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The Microsoft Ecosystem vs TeamViewer's DEX Platform

A Comprehensive Comparison

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1. Endpoint Automation

Microsoft: The Microsoft endpoint management stack which includes Intune as part of Microsoft Endpoint Manager as well as Windows Autopatch, provides robust automation for routine endpoint tasks. Intune can automatically deploy software, apply configuration policies, enforce compliance, and push script-based "proactive remediations" on a schedule. Windows Autopatch further automates Windows and Office update cycles, moving devices through deployment rings without manual effort. These tools excel at **orchestrated updates and policy enforcement** across large fleets of devices. For example, Autopatch keeps Windows devices current with minimal admin intervention, and Intune can auto-remediate some issues (e.g. reapply settings) on its check-in intervals. However, Intune's remediation cadence is periodic (e.g. every 8 hours or daily for many policies), not instant or real-time.

TeamViewer Dex Platform (previously 1E Platform): TeamViewer's DEX platform approaches automation with a real-time and proactive architecture. Its **Endpoint Automation** (previously known as "Guaranteed State") continually monitors for compliance drift and issues and can instantly remediate them. This means if a critical service stops or a configuration drifts, TeamViewer's DEX platform can detect it and restart or correct it **within seconds**, without waiting for a scheduled cadence cycle. TeamViewer DEX also automates software reclaim (removing unused software to free licenses) and other tasks. It focuses on **autonomous self-healing**: for instance, *"if a critical service stops running, TeamViewer Endpoint Automation detects the issue and restores the service… within seconds"*[1]. In contrast, Microsoft's ecosystem might require a user to log a ticket or wait for a device check-in or a script to execute. Routine deployment tasks (OS imaging, patch installation) are still typically handled by Microsoft tools (Intune/ConfigMgr), as TeamViewer DEX does not replace those but augments them with faster remediation.

[1] A Guide to Proactive IT: What, Why, and How https://www.1e.com/blogs/a-guide-to-proactive-it-what-why-and-how/

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Summary: *Microsoft provides strong scheduled automation for software deployment and patching (e.g. Autopatch). TeamViewer DEX complements this with* ***real-time, continuous automation*** *that instantly fixes issues (self-healing) and enforces configurations through Endpoint Automation (Guaranteed State). Microsoft's approach covers the basics of getting devices configured and updated at scale, while TeamViewer's DEX platform excels at* ***on-the-fly remediation*** *and policy reinforcement between those scheduled cycles.* In practice, organizations often use Intune for baseline automation and add TeamViewer DEX to reduce the gaps in response time causing digital friction and compliance drift.

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2. Endpoint Experience & Analytics (Device/App Performance Insights)

Both platforms offer analytics on device performance and user experience, but with different depth and focus:

Microsoft: Endpoint Analytics (part of Microsoft Intune and the Adoption Score[2]) gives insight into device boot times, application crash rates, and other metrics to gauge end-user experience. Microsoft's analytics generates an **Endpoint Analytics Score** (0–100) that aggregates sub-scores for **Startup Performance**, **Application Reliability**, and **Work From Anywhere** readiness. For example, Intune tracks average boot time and sign-in time and computes a Startup score (based on boot and logon delays). It also calculates an **Application reliability score** based on crash frequency and mean time to failure for top apps. Additionally, the *Work From Anywhere*[3]score measures modern management adoption (OS version, cloud identity, Intune enrollment, Autopilot usage) to indicate how well devices are enabled for remote work. These analytics help IT identify slow startup issues, unstable applications, or devices not meeting modern standards. However, Microsoft's metrics are focused mainly on technical telemetry. They do **not capture user sentiment/feedback** out of the box, and the data is updated on a schedule (e.g. a daily upload of telemetry). With recent enhancements in Intune (the **Intune Suite's Advanced Endpoint Analytics**), Microsoft have added anomaly detection (to flag unusual spikes in crashes or boot issues)[4] and a device timeline of events, as well as a new **Resource Performance** report for CPU/RAM usage (initially for Cloud PCs). These however remain technical metrics collected via Windows telemetry; and **no built-in user satisfaction surveying** is present in Microsoft's endpoint analytics.

