



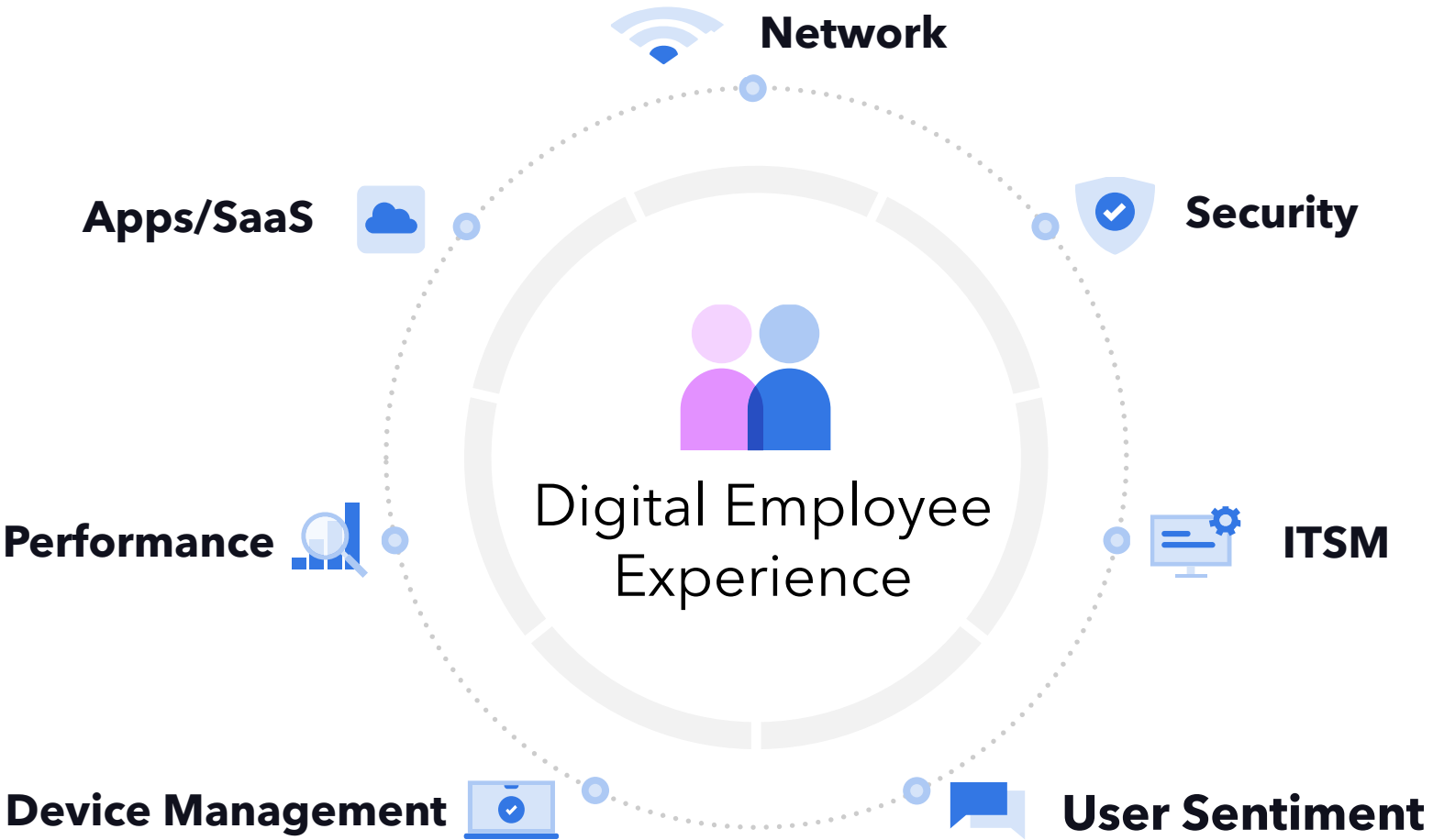
Technology Overview

Jason Keogh

DECEMBER 11TH 2024



Digital Employee Experience (DEX)



FRICTIONLESS IT

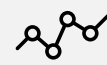


SEAMLESS IT OPS

Autonomous DEX

A classic proactive remediation strategy is no longer enough.

