

## Use case of Digital Experience Monitoring: Improving End User Experience



Jagdeep Khandelwal is the CIO of Super Bikes Private Limited (SBPL). He is a happy CIO now. But the situation was not so about six months ago, when he had joined SBPL. The IT team used to get frequent service calls about OS crashes & application freezes, and such incidents were on the rise.

Jagdeep knew that these are symptoms of deep rooted problems. He convinced the CEO, Prajakta Sinha to go for DEM (Digital Experience Monitoring) solution. He informed Prajakta of all the benefits DEM could bring in to the environment. He especially mentioned building a digital environment that promotes productivity and efficiency by anticipating problems and offering a seamless digital experience.



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Three months ago they implemented a DEM solution. The solution analysed that frequent OS crashes & application freezes arose in SBPL's digital environment due to missing updates, unnecessary temporary files, and multiple application versions of the same application under use.

Jagdeep's team immediately sprung into action. And the problem that persisted for months got wiped out in weeks. Without the end users even getting to know of it, the DEM solution started clearing temp files, updating patches and bios version identification, and deploying standardised application versions.

All of this enhanced UX by reducing crashes and freezes of applications.