[2] About the Endpoint analytics scores https://learn.microsoft.com/en-us/intune/analytics/adoption-score
[3] Work from anywhere report https://learn.microsoft.com/en-us/intune/analytics/work-from-anywhere

[4] Advanced Endpoint Analytics in Intune: An Overview https://www.recastsoftware.com/resources/advanced-endpoint-analytics-in-intune/

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TeamViewer DEX: TeamViewer's platform was purpose-built for **Digital Employee Experience (DEX) analytics** and provides a more comprehensive view of device experience. The **Experience**[5] module computes an overall DEX or "Experience" score for each device and user, derived from four categories:

- **Stability:** Frequency of OS and application crashes, hangs, and service failures. (This is analogous to Microsoft's app reliability metric – TeamViewer DEX tracks crashes and blue screens as part of its Stability score.)
- **Responsiveness:** Measures items like OS boot and login duration, as well as how quickly system resources become available (i.e., time to a responsive desktop). This is similar to Microsoft's startup performance focus, but TeamViewer DEX weighs additional factors into its responsiveness metric.
- **Performance:** Ongoing resource utilization load on CPU, memory, disk, etc., reflecting if a device is consistently under heavy load. (Microsoft's base Endpoint Analytics did *not* originally include real-time resource utilization scoring for physical PCs, though Intune's new "Resource Performance" report addresses Cloud PC CPU/RAM spikes [6]. TeamViewer's performance metric is applied to all endpoints and can indicate if a device's hardware is overburdened.)
- **Sentiment: User-reported satisfaction**, gathered via integrated surveys to the end-user. This is a unique aspect – TeamViewer's platform prompts users with brief surveys (e.g. "How is your device performance lately?") and quantifies their sentiment. The **sentiment score** captures employees' subjective experience, closing the gap between pure telemetry and user perception. Microsoft has no equivalent native capability in Intune's analytics.

All these factors roll up into TeamViewer's single Experience Score per device/user, visible within dashboards (with a breakdown by Stability, Responsiveness, Performance and Sentiment). This holistic view enables IT to proactively identify unhappy users or sluggish devices even if telemetry looks fine. TeamViewer has additional data points that are real-time/continuous in addition to their dashboards as the agent reports these metrics more frequently (multiple times per hour or on events) In contrast, Microsoft's Endpoint Analytics

[5] Introducing TeamViewer Experience https://help.1e.com/TCN81/en/697583-698153-introducing-experience-analytics.html

[6] Advanced Endpoint Analytics in Intune: An Overview https://www.recastsoftware.com/resources/advanced-endpoint-analytics-in-intune/

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solely relies on Windows diagnostic data uploads typically once daily, meaning TeamViewer DEX can catch issues or improvements faster.

In practice: Microsoft has only recently begun "pushing" into endpoint performance analytics, whereas TeamViewer DEX has been doing this impressively for some time now. TeamViewer DEX is ahead in offering deep performance insights and experience scoring. Microsoft's newer features still lack some of TeamViewer's additional functionality. For example, Microsoft's analytics highlight broad issues (like an app with many crashes or a model with slow boot times) and provide industry baseline comparisons. TeamViewer's platform goes further by allowing IT to drill into an individual device's detailed metrics **live** and even query "experience" in real-time (via TeamViewer Explorer queries) see Section 5), as well as correlate technical data with user sentiment.

