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3:50 pm – 4:10 pm

How Proactive IT with DEX tools help improve employee experience (or something close to that)

Bill Musson

Senior Technical Sales Engineer

Nexthink Inc.

Abstract:

In the Department of Defense (DoD), mission success relies on a seamless, stable, and secure technology environment. Digital Employee Experience (DEX) is a strategic approach that enhances the workforce's interaction with technology, ensuring reliability and predictability across the enterprise. A strong DEX discipline proactively reduces technology disruptions by shifting IT operations from reactive troubleshooting to predictive, data-driven decision-making.

By enabling enterprise-wide visibility from the endpoint inward—rather than relying solely on data center extrapolation—DEX empowers IT teams to manage the DoD's vast infrastructure with real-time insights rather than just help desk ticket trends. This session will explore how AI, machine learning, and modern automation can minimize technology friction, enhance operational readiness, and allow military and civilian personnel to focus on their missions. Additionally, we will examine how these advancements can improve IT speed, quality, and cost efficiency while strengthening cyber resilience across the DoD.