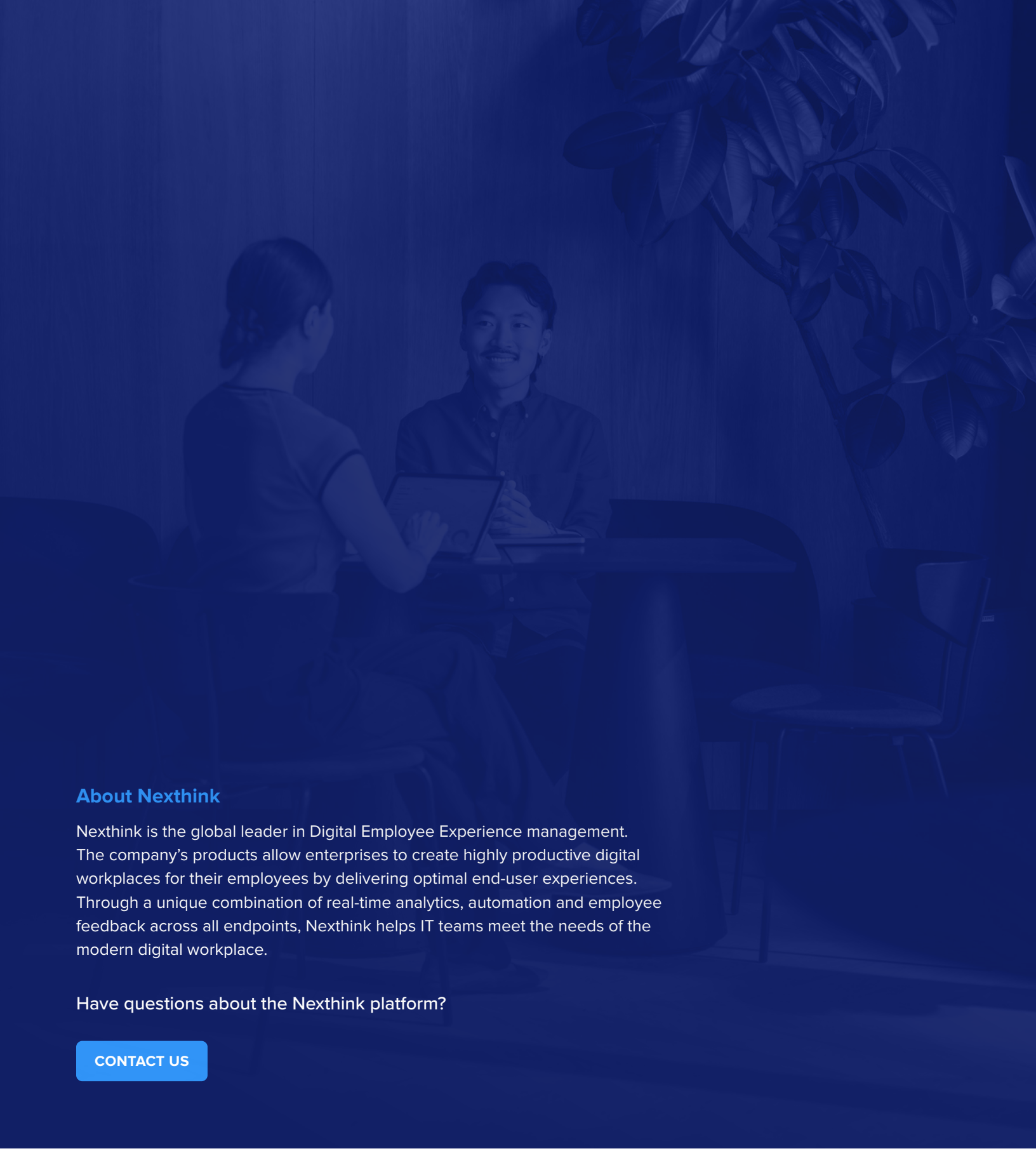
The DEX Score is an index of the combined outcome of cumulative employee interactions with IT solutions and services over a period of time, and employee sentiment about the organization's IT. The score ranges from 1–100, and is based on the combination of Technology and Sentiment scores to represent employee satisfaction and technology performance data. Each sub-score has the same weight, and the overall DEX score is an average of the Technology and Sentiment score values calculated every day for the last 7 days.

For more information on the components behind the DEX Score, book a call with a Nexthink Solution Consultant.



Industry Comparisons

Our team of researchers discovered that averaging lost time by industry shows significant variation with **retailers, healthcare providers, and financial service companies** suffering nearly twice (1.7x) that of the tech industry. We believe this result is plausible due to the heavier regulatory burdens in those industries.



About Nexthink

Nexthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

Have questions about the Nexthink platform?

CONTACT US