Table 1: Feature comparison of Endpoint Analytics and Experience

Capability	Microsoft Endpoint Analytics	TeamViewer Experience
Overall experience score	**Yes** – Endpoint Analytics Score (0–100) combining startup, app reliability, and WFA (modern management) scores.	**Yes** – Experience Score (0–100) combining stability, responsiveness, performance, **and sentiment.**
Boot/Login performance	**Yes** – Boot time and Sign-in time tracked; Startup Performance score shows impact of Group Policy, etc.	**Yes** – *Responsiveness* category includes OS startup to responsive desktop time
Application crashes / stability	**Yes** – App crash counts, mean-time-to-failure, and an App Reliability score per app and overall	**Yes** – *Stability* category covers OS crashes, application hangs/crashes and services failing.
Resource utilization performance	**Partial** – Intune's new reports (Intune Suite) add CPU/RAM spike analysis mainly for Cloud PCs. No score for on-prem PC hardware performance in basic Endpoint Analytics.	**Yes** – *Performance* category continuously measures CPU, memory, disk load against thresholds, flagging devices under persistent high load. Included in score.
User sentiment capture	**No** – Not included in Intune/Endpoint Analytics (separate MS tools like Viva Insights handle surveys, but not tied to device data).	**Yes** – Built-in survey tool to capture end-user satisfaction and pain points; contributes a Sentiment score. Can trigger surveys after incidents or periodically.

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Frequency of data refresh	Daily (devices send telemetry periodically – typically every 24h – to the cloud). Near-real-time *not* available for most metrics (aside from live logs via other tools).	Daily (device telemetry and overview) enhanced by near-real-time metrics (agent streams updates; experience dashboards reflect changes "instantly" where applicable).
Intelligent insights	**Yes -** Baselines and peer benchmarks included; Anomaly detection (with additional licensing) flags unusual trends (e.g. spike in crashes). No ML-driven experience score beyond weighting metrics.	**Yes -** Machine-learning driven scoring and alerting – e.g. TeamViewer's Intelligence can use thresholds and learned patterns to identify degrading experience. Also provides root-cause hints by correlating factors. (For instance, identifying if many affected devices share a model or update.
Contextual guidance	**Partial** – Endpoint Analytics gives recommended actions (e.g. update OS version, or optimize a policy causing slow login). Work-from-Anywhere report suggests modern management steps.	**Yes** – TeamViewer DEX can surface "insights" for IT, e.g. recommending to upgrade hardware or address a driver causing crashes. IT can also set custom thresholds that trigger notifications. (End-user guidance is handled via self-help – see later sections.)

Which is better? *For pure device telemetry, Microsoft's Endpoint Analytics covers the basics well (especially for boot and crash data) and is improving with anomaly detection and cloud PC performance metrics. However, TeamViewer DEX offers a* ***more comprehensive DEX picture*** *by adding sentiment and more granular data. TeamViewer's Experience scoring is more holistic, and its proactive nature helps IT find and fix experience issues before users complain. In real-world use, enterprises that prioritize reducing digital friction will find TeamViewer's deeper analytics and earlier start in DEX give it an edge in improving end-user experience. Microsoft's solution is valuable (and included in many licenses) but tends to be* ***reactive****, surfacing problems after they've impacted productivity, whereas TeamViewer DEX is tuned for* ***proactive insight*** *(even predicting issues). Thus, for endpoint experience monitoring,* ***TeamViewer's platform is better suited to advanced DEX needs****, while Microsoft provides a solid built-in baseline for basic performance analytics.*

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3. Device Refresh (Lifecycle & Hardware Renewal)

This category evaluates how each platform helps identify devices that need to be repaired or replaced – more particularly catching hardware issues early (while under warranty) to minimize downtime.

