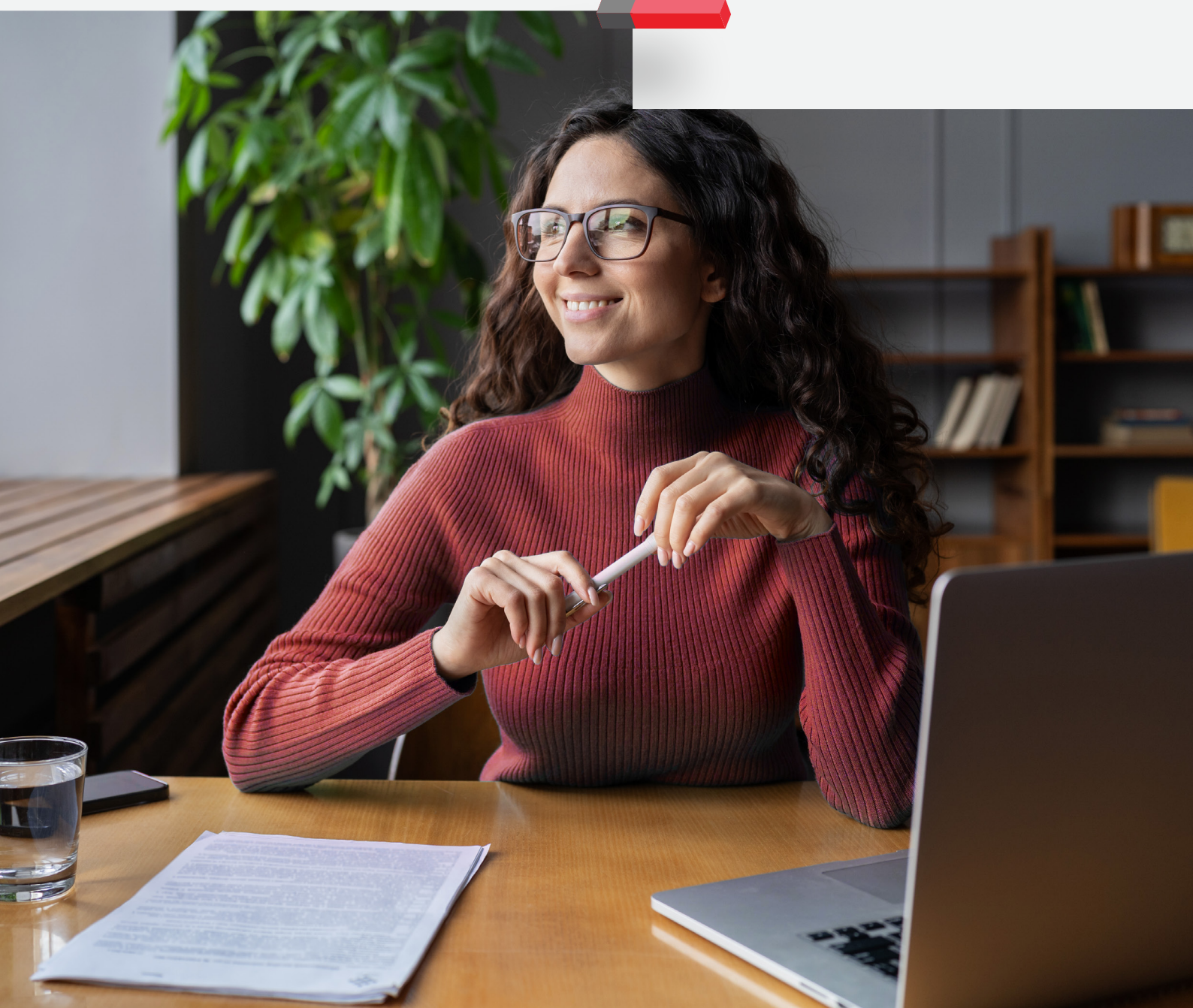


SIGMA GenEx - Digital Experience(DEX) Offering



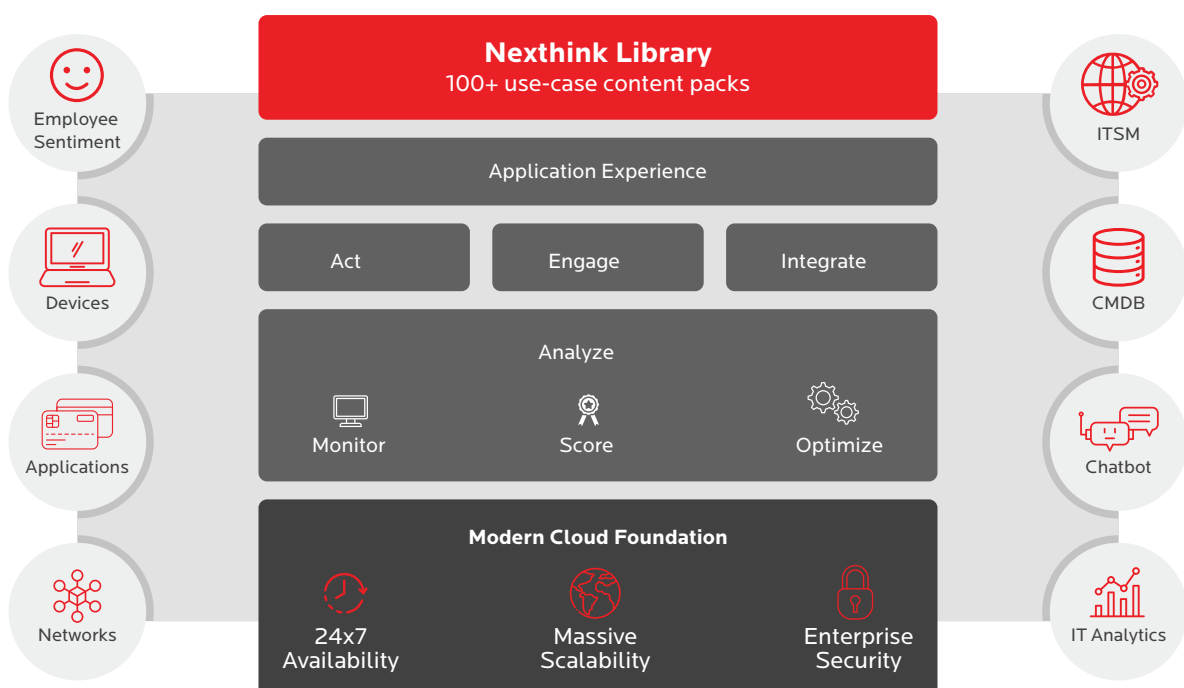
Sigma is Birlasoft's framework for smarter, AI-driven business operations. It's about using AI and automation to make business operations more proactive, efficient, and in line with the aims of the organization. The framework encourages businesses to use GenAI to make all their operations better all the time. Enabled by Agentic AI, it plays a key role by anticipating the needs and resolving issues autonomously, supporting continuous improvement across all operational areas.

SIGMA DEX is a service that changes the way the end user services are managed. It is powered by Nexthink, a solution which monitors in real time all events and performance issues related to hardware, application on all end user devices with help of a lightweight software driver installed on the endpoints without impacting the performance of the device.

SIGMA DEX helps you measure, manage and improve the digital employee experience every moment. By correlating technical performance and employee sentiment, you can see the true experience for the first time. Flexible dashboards provide key insights, while event visibility and visualizations enable rapid problem-solving.

SIGMA DEX becomes your central experience hub with real-time, actionable insights into every employee – across devices, applications, operating systems, locations and organizational units.

- Proactively Improve Digital Experience - Automated issue identification and remediation
- Find and Fix IT Issues Faster - Troubleshooting made easier
- Provide the Right Technologies to Every Employee - Successful and efficient IT deployments



SIGMA DEX Platform's Key Components:

Analyse

1

Actionable visibility into digital employee experience.

IT decisions can't rely on technical data alone. SIGMA DEX Analyze provides real-time, employee-centric telemetry across endpoints-covering network connections, app executions, hardware usage, and user interactions.