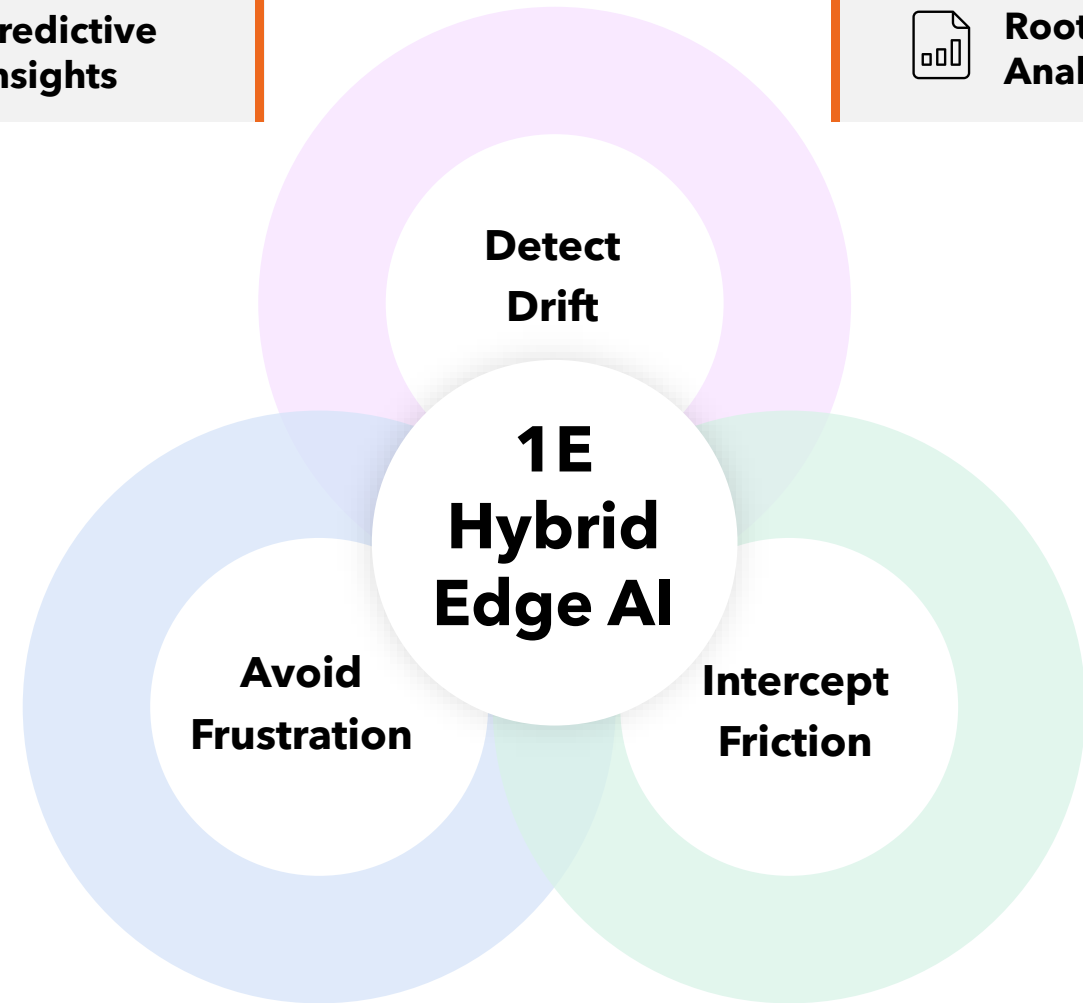
Intelligence and remediation must be autonomous, shifted left, to the edge. The goal is to intercept drift and prevent technical friction before it results in user frustration.