Microsoft: Microsoft's Intune/Analytics ecosystem does not have a dedicated "device refresh" module, but it offers some data points to inform refresh decisions. **Hardware analytics** in Endpoint Analytics can highlight aging hardware: e.g. the **Work-from-Anywhere** report's **Windows metric** tells what percentage of devices are on the latest OS or meet Windows 11 requirements, which indirectly flags older machines. More directly, the new **Battery Health report** (in Intune's Advanced Analytics suite) assesses battery capacity and runtime; it also provides a **Battery score** and flags batteries that are degraded, *"offering recommendations for improvement, including potential warranty replacements"*[7]. This means Intune can list devices whose battery capacity has dropped below, for example 80% – which might qualify for warranty service if under coverage. Likewise, community solutions using Intune's **Proactive Remediations** can monitor hardware indicators like disk SMART errors to predict drive failures[8] (though this isn't out-of-the-box; it does require custom scripting). Additionally, **Endpoint Analytics "Devices needing attention"** can highlight devices with frequent crashes or poor performance, which may be candidates for replacement. Microsoft's tools can also leverage integration with OEM services manually – for example, an administrator could import warranty expiry info from Dell/HP into Intune's asset tags, but there is no native automatic warranty lookup in Intune. In summary, Microsoft provides *data* (age, health metrics) and some guidance (Windows 11 upgrade eligibility, etc.), but **does not automatically correlate** those into a replacement/repair recommendation on a per-device basis. It is largely up to the IT department to interpret the analytics and decide refresh cycles.

[7] Battery Health https://www.recastsoftware.com/resources/advanced-endpoint-analytics-in-intune/

[8] Proactive Hard Drive Replacement with Endpoint Analytics
https://msendpointmgr.com/2021/04/21/proactive-hard-drive-replacement-with-endpoint-analytics/

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TeamViewer DEX : TeamViewer offers a focused **Device Refresh** solution (often as an add-on module to its DEX platform) designed to optimize hardware lifecycle management. It goes beyond raw data by giving **actionable recommendations for each device**. In TeamViewer's Device Refresh dashboard, every device is assigned a **status** such as **Retain**, **Reassign**, **Repair**, **Refresh**, or **Replace**[9], based on that device's health and performance metrics. These statuses are defined as follows:

- **Retain:** Device is healthy and performing well for its user – no action required.
- **Reassign:** Device is in good condition but underpowered for its current user's needs (or overpowered) – consider assigning it to a different role/user rather than buying a new one.
- **Repair:** One or more **hardware failures have been detected**, indicating the device should be repaired (this often implies it is still under warranty or fixable). For example, TeamViewer DEX might detect a failing disk or battery; if the device is within warranty, it would fall under "Repair" rather than "Replace".
- **Refresh:** The device is functioning but **not performing as expected** – this could mean it's showing consistent slowness or high resource usage (perhaps due to age or suboptimal specs). IT should consider refreshing (upgrading or replacing) it to improve the user's experience.
- **Replace:** The device is neither performing well nor worth salvaging for any user – essentially, it's a poor experience for anyone (e.g. very old or multiple failures) and should be retired and replaced.

These recommendations provide a **data-driven approach** to hardware refresh cycles. TeamViewer DEX uses health metrics (from the Experience scores and hardware telemetry) to decide statuses. For instance, if a device has frequent BSODs or SMART disk errors, it might trigger a **Repair** status because a specific component is failing (which an IT team could then swap under warranty). If a high-end user's laptop is just consistently maxing out CPU/RAM (performance score poor, but no specific broken part), it might be marked **Refresh** (replace with a new model) even if not "old" by age. The platform also provides an **"Advanced dashboard"** to filter and view devices by these statuses, and includes **financial and carbon impact** calculations – showing how much money and carbon you save by avoiding unnecessary refresh versus doing targeted ones.

[9] Device Refresh https://www.1e.com/solutions/device-refresh/

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Of note is TeamViewer's solution is customizable, administrators can adjust the thresholds or rules that classify devices, ensuring the recommendations are relevant to their environment. For example, an organization can define what contributes as "not performing as expected" or incorporate warranty period information so that a device with a failure is "Repair" (if under warranty) or "Replace" (if out of warranty). The TeamViewer DEX platform retrieves warranty data directly from supported vendors via an API which makes the solution "hyper accrate".

