

Boosting team productivity by proactively healing devices

European oil and gas producer | Chemical, Oil and Gas



Business opportunity

For one large oil and gas producer, employee productivity depends on more than 20,000 devices running smoothly. So, keeping the devices and their software in optimal condition is a top priority. However, the team could only act on the issues reported to the helpdesk. Those issues seemed common enough that the team believed many other users were impacted but suffered in silence.

Since you can't fix what you can't see, the team first needed clear and reliable visibility into device issues and the scale of potential impact. *With that, they would be able to prioritize fixes and work towards protecting devices not yet impacted.*

Technical challenge

The company had relied on support tickets to collect data on device issues. Beyond that, they only had survey responses to help gauge the impact of IT issues on employee productivity. That limited visibility put the team in the position of reacting instead of anticipating.

Simply deploying a monitoring tool on all devices was inadequate. To help IT service engineers become truly proactive, the company needed the ability to analyze the vast amounts of data collected to quickly identify patterns and trends.

Our solution

Together, the company and Kyndryl Digital Workplace Services implemented a Digital Experience Management (DEM) that proactively addresses common issues with user-friendly push notifications.

Kyndryl Consult experts designed and deployed a **Endpoint Management Solution** with Riverbed Aternity software. The team integrated Aternity with ServiceNow to give the company's helpdesk agents and support engineers quick and shared visibility into current issues. The guesswork was removed from remediation.

In many cases, DEM now remediates an issue before it recurs and generates new support tickets. Once an engineer writes a script to resolve an issue, DEM automatically pushes the fix to all devices at risk in the users' preferred languages.

The power of partnership

Riverbed's ability to source data from devices, along with the proactive analytics and process-based services framework integrated into **ServiceNow**, enable the IT service manage team to run a DEM program that analyzes and optimizes end-user experience for a general increase in employee productivity.

What progress looks like

The company's IT team delivers one-to-many fixes that safeguard the productivity of more users than before. Beyond detecting and resolving problems that would previously have remained invisible, the DEM solution includes a Digital Experience Index (DXI) through which user experience is continuously measured.

Key points of progress include:

- 40% of tickets related to widespread Microsoft Teams caching issue automatically resolved
- 47% increase in Digital Experience Index (DXI) score with collaboration tools
- 22% increase in DXI score with productivity tools



What's your next digital business challenge?

Let's tackle it together. →

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