



How IT Can Improve the Digital Employee Experience

A practical guide for lean IT teams



Growth changes the demands placed on IT.

↗ **As organizations grow, so does device management and security complexity.**

Office locations multiply. Staffing increases, and employees become more specialized. As businesses grow beyond the small-business model, device management that was once manageable manually becomes far more complicated.

This growing complexity impacts not only Apple admins, but the entire workforce. If scaling up isn't well-managed, it can hurt employee productivity, satisfaction and engagement.

Simplified device management isn't just for IT. Modern, automated device management can impact your entire organization.



What is the Digital Employee Experience?

The Digital Employee Experience (DEX) is a measure of:

- Device performance
- Application reliability
- Network quality
- Usability and accessibility
- End-user sentiment

All of which impact the bottom line.

Digital friction costs companies

Inefficient systems and a bad DEX have real and measurable costs.

According to Ivanti's [2025 Digital Employee Experience Report](#), computer problems interrupt employees' work an average of 3.6 times per month. They also experience, on average, 2.7 interruptions from mandatory security updates. At just 15 minutes each, that's 1.6 hours of lost productivity per employee per month, nearly \$4 million annually for a company with 2,000 employees.

A bad DEX looks like:

- **Lost work time:** Patch delays result in outdated software that can be slower, less stable and higher risk.
- **A bad first impression:** Slow, subpar onboarding can cause delays and frustration if new hires must wait days for a configured device with access to critical applications.
- **Low morale and high distrust:** Continually slow applications, stalled software updates or dropped connections can decrease employee satisfaction and retention.
- Employees are not productive. They see device management as a source of friction rather than support.

A better DEX looks like:

- **High employee productivity and satisfaction** due to seamless device performance and application reliability
- **Elevated employee trust** in the company's operational maturity and internal systems because of streamlined onboarding
- **Faster time-to-productivity** thanks to streamlined onboarding and immediate access to the tools employees need
- **Empowered, proactive staff** thanks to apps on demand and no need to involve IT in day-to-day approvals or troubleshooting

The principle is straightforward: when devices are always properly provisioned, protected and up-to-date, employees (including IT staff) can do their best work.

Why DEX matters

Multiple studies have shown that a strong DEX:

33%

Higher employee satisfaction rates at companies with mature DEX practices

Forrester, "[The Digital Employee Experience \(DEX\) Report](#)"

15%

The increase in employee productivity at companies with good DEX

Forrester, "[Empower Employees With A Digital Workplace.](#)"

62%

Higher employee retention rates at companies with mature DEX practices

Forrester, "[The Digital Employee Experience \(DEX\) Report](#)"

\$4M

The amount a 2,000 person company loses per year from bad DEX

Ivanti, [2025 Digital Employee Experience Report](#)

... all of which profoundly impact company budgets.

How to effectively support DEX

How can IT prevent what can often be a cascading series of missteps that come with primarily manual management models and instead aid staff productivity and satisfaction?

The shift from reactive to proactive management isn't about adding more IT staff.

It's about a broader move toward modern, proactive and experience-focused management models.

There are several tools and approaches that can be powerful allies in your transformation.

Apple devices

One profound way to positively impact DEX is to offer employees — even those working in non-creative positions — Apple devices. Their intuitive interfaces, stable operating system and access to a broad ecosystem of productivity apps can help improve employee satisfaction and productivity.

Enabling a better DEX: Declarative Device Management (DDM)

Modern Apple device management uses DDM, which results in some profound changes. DDM enables many of the automated and proactive workflows that support a better digital employee experience at scale.

- **Less technology friction for employees in their daily work. DDM reduces complexity** for IT teams, which results in a streamlined, efficient DEX.
- **Fewer work interruptions.** Thanks to increased visibility into device health, IT often proactively finds and remediates issues before they impact employees.
- **More experience-focused management** that scales with the organization without requiring additional headcount or negatively impacting DEX.

Case Study

CISCO: After instituting a device choice program, CISCO did an in-depth study of who chose what and what impact the program had on their employees' happiness and performance. They discovered that when given the choice between Mac or PC, 60% of Cisco employees chose Mac.