Table 2: Feature comparison of Device Refresh

Capability	Microsoft (Intune/Analytics)	TeamViewer Device Refresh solution
Automated device health scoring	**Partial:** Exposes metrics (e.g. battery health %, crash counts, boot time) and lets IT manually identify bad devices. No built-in per-device "health grade" for replacement (aside from generic Endpoint Analytics scores).	**Yes:** Calculates an Experience score and assigns a concrete *status* (Retain, Repair, etc.) for each device based on health/performance rules. Provides a clear recommendation.
Hardware failure detection	**Limited:** Intune can collect some indicators (battery wear, disk SMART via script). The Intune Suite Battery report flags low capacity batteries. No native disk failure report (reliant on custom proactive remediations).	**Yes:** Monitors for hardware faults (e.g. SMART errors, thermal issues, repeated crashes) as part of experience telemetry. Devices with actual hardware errors are flagged for **Repair** (fix component).
Warranty integration	**No native integration:** Admin must manually track warranty dates or use third-party tools. Microsoft's analytics might suggest "consider replacement" if performance is poor, but doesn't check warranty status.	**Via integration:** TeamViewer DEX incorporates warranty info via API or a CSV import. The "Repair" vs "Replace" logic is often configured with warranty in mind – e.g. a failing device under warranty → Repair (send to manufacturer) vs. out of warranty → Replace.
Optimization of refresh cycle	Relies on IT analysis – e.g. use Endpoint Analytics to find the worst 5% performers or oldest devices and refresh them. Microsoft provides Windows 11 readiness reports which help target upgrades,	Offers a **performance-centric approach**: Replace age-based cycles with data-driven decisions. Provides **financial and carbon impact** of deferring refresh when not needed.

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	but doesn't quantify cost/benefit of extending device life.	Essentially, TeamViewer DEX can prevent premature refresh (saving/deferring cost) and ensure necessary refresh (improving user experience).
Real-time identification	Device info updated with daily telemetry; no real-time refresh dashboard. Admin would use a report that updates periodically.	Dedicated **live dashboard** of devices and their statuses. IT can watch in real-time as devices change status (for example, if a device starts crashing and crosses a threshold, it could move from Retain to Refresh status immediately).
Action triggers	No automatic actions – IT must initiate any warranty service or ordering of new hardware via separate process when they decide.	Potential for automation – e.g. integration with ServiceNow can auto-create a ticket for "Device X requires repair" when a device enters Repair status. (This would be a custom workflow leveraging TeamViewer's APIs/ServiceNow app, but the platform enables this.)

Which is better? *TeamViewer's Device Refresh capability is **purpose-built to reduce hardware-related digital friction**. It clearly outshines the Microsoft tools in this area by providing **automated identification and guidance** for each device. Enterprises using TeamViewer DEX report more efficient refresh cycles – replacing fewer devices overall, but the right ones (often saving cost by utilizing warranties and extending viable hardware). Microsoft's ecosystem, while improving (especially with battery analytics), still leaves the heavy lifting to IT to interpret data. It doesn't proactively say "This laptop needs repair now." Thus, for organizations looking to proactively manage device lifecycles and catch failing devices under warranty, **TeamViewer DEX offers a superior, integrated solution**. Microsoft's data can contribute to the decision (and Autopilot can help deploy a new device once you decide to replace), but it lacks the end-to-end refresh workflow that TeamViewer DEX provides.*

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4. Inventory Management (Completeness, Accuracy and Integration)

Both Microsoft Intune and TeamViewer DEX collect inventory data about devices – here we compare how comprehensive and current that inventory is, and how well it integrates with other systems like CMDBs.

