## riverbed

## Infographic **Global Digital Employee Experience Survey 2023**

1,800 leaders share views on user expectations, hybrid work, IT, and obstacles & strategies for DEX



'Digital Natives' -Gen Z and Millennials- is easier said than done, and there's tremendous pressure on IT leaders to deliver.

Creating a great digital employee experience is a top priority for organizations. However, meeting heightened user expectations of

The Riverbed Global Digital Employee Experience (DEX) Survey 2023 explores generational expectations, hybrid work, IT's evolving role, and obstacles and strategies to delivering an exceptional digital experience.

The survey, fielded by Sapio Research in May 2023, polled a combined 1,800 IT decision-makers (ITDMs) and business decision-makers (BDMs) across 10 countries and seven industries. Here's what they said:

**DEX Is Critical to Competitiveness** 



Say delivering a seamless DEX is important (56% critically important) to remain competitive

Agree investing in DEX is among their top priorities for the next five years

# Companies Must Meet the High **Expectations of Younger Workers**

to meet the high technology expectations of Millennials and Gen Z workers

Believe they will need to provide more advanced digital experiences at work in the next five years

major consequences according to business and IT leaders.

**DEX Everywhere** 

Failing to meet the digital experience demands of younger generations can have

reputation, and performance

Say it will be disruptive,



Believe younger generation employees would consider leaving their company







96%

Believe hybrid work enhances their ability to attract and retain talent

Plan to invest in technology to

support their hybrid workforce

92%

What Keeps Employees Most Engaged?



DEX

A Seamless



**Weekly Office Happy Hours** 



11% Free Coffee and **Company Swag Snacks** & Giveaways

# **Top Four Challenges Hindering DEX**

Delivering a Better Digital

**Experience Is Getting Harder** 



Talent shortage or lack



Lack of appropriate cloud services and SaaS apps

observability tools

Inadequate





95%

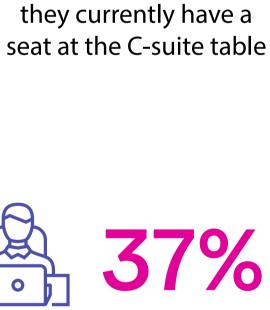
IT is More Important Than Ever But

Of leaders identified at least one major obstacle to delivering a seamless DEX

### 81% Of respondents reported that the COVID-19 pandemic and shift to a hybrid workplace has increased the relevance of IT within

Talent is Hard to Come By

the C-suite and business



Of ITDMs surveyed say

for business innovation now than three years ago

Agree that unified observability with greater automation can help bridge the skill gap

Agree IT is more responsible









89%

Are accelerating digital

experience adoption and

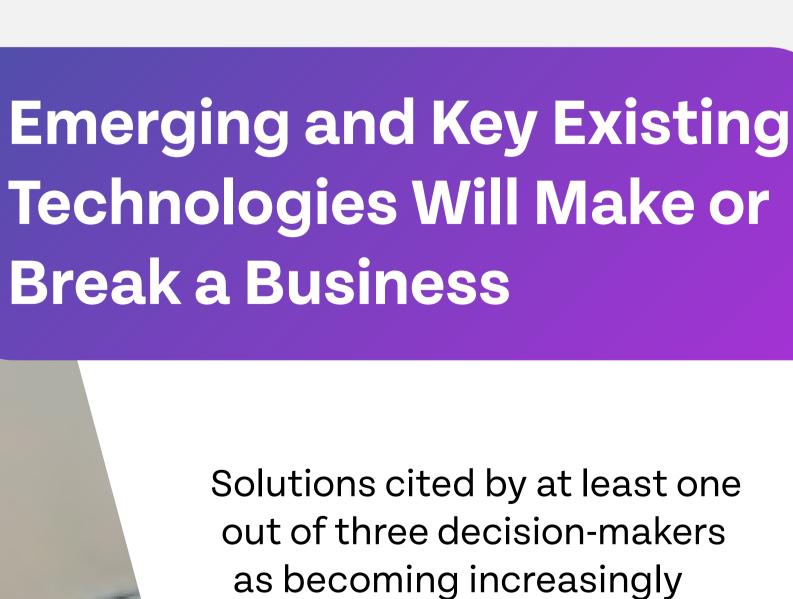
implementation

91%

Say there must be greater

investment in unified

observability solutions for DEX

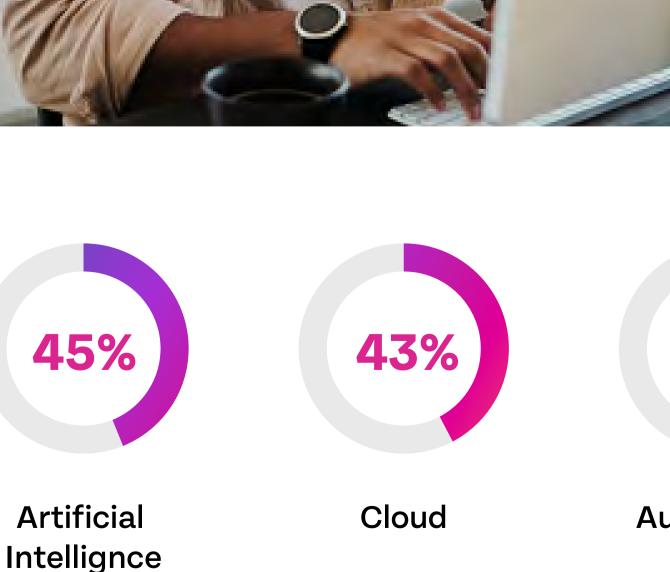


94%

Acknowledge unified observability

is important (52% critically important)

to deliver DEX and stay competitive



and business growth.

The Alluvio portfolio includes:

to solve problems fast.

**35% 35%** 34% **DEM** App and Network **Automation Solutions** Acceleration

business-critical in the

next 18 months:

Overcome Your Challenges With Alluvio Unified Observability and Riverbed Acceleration Riverbed enables organizations to transform data into actionable insights and accelerate performance for a seamless digital experience.

The Alluvio Unified Observability portfolio by Riverbed enables organizations to unify data, actions, and insights across the entire digital ecosystem. With Alluvio, companies can optimize their digital experiences, enhance operational efficiency, and drive performance

• Industry-leading visibility tools for Network Performance Management (NPM) and Digital Experience Management (DEM), including APM and EUEM. Riverbed Acceleration solutions empower users to harness the full potential of enterprise applications and services, regardless of their

• Alluvio IQ: a SaaS-delivered unified observability service leveraging AI and automation to surface impactful issues with context

location. With Riverbed Acceleration, users experience peak speed and seamless performance, enabling them to maximize productivity and enjoy better digital experiences. Products include SteelHead® for WAN optimization, Cloud Accelerator, and Client Accelerator.

riverbed.com/DEXSurvey2023

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For more insights into the priorities of IT and business leaders, check out the Riverbed Global DEX Survey 2023:

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