Predictive Insights



Root Cause Analysis



Seamless IT Operations



Frictionless User Experience



2024 Gartner® Magic Quadrant™ for Digital Employee Experience (DEX) Management Tools Report

1E's highest rated capabilities:

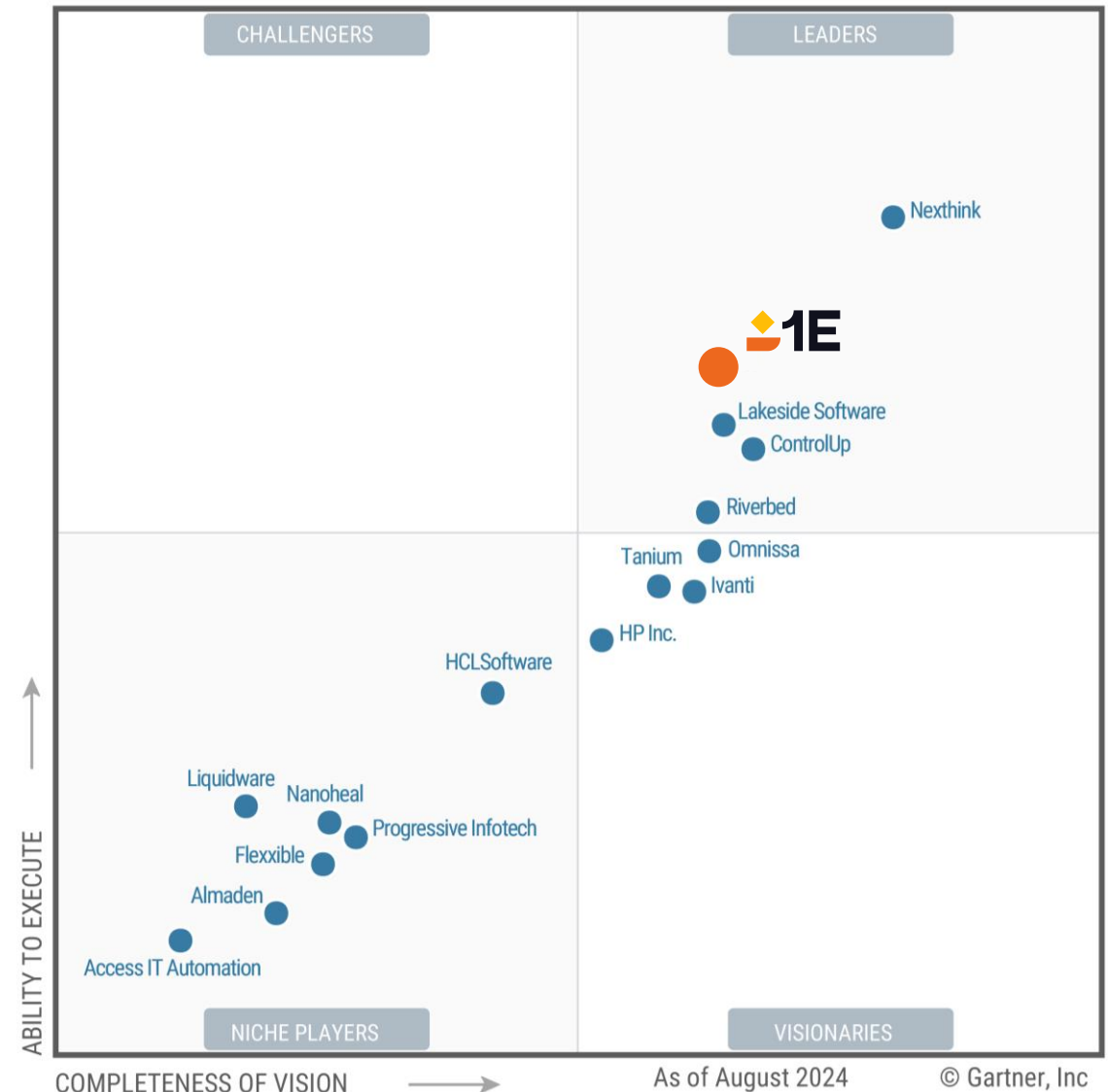
anomaly detection and remediation, desired state configuration management, and asset optimization and sustainability