Microsoft: Intune maintains an inventory of all enrolled devices (hardware details and some software info). Recent updates have significantly improved Intune's inventory capabilities. As of late 2024, Microsoft introduced **Enhanced Device Hardware Inventory** for Intune-managed Windows PCs[10]. This allows Intune to gather much more detailed hardware information, such as TPM version, disk models, battery health status, and more. Administrators can enable collection of these properties via a settings catalog policy, and the data populates a **Resource Explorer** view for each device in the Intune portal. For example, you can now see all disk drives, their SMART status (in some cases), battery design vs current capacity, CPU details, etc., per device. Intune also collects basic software inventory: it lists the applications (especially modern/WIN32 apps) installed on each device under *Discovered apps*. However, historically Intune's software inventory was less complete than ConfigMgr's – it might not capture every EXE in all cases, focusing on MSI and Store apps. The new enhanced inventory is poised to improve software visibility. That said, Intune's inventory updates are **periodic**. The enhanced inventory updates every 24 hours (and only sends delta changes to reduce load). As a result, changes in device hardware or installed software are reflected by the next day in the portal.

In terms of integration, Microsoft provides APIs (Microsoft Graph) to pull Intune inventory data into other systems. There is also a **ServiceNow Service Graph Connector for Intune** available, which can sync device records from Intune into the ServiceNow CMDB[11]. This ServiceNow integration is a data sync capture (device name, specs, owner, etc.) and requires configuring a connector app on the ServiceNow application. Additionally, Microsoft's new Intune Suite allows cross-device querying of inventory using KQL (and an

[10] How to setup Enhanced device hardware inventory in Intune https://intunestuff.com/2024/12/11/enhanced-hardware-inventory-intune/

[11] Service Graph Connector for Microsoft Intune https://www.servicenow.com/docs/bundle/yokohama-servicenow-platform/page/product/configuration-management/concept/cmdb-integration-intune.html

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integration with Windows Copilot to query inventory data in natural language is being explored). In short, Microsoft's inventory is **reliable and cloud-based**, covering all Intune-enrolled endpoints (including mobile devices, which TeamViewer DEX does not cover – note also that Intune inventories iOS/Android devices' installed apps and OS too, whereas TeamViewer's focus is typically on end user devices). The **accuracy** of Intune's inventory is solid for what it collects (especially now that battery and other details are included), but **timeliness** is a limitation if you need up-to-the-minute data.

TeamViewer DEX: TeamViewer's **Inventory Insights** module is designed to give a *complete, real-time picture* of hardware and software across the enterprise. Every endpoint with the TeamViewer DEX agent continually updates its inventory data to the platform. TeamViewer DEX emphasizes that **whenever an inventory change occurs on a device, it's instantly reflected** in the platform[12]. In practice, this means if a user installs or uninstalls an application, or if a hardware component changes, the TeamViewer DEX agent sends an update event rather than waiting for a scheduled scan. This leads to an extremely **current and accurate inventory** at all times.

The breadth of data is also extensive: TeamViewer DEX collects detailed hardware attributes (manufacturer, model, serial, CPU, RAM, disk, NICs, BIOS, *battery health*, etc.) and *full software inventory*. A notable feature is **software title normalization** – TeamViewer DEX normalizes software entries into consistent vendor-product names (much like a SAM tool), so you don't end up with multiple entries for "Microsoft Word 16.0" vs "MS Office Word" etc. This normalization helps IT clearly see how many devices of a given software title, which is great for license management and identifying unauthorized software. Essentially, TeamViewer DEX Inventory provides a single source of truth for both hardware and software assets in real time.

With respect to integration: TeamViewer DEX has strong capabilities to integrate inventory data into other systems. They provide a **ServiceNow Service Graph Connector for TeamViewer** (certified by ServiceNow) that populates the ServiceNow CMDB with TeamViewer's endpoint data. Because TeamViewer's data is current and includes user-to-device mapping, the CMDB fed by TeamViewer DEX is "hyper-accurate" and sustains **completeness and correctness** over time. The integration also links the user

[12] Inventory Insights https://www.1e.com/platform/inventory-insights/

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identities to devices which is helpful for incident management. In addition, TeamViewer DEX offers open REST APIs, a PowerShell SDK, and other means to query or export data[13], giving flexibility to feed other IT systems. One advantage observed in practice with TeamViewer DEX is that service desk agents can trust that the inventory data (e.g. what software is on the device, what the device specs are) is current to the last minute, whereas traditional CMDB data might be days or weeks old.