Key capabilities:

- Monitor: Retrieve and visualize unique experience data
- Score: Act on key drivers of digital experience with the Digital Experience Score
- Optimize: Step-by-step guidance for ongoing improvement

Act

2

Powerful troubleshooting and remediation

SIGMA DEX Act reduces ticket resolution times dramatically by enabling IT teams to:

- Retrieve case-specific data instantly
- Diagnose complex incidents across Windows and macOS
- Execute automated fixes remotely using one-click actions or custom scripts



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Engage

3

Rich two-way employee engagement

Bridge the IT-employee gap with targeted campaigns and sentiment analysis. SIGMA DEX Engage helps you:

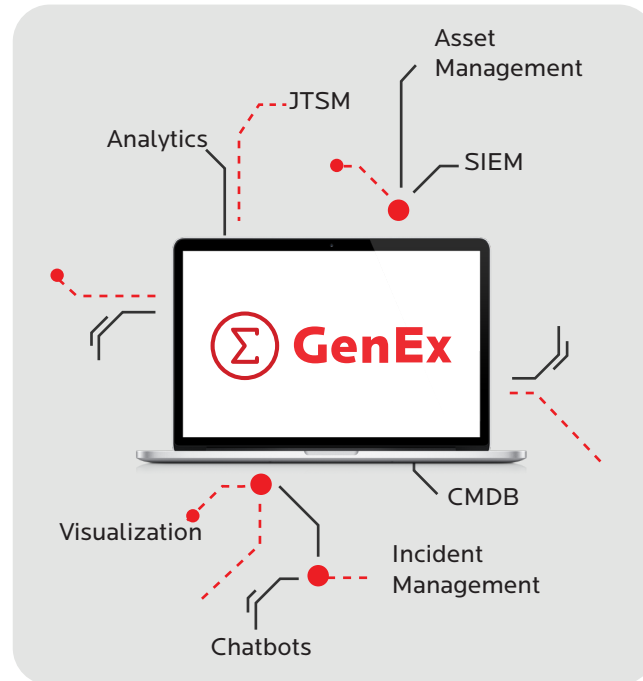
- Gather employee feedback and correlate it with technical metrics
- Deliver personalized notifications and educational campaigns
- Empower employees with self-healing guidance

Integrate

4

Embed SIGMA DEX intelligence across your IT ecosystem

- Bi-directional integration via APIs
- Pre-built connectors for ServiceNow, Splunk, and more
- Extend chatbot capabilities with analytics and remediation

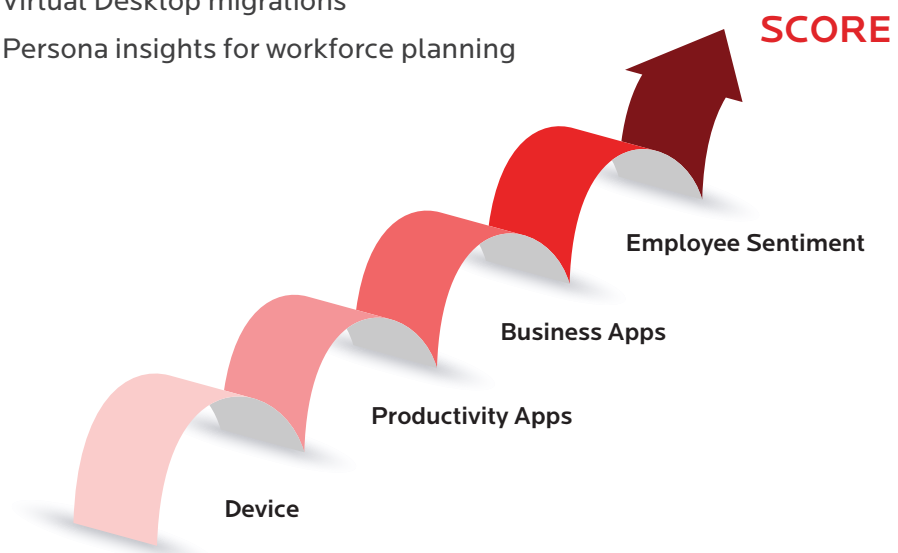


Library

5

Accelerate IT initiatives with 100+ out-of-the-box library packs. These packs deliver dashboards, engagement campaigns, and automated remediations-ready to deploy.

- Office 365 deployment & patching
- MS Teams adoption
- Virtual Desktop migrations
- Persona insights for workforce planning



SIGMA DEX Offering Advantage

- Comprehensive experience scoring
- Real-time, event-level visibility and analytics
- Targeted employee engagement
- Prioritized recommendations for proactive management

Contact Us

Want to see it in action? Write to us at
contactus@birlasoft.com

PoweringProgress

Birlasoft combines the power of domain, enterprise, and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion-dollar diversified CKA Birla Group, Birlasoft with its 12,000+ professionals, is committed to continuing the Group's 170 year heritage of building sustainable communities.

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RESOURCES