



# Enhancing employee Digital Experience Management (DEM) implementations to accelerate ROI

North American energy giant | Energy and Utilities



## Business opportunity

Enterprises that invest in digital experience management (DEM) tools will not only enhance employee engagement and customer satisfaction but can also improve operational efficiency through proactive risk management.

A North American Fortune-200 energy company set a strategic priority to improve employee experience and invested in a DEM tool to collect and measure telemetry data from their 15,000 employees. To help achieve their goals, the company's leadership team knew it needed a strategic partner with the right expertise to help accelerate business value and a return on their DEM investment.

## Technical challenge

As a complex and matrixed organization, it was challenging to have complete support process oversight.

Employees repeatedly requested support for recurring issues. Anecdotally, many employees stopped raising tickets and silently accepted problems, including slow sign-ons, system crashes and overflowing inboxes. The company's IT leadership team aspired to analyze root causes and take proactive steps to improve device and application reliability.

Bringing in a trusted strategic partner would help guide the IT team in addressing issues and developing an employee experience governance structure and spend optimization plan to realize the full potential from their DEM investments.

## Our Solution

Together, the energy company and the **Kyndryl Consult Digital Workplace Services (DWS)** team introduced a holistic, enterprise-wide governance of digital experience for all employees and their devices.

### Teaming together, they:

- Conducted user journey workshops across the organization to understand the top opportunities hindering employee experience.
- Used the **Kyndryl Vital** methodology to get anecdotal feedback across digital workplace processes, which was collected, prioritized, and correlated alongside the quantitative DEM data. Enabled stakeholders to empathize with employees because they identified and understood the root cause drivers.
- Designed an improvement implementation plan where the ongoing execution is managed through the company's experience squad.

- Deployed Experience Level Agreements (XLAs) to benchmark the digital, IT support and the new hire onboarding experiences.
- Embedded the XLAs into the Experience Governance to empower IT to understand where the experience is degrading and how to resolve it.

“Kyndryl’s deep expertise of the Nexthink platform enabled us to enhance employee experience, optimize license spend and accelerate business outcomes while streamlining our smart device refresh.”

- Director, Digital Workplace Services, Large US Utility Company

## What progress looks like

Kyndryl Consult continues to help the energy company understand and optimize the digital experience for employees and apply automation to proactively identify and resolve system issues. Improved employee experience is expected to drive higher customer satisfaction, long term.

### The Kyndryl solution has already:

- Boosted the employee experience score by 8 points within six months from initial baseline.
- Delivered a productivity gain of ~8,400 hours/yr. across business and IT support.
- Introduced zero-trust approach and self-healing capabilities to reduce cybersecurity risks.
- Enabled an estimated \$1.5M total savings in the first year, representing a 400%+ return on investment.
- Right sized the fleet to extend the device lifecycle by a year and reduced the threat landscape, while supporting cost efficiency.

## About the customer

This large, US-based electric utility company provides power to millions of people across its region and is one of the world’s largest generators of renewable energy from the wind and sun.



## Meet the team

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