Table 3: Feature comparison of Inventory

Capability	Microsoft Intune Inventory	TeamViewer Inventory Insights
Hardware details	Good coverage (device model, OS, processor, RAM, disk size, etc.). New enhanced inventory adds TPM, battery stats, disk info. Mobile device info (IMEI, etc.) for phones.	Very comprehensive (all PC attributes including firmware details, network, peripherals, **battery health**, warranty fields if provided, etc.). Focus on endpoint devices (Windows, macOS; TeamViewer DEX can also inventory servers). No mobile.
Software inventory	Lists installed applications per device. (Historically could miss some EXE-based apps; improved over time.) No normalization – names appear as reported by OS.	**Complete software inventory with normalization** of vendor and product names. Also tracks usage for software reclaim (unused apps). This gives a clean, usable software catalog.
Timeliness of updates	Periodic (24-hour refresh for full inventory by default). Device must be online and enrolled to report. Near-real-time queries require using other tools (e.g. running a script).	**Real-time (event-driven)** – inventory changes update immediately in the platform. Even if device is offline, last known state is retained; updates sync as soon as it's online.
Completeness /Accuracy	Reliable for all managed devices. Might not capture devices not enrolled in Intune (e.g. a rogue device). Data accuracy is high, but stale if device hasn't checked in.	Agent-based coverage of any device with agent installed – often deployed to all corporate endpoints. Because of continuous updates, data

[13] ITSM Tools https://itsm.tools/solution-snapshot-dex-solutions-in-the-servicenow-partner-ecosystem/#:~:text=Each%20DEX%20solution%20provider%20offers,approach%20for%20creating%20bespoke%20integrations

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		is **highly accurate**. Includes user-to-device linkage (which Intune also has via Azure AD user/device join). TeamViewer's Service Graph ensures a "lean CMDB" with correct data.
Integration options	Graph API for custom export; **ServiceNow Intune Connector** to sync device CIs; integration with Azure Monitor or PowerBI for reports. Intune also offers a **"Intune Data Warehouse"** for reporting.	**Native ServiceNow connectors** (Service Graph/CMDB integration and ITSM workflow integration); plus open REST API, PowerShell SDK. TeamViewer's CMDB sync brings in real-time data + user mapping for more effective incident/change management.

Which is better? *If the goal is a **complete, always up-to-date inventory with deep details**, TeamViewer DEX has the advantage. Its real-time updating and normalized software catalog mean IT gets a single source of truth with minimal manual effort. This can improve everything from asset management to security audits. Intune's inventory has dramatically improved (especially with the new hardware reporting capabilities), so for many basic needs it is "good enough" – and it covers mobile devices which TeamViewer DEX doesn't. However, Intune's inventory is still **point-in-time** (daily snapshots) rather than truly live. In fast-moving environments, or where precise software counts are required, TeamViewer's accuracy and instant reflection of changes reduce the risk of data being out of sync. Moreover, when integrating with ITSM/CMDB, TeamViewer's data being seconds-fresh and including user context leads to better outcomes and less guesswork. Microsoft's ecosystem provides the fundamentals and broad coverage (especially for all types of devices under management), but **TeamViewer's inventory solution is more robust and integrated for DEX purposes**, ensuring that any inventory-related digital friction (e.g. wrong data leading to wrong decisions) is minimized.*

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5. Real-Time Explorer & Troubleshooting (Live Diagnostics and Remediation)

A key part of improving digital employee experience (DEX) is the ability to **diagnose and remediate issues in real-time**, ideally without waiting for the user to log a lengthy ticket. This section compares how Microsoft and TeamViewer DEX enable live exploration of endpoint state and remote troubleshooting.