Noted 1E's strengths:

elastic SaaS architecture, extensibility, and bundles which maximize ROI



1E scored in the top half of vendors for **all** use cases



Employees want a great work experience - 1E enables IT to deliver it seamlessly



FRICTIONLESS IT

Create an effortless digital experience that lifts productivity and satisfaction.

- ✓ Enhanced User Experience
- ✓ Consistent Productivity
- ✓ Proactive Support
- ✓ Better Morale



SEAMLESS IT OPS

Ensure smooth and uninterrupted IT processes, enhancing operational efficiency for IT teams.

- ✓ Proactive Insights
- ✓ Holistic IT Automations
- ✓ Cost Savings
- ✓ Operational Efficiency



Delivering value for Tier 1 Brands



Problems



Why 1E



Value

Tier 1
Bank
(Canada)

Frustrated Employees
Fixes required on site visits
Lack of visibility

Remediation Automation
ServiceNow Integration

75k service desk calls eliminated
Saved 67,000 hours/year
on top 5 issues

Global
Manufacturer
(USA)

Wasteful Spending
Poor service delivery
Poor telemetry data

Remediation Automation
Device Refresh

\$5m CAPEX deferred
\$4m revenue impact from
improved critical system uptime

Major
Retailer
(UK)

Manual reactive approach
High field support costs

Remediation Automation
Content Distribution

Improved C-SAT
\$1m in cost avoidance
400 hours/month saved in support



1E DEX PLATFORM

1E Intelligence



Asset Management | Patching | Application Experience | Content Distribution | VDI