Cisco's internal analysis indicates that 33% fewer IT admins are required to support staff using Mac compared to PC. But it wasn't just IT reaping these gains. Cisco data showed increases in other employee successes: sales teams using Mac outperform their PC counterparts with a 9.8% increase in deal creation, 10.9% surge in bookings and 9.9% acceleration in deal closure. And software engineers push out nearly 11.5% more code when using a Mac. [Click for more.](#)

What is DDM?

DDM is an Apple protocol that allows for autonomous action to identify and remediate problems on the device level, rather than depending on a server to push commands.

This results in automated, proactive and nearly instantaneous responses to compliance and security issues that:

- Reduces manual effort
- Improves scalability
- Speeds remediation
- Increases IT visibility into device states

[Learn more details about DDM.](#)

Enabling a better DEX: Apple-specific device management

Moving from a generalized device management and security model to an Apple-specific, DDM-based model can profoundly transform not only IT's workload, but also DEX.

It's how a small IT team can deliver enterprise-grade experiences across a growing fleet.

General device management	Apple-specific DDM device management
Reactive Employees experience more interruptions in service and holdups when IT has to wait for tickets to alert them to issues.	Proactive Devices can automatically identify and remediate many compliance and configuration issues before they affect employees.
Focused on control The goal is a managed and protected device.	Focused on DEX The goal is secure management that reduces technology friction
Workflows require repeated manual processes Increasing device loads and natural human error inherent in manual device management slows patches and OS updates, which slow the system and interrupt work.	Automated workflows require far less human intervention Automated patching and OS updates, on-device security and hands-free application management leave IT teams free to focus on the work that requires their expertise and employees free to be productive.
Fragmented tooling Management framework mismatches result in macOS, iOS, and iPadOS features that are inaccessible without awkward and incomplete workarounds that can create frustration for IT and bad user experiences on Apple devices for end users.	Unified tooling Apple-based management systems such as Jamf offer a single console with complete app and device inventory across the Apple fleet. This results in happier IT and better end-user experiences.
Inconsistent Apple workflows Generalized enrollment and management flows don't integrate naturally with the more granulated and detailed Apple system capabilities, leading to user friction and more help desk tickets.	Seamless Apple workflows Apple-based device management and security platforms offer employees seamless access to the tools they need to remain productive and satisfied in their jobs.
Delayed support for new Apple functionality General-purpose management frameworks often lag in Apple feature support by months and even then don't fully implement changes. This makes for sub-optimal end-user experiences and dangerous security gaps.	Same-day support for new Apple releases Apple-centric management and security platforms prepare well ahead of Apple releases, enabling day-one support and faster access to new capabilities.

What is modern, experience-focused device management?

Supporting a growing workforce requires removing unnecessary friction for both employees and IT teams. Modern Apple management, identity and security platforms help simplify onboarding, access and device management, allowing teams to scale more efficiently. **Examples include:**

✓ Better first impressions

Employees who start out on the right foot have more confidence in internal systems and speed-to-productivity during the first days of employment.

DEX-focused systems achieve this through zero-touch deployment and automated onboarding that works with Apple's Volume Purchasing program to enable personalized device management and setup that has been configured ahead of time.

A new hire can open a device, sign in and be fully productive within minutes without needing an IT consult. This is the type of experience that makes a strong first impression and contributes toward employee satisfaction and employee retention. In fact, according to a recent Ivanti study, 77% of IT teams say strong DEX positively affects employee retention.

🔧 Automated patching and updates

With automated policies that devices enforce autonomously, your Apple fleet remains in compliance without a need for manual fixes.

The result? A reliable baseline that translates into "my device just works" for employees: even if they never know what's happening behind the scenes.

⚙️ Unified management and security

Effective DEX requires management and security that works seamlessly together. A unified platform, such as Jamf's, means IT doesn't have to choose between locking things down and keeping things usable. Employees work in a secure, well-managed environment that doesn't slow them down.

⊕ Proactive remediation

On-device compliance enforcement and remediation made possible by DDM means that if a security issue emerges, automated controls can help contain and remediate it before it disrupts employees.

Even if IT is eventually involved in troubleshooting, isolation and remediation occurs before malware or other security attacks can continue to do damage.

Proactive remediation such as this reduces support load, protects employee productivity and provides a consistent DEX.