Microsoft: Microsoft's primary endpoint management tools (Intune, ConfigMgr) are not traditionally real-time – they operate on a manage/monitor model where devices check in on a schedule. However, Microsoft has introduced some features to assist helpdesk agents in troubleshooting devices on the fly:

- **Intune Troubleshooting Pane:** Intune provides a per-user or per-device troubleshooting view, showing device details, recent compliance or deployment errors, etc., to help service desks investigate an issue. This is useful but read-only and not interactive beyond offering remote actions like "Sync" or "Collect diagnostics."
- **Collect Diagnostics:** Intune can initiate a remote diagnostic log collection from a Windows device (which, when the device next comes online, gathers logs and uploads them for the admin to download). This is helpful for deep dive, but it's asynchronous and can take minutes or hours depending on check-in.
- **Proactive Remediations:** Intune can deploy scripts that run on a schedule to detect and fix known issues. Whilst not real-time, these can be scheduled as frequently as every hour. It's a proactive measure but not a live "on-demand" query.
- **Remote Help (and Remote Desktop):** Microsoft's **Remote Help** is a cloud service (add-on to Intune) that allows a helpdesk to start a remote screen-sharing session with a user's Windows PC[14]. This is a **live support session**, akin to traditional remote control tools. It's valuable for seeing what the user sees and manually troubleshooting in real-time with the user. However, it requires the user's consent and active participation. Remote Help is more about assisted support than

[14] ServiceNow Integration with Microsoft Intune https://learn.microsoft.com/en-us/intune/intune-service/fundamentals/service-now-integration

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automated diagnostics. (Microsoft also has legacy Quick Assist and Remote Desktop for admin, but those are outside Intune's scope.)

- **Microsoft Defender for Endpoint (MDE) Live Response:** It is worth noting MDE includes a *Live Response* console for security analysts – you can open a remote shell on an endpoint to collect forensic data or run scripts in real-time when investigating a threat. In theory, that could be used for general troubleshooting (it lets you fetch files, query running processes, etc.), but it's intended for security incidents and requires the device to be onboarded to MDE and a security role to use. It's not typically an IT support tool for everyday performance issues.
- **Advanced Hunting/Azure Monitor:** Indirectly, an administrator could use MDE's advanced hunting or Azure Log Analytics if certain device signals are being sent there, but that's more "after the fact" data analysis, not live querying of the endpoint's current state.

In summary, Microsoft's approach to live troubleshooting is somewhat fragmented: Remote Help covers user collaboration; Intune can start some remote actions (reboot, sync policies, etc.) and gather logs; but there isn't a one-stop interactive query interface for an admin to ask a device questions in real-time (e.g. "what processes are using high CPU right now on John's PC?" cannot be answered instantly via Intune alone).

TeamViewer DEX: TeamViewer DEX was arguably *designed* for this real-time query and control scenario. The core of the solution is an in-memory engine that can execute "instructions" on one, many, or all endpoints and return results **immediately** (scaling to tens of thousands of endpoints in seconds). Through the Explorer UI, an administrator or support agent can type natural language questions or run pre-built queries that the agents respond to in real-time. For example, an admin can query *"Which devices have <5% free disk space?"* or *"What is the current CPU utilization and top process on Jane Doe's laptop?"* and get answers back almost instantly from the TeamViewer DEX agent on those endpoints. This immediacy is a game-changer for support: instead of relying on the user to describe a problem or waiting for telemetry to upload, the support engineer can *inspect the device live and in real-time*.

In addition to querying, TeamViewer DEX allows real-time **remediation actions** to be taken. For instance, if a support agent finds a runaway process or a stuck service, they can remotely terminate that process or restart the service via the Explorer UI, **within the same interface and in seconds**. It's