Distributed Architecture for real-time response

Autonomous | Edge Intelligence | ROI | User-Centric
No/low code

3,000+ DEX Automations

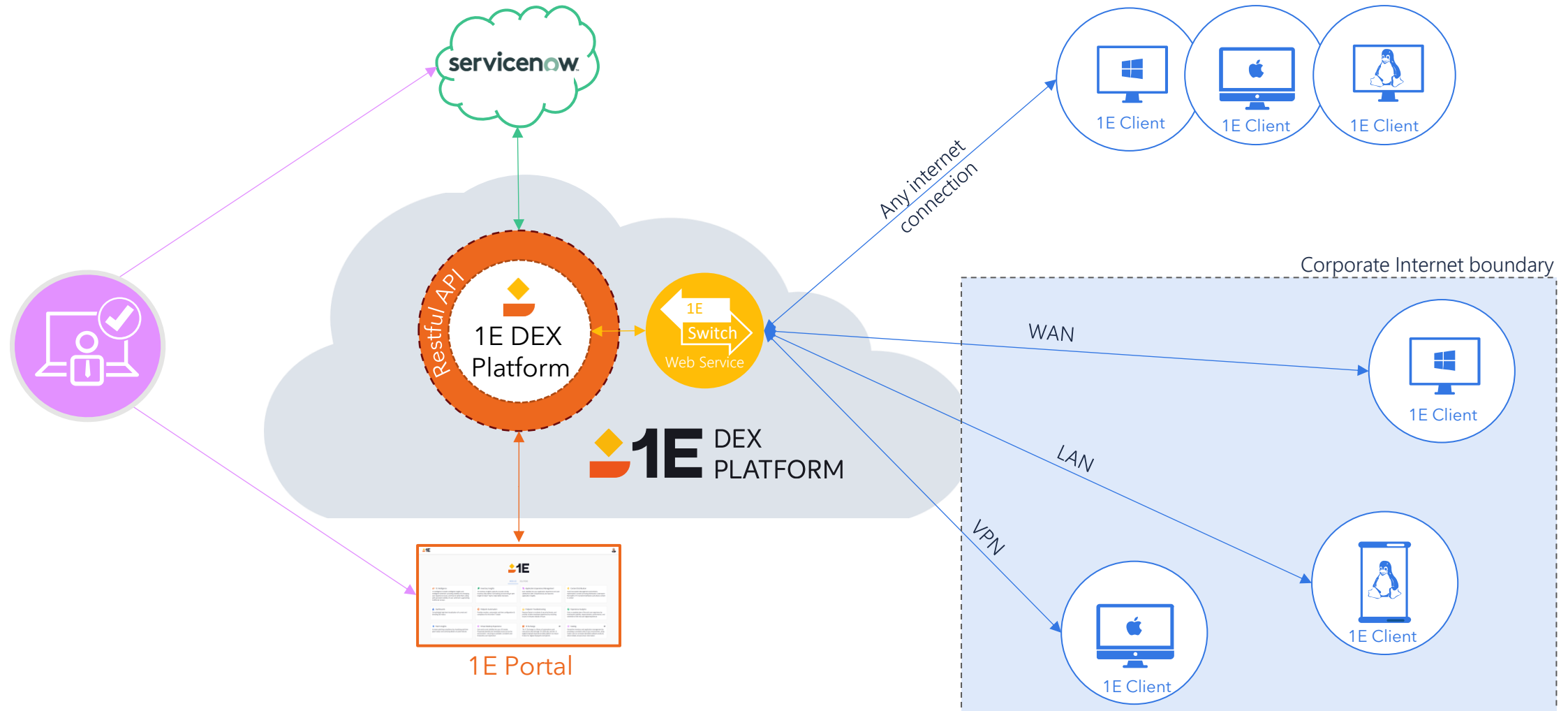
Single agent | Rest API | Okta | Azure AD | ServiceNow