🕒 Real-time device visibility

Real-time device health monitoring, performance baselines and reporting give IT a clear picture of what's happening across the fleet. That visibility allows IT to stay on top of any issue that isn't already addressed on the device — before it affects the employee.



Tracking your progress

Experience-focused management requires cross-team data collection to measure how DEX was before DDM implementation and after.

Here is what smart IT and HR teams will track:

Productivity

- **Speed to productivity:** how quickly a new hire or a returning employee has all the apps, access and information they need to get to work
- **Application performance:** load times, crash rates and responsiveness across the fleet
- **Device uptime:** availability and reliability of employee devices

Why it matters

Productivity issues often surface as hidden operational costs through lost employee time, workflow interruptions and delayed business outcomes.

Performance consistency

- **Configuration drift:** how far devices have strayed from their intended states
- **Compliance adherence:** what percentage of the fleet is running current, supported software
- **Baseline adherence:** whether devices are consistently meeting defined performance standards

Why it matters

Drift, instability and unmanaged variation increase support effort, security exposure and operational risk over time.

User sentiment

- **Employee satisfaction:** survey data that captures how employees feel about their digital tools
- **Support ticket trends:** volume, category and resolution time
- **Proactive vs. reactive ratio:** how often IT or automation resolves issues before they're reported

Why it matters

Employee satisfaction influences adoption, retention and overall workforce effectiveness. Frustrating technology experiences can reduce productivity long before they generate support tickets.

Support load

- **Ticket reduction:** track trends and decreases in help desk volume
- **Self-service adoption:** how often employees resolve issues on their own through available tools
- **Time to resolution:** how quickly issues are closed, once reported

Why it matters

Support demand directly affects IT capacity. Reducing recurring issues frees teams to focus on strategic initiatives instead of routine troubleshooting.

Together, these metrics connect the work IT does every day to the outcomes the business cares about most.

DEX-focused device management connects to the outcomes business leaders care about.

Device management has always been essential. What has changed is what organizations can now deliver when they treat employee experience as a strategic priority.

- **Higher engagement:** According to Forrester's 2023 Work Survey, organizations that invest in a great DEX see higher employee engagement. Multiple studies have shown that employees with higher engagement rates stay longer at companies than those who do not.
- **Higher employee retention:** Forrester reported in "The Digital Employee Experience (DEX) Report" that companies with mature DEX practices have a 62% higher retention rate than those with bad DEX. As employee turnover causes businesses a great deal of money, this heavily impacts the bottom line.
- **Increased productivity:** A recent Forrester study found that after organizations implement a good DEX, they see a 15% jump in productivity.
- **Decreased headcount costs:** The automation inherent in experience-focused management frees IT team members from repetitive manual tasks. This allows them to manage more devices without having to increase staff.

A lean IT team with the right platform doesn't just keep devices running. It creates the conditions for employees to do their best work from the moment they open new devices.

It removes the friction that slows people down. It catches problems before employees feel them. And it does all of this at scale, without requiring rising headcounts to match fleet growth.

Jamf is a platform that enables this transformation.

Jamf combines automation, visibility and proactive remediation to help organizations deliver these outcomes at scale. **Here's how:**

- **Instant readiness from day one:** With blueprints and compliance benchmarks, baseline device settings link to dynamically updated Smart Groups; employees have immediate access to the apps and data they need, regardless of role, location or device.
- **Employees self-serve safely:** Self Service+ gives employees a vetted app catalog to safely download what they need on demand, without waiting on IT.
- **Proactive threat response:** Behavioral-based analytics detect and remediate known and novel threats quickly, keeping employees working without interruption.
- **Secure access without interruption:** A unified platform, combining SSO identity, encrypted networking and authentication capabilities, delivers strong security without constant password prompts or lockouts.
- **Workflows built for your industry:** Purpose-built workflows, apps and capabilities for aviation, healthcare, retail and more, mean Jamf fits the way your teams work.

Modern management reduces operational friction, improves employee experience and enables lean IT teams to scale support more effectively. Learn how Jamf can help you improve digital employee experience while scaling support for a growing Apple fleet.



[Get Started](#)

Or contact your preferred reseller to take Jamf for a free test drive.