

FOR VPS OF DIGITAL WORKPLACE & EMPLOYEE EXPERIENCE

You Already See the Problem. Employees Still Feel It.

You've invested in DEX, ITSM, AI support, and workplace analytics — you can see experience issues sooner than ever. The problem is that **visibility doesn't resolve them**. Employees still lose productivity waiting on tickets, approvals, replacements, provisioning, and access while teams coordinate behind the scenes. **XOPS continuously evaluates operational reality and executes the actions that protect employee experience — before productivity is lost.**

- You detect issues sooner than ever — but every insight still **hands off to a ticket**
- Each fix waits on **approvals, queues, provisioning, and manual coordination** across teams
- Employees lose productivity **while the organization watches the issue it already saw**

THE FOUR GAPS IT CLOSES

<p> Visibility without resolution You've invested in DEX (Nexthink, Lakeside, 1E), ITSM (ServiceNow), AI support, and experience scores. They tell you what's wrong sooner than ever — but every insight still becomes a ticket, an approval, a queue. Seeing the issue isn't fixing it.</p>	<p> Fixes that wait on tickets Device replacement, software access, license changes, provisioning, moves, and recoveries all run on tickets and approvals. Each one moves through manual handoffs — so the time from "detected" to "resolved" is measured in days, not minutes.</p>
<p> Employees report what you already saw By the time a ticket is filed, your tools flagged the issue hours or days earlier. Support stays reactive — the employee absorbs the disruption, then describes a problem the data already knew about. The signal arrived; the action never did.</p>	<p> Experience programs that don't change outcomes You track DEX scores and XLAs quarter after quarter, but the experience doesn't change — because measurement isn't execution. Dashboards report the gap; they don't close it. The score isn't the problem; the score never driving action is.</p>

THE HIDDEN COST: LOST PRODUCTIVITY

Every hire, promotion, transfer, leave, and exit sets off the same scramble across disconnected systems — identity, access, licenses, devices, and provisioning — plus the day-to-day waits on replacements and support. Your tools saw each one coming, but seeing it didn't stop the wait. **The organization sees the problem; the employee still loses productive time, and the business absorbs the cost.**

PROVEN IN PRODUCTION ACROSS ENTERPRISE ESTATES

92%

resolved before employees feel it

~1 wk

to first outcomes on your own stack

90+

countries devices & licenses

“Our DEX program finally produces outcomes, not just scores. The fixes happen before employees notice.”

— VP, Employee Experience · Fortune 100 enterprise

See how many employee issues could be resolved before anyone feels them.

A 15-minute working session — no prep required.

[Map where experience waits on tickets →](#)

No Ticket. No Request. No Incident. XOPS Already Acted.

Your HR, identity, DEX, ITSM, and asset platforms connect to one XOPS operational backbone. **XOPS doesn't wait for tickets, requests, or incidents.** It continuously evaluates **operational reality** — role, identity, entitlements, device health, usage, and location — to determine when action is needed, then executes across every system. **The work is done before the employee feels the gap.**

DEX tells you something is wrong. ITSM manages the request. XOPS **completes the outcome — before the employee files a ticket.**

XOPS · Workplace Orchestration always on · acts first, logs after

DECLARED OUTCOME
Every employee fully equipped for their role from day one — access, software, AI, and device all correct — with no manual coordination and a full record kept.

CONTINUOUSLY RECONCILED — ROLE · IDENTITY · ENTITLEMENTS · DEVICE
An employee is **promoted to Sales Manager** in Workday · the role change fans out across identity, software, AI access, distribution lists, collaboration groups, telecom, and device standards

XOPS OPTIMIZES
No ticket, no request, no incident — XOPS reconciles the new role against the old: **CRM license required, Copilot access missing, distribution groups outdated, laptop below the role's spec** — and determines the cheapest compliant path

EXCEPTION RESOLVED — COMPETING CONSTRAINTS BALANCED
The CRM tier is at its license cap and a security policy blocks Copilot until training is complete. XOPS reclaims an idle seat and stages Copilot to enable on completion — **nothing waits on a human**

XOPS EXECUTES — INTO YOUR STACK
Assigns the CRM license, updates groups and lists in **Okta**, provisions the role-spec device, applies the new security policies, updates the CMDB in **ServiceNow**, and writes the full audit record **after the fact**

OUTCOME ACHIEVED

DAY-ONE READINESS 100% productive in the new role	SYSTEMS COORDINATED 7 no manual handoffs	EMPLOYEE TICKET None nothing waited on a request	AUDIT RECORD Kept logged automatically after
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Illustrative example — details shown to demonstrate the operating model, not a live result.

CONNECTS TO YOUR STACK

ServiceNow Jira Nexthink Lakeside 1E Intune Flexera

+ 200 more

One operating model across your estate: ITSM · DEX · MDM · SAM · logistics — devices, software, and access resolved autonomously across 90+ countries.

CERTIFIED & COMPLIANT

ISO 27001:2022 CERTIFIED Information Security	ISO 27018 CERTIFIED Cloud Privacy	ISO/IEC 42001:2023 CERTIFIED AI Management
SOC 2 Type II CERTIFIED Security & Availability		GDPR COMPLIANT Data Protection

You already have the systems that detect the issue. XOPS is the **execution layer behind employee experience** that resolves it: DEX tells you something is wrong, ITSM manages the request — **XOPS completes the outcome, before the employee files a ticket.**