Autonomous Digital Workplace Management

Real-time Service Desk Troubleshooting and Resolution

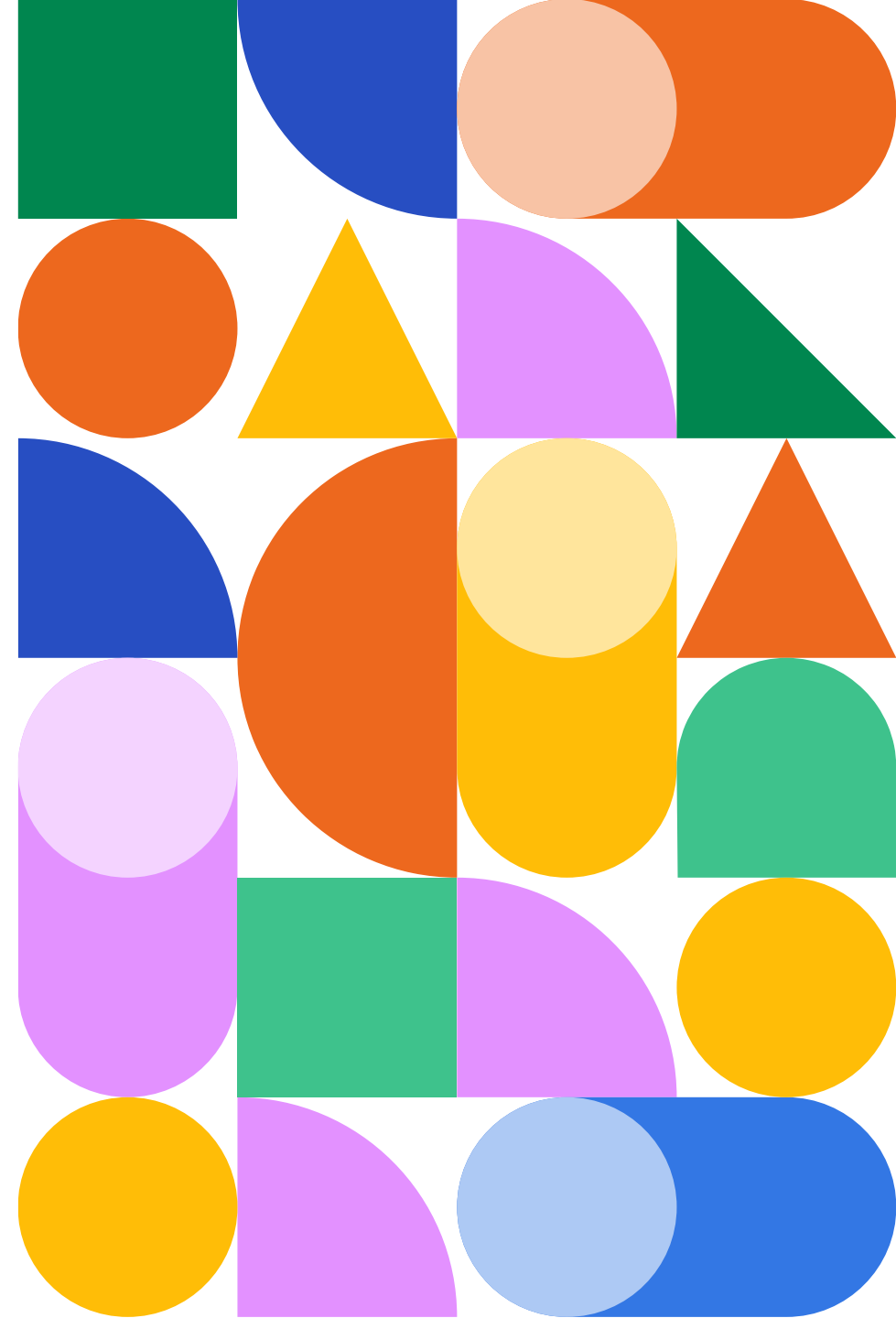


Architectural Overview



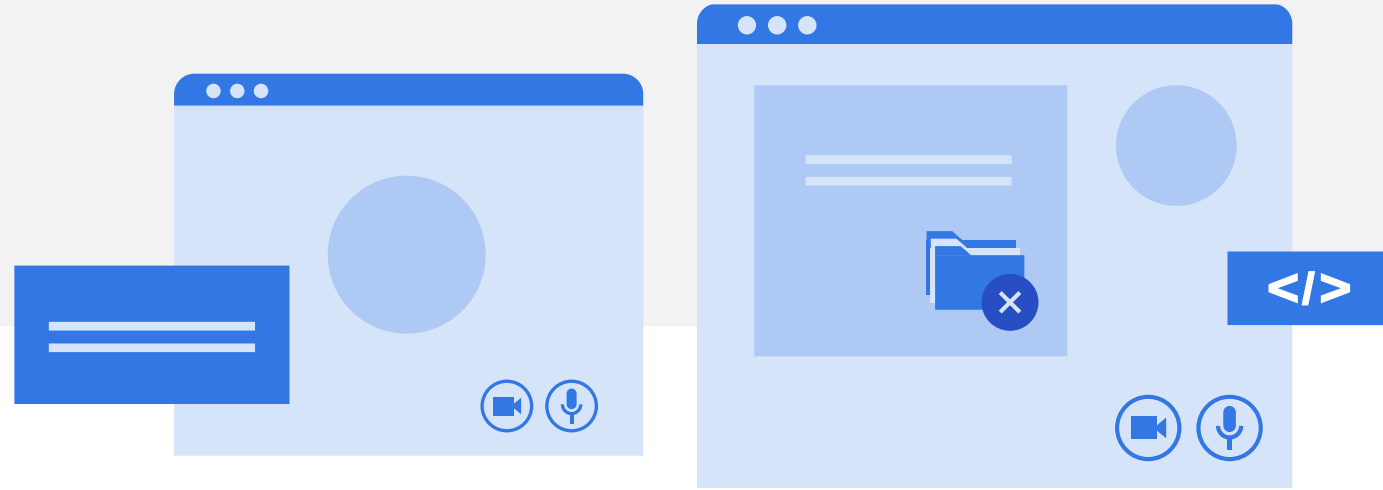
Thank You

Contact jason.keogh@1E.com for more information



9 out of 10

IT teams have these problems



Our service desk team spends time resolving a lot of **similar tickets which could be automated** and **users wait hours** (or longer) for ticket resolution

We **don't have the data or tools to quickly diagnose the issue** when users call about laptop or app performance

We **resolve many desktop tickets with screen shares** (aka "remote desk side visits")

We have challenges using Intune, often **waiting up to 8 hours for a device to update** and we lack reporting, visibility, and compliance

We replace laptops every 3-4 years, but **we don't have the data to determine if it's necessary**



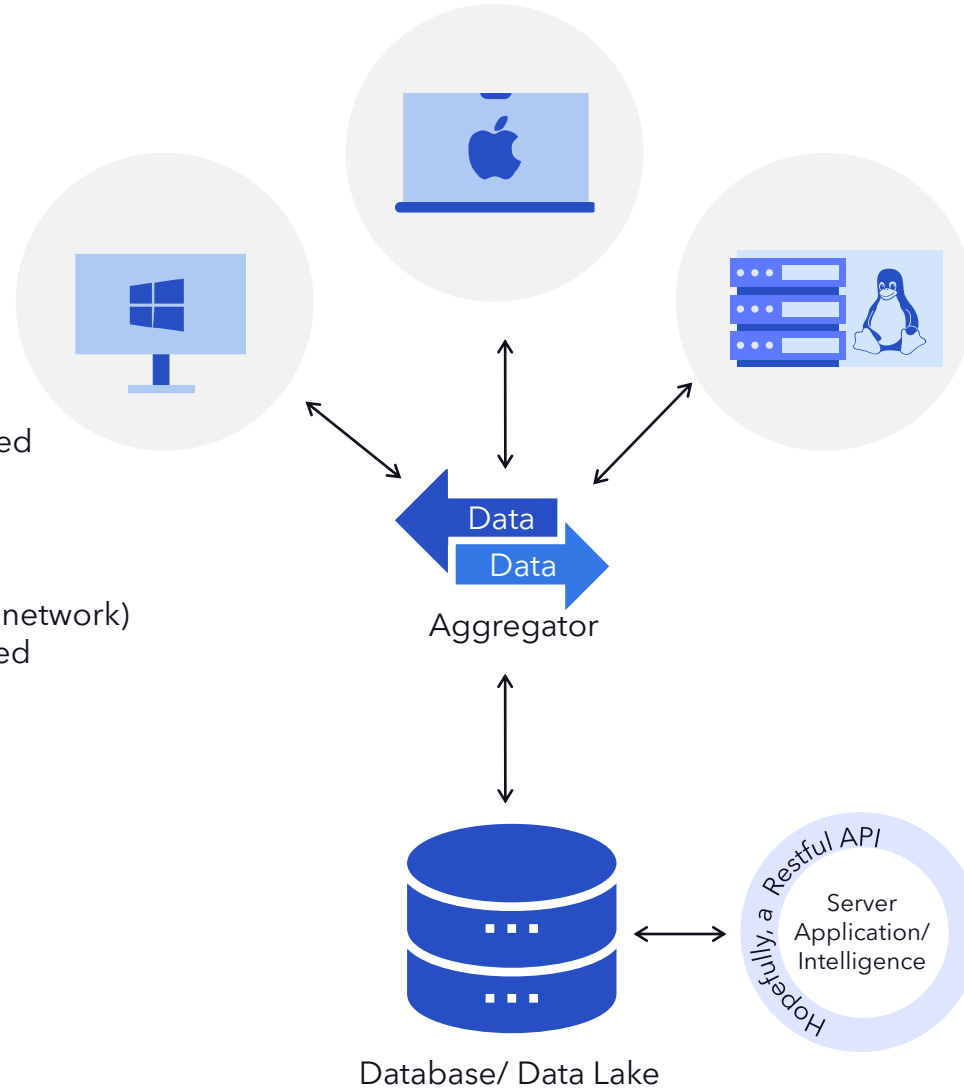
Architectural differences: Other platforms

- 1. Event/Trigger
- 2. Data gathered
- 3. Data sent (network)

- 7. Script execution
- 8. Script result achieved

- 9. Result returned (network)
- 10. Database updated

- 4. Event analysis
- 5. Automation decision
- 6. Data sent back (network)



100 datapoints per minute x 10,000 endpoints = **1,000,000 datapoints per minute**

Traditional Client/Server Architecture
No network = no data = no analysis = no functionality



Architectural differences: 1E platform

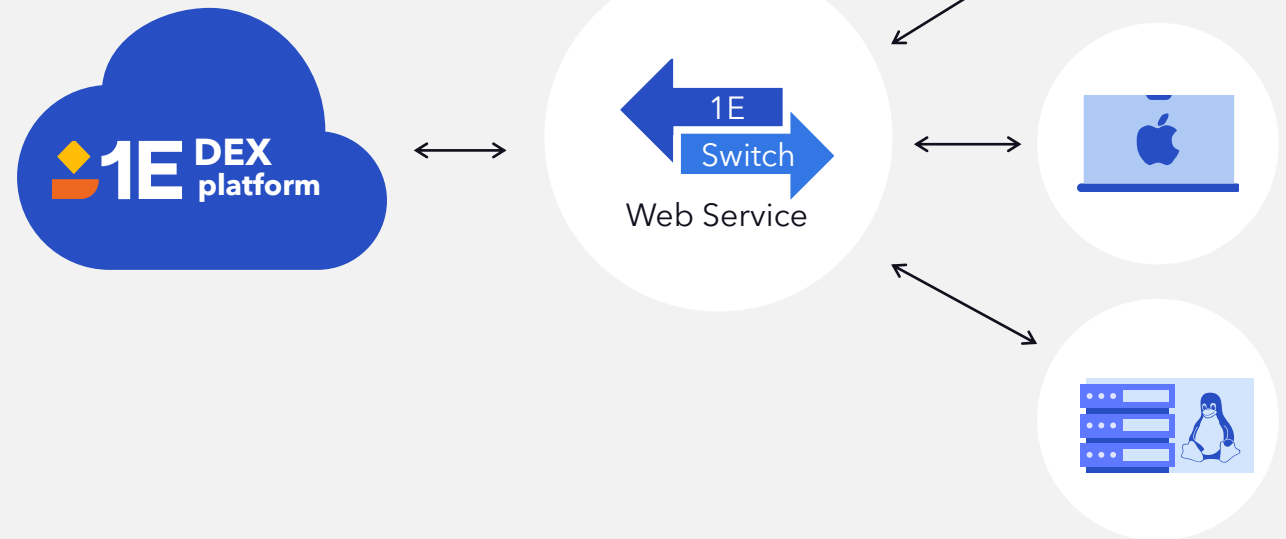
Intelligence lives at endpoint

1. Event/Trigger
2. Execute response
3. Send back data (network)

Trigger : Response time: <5ms

No network - no problem (rules still function)

1E Platform Distributed Architecture



Better for Users. Better for Business.

The **1E Platform** is a real-time IT automation solution that fixes digital workplace problems fast and forever. Improving compliance, reducing costs, and delivering a superior digital experience for users.

Digital Employee
Experience
by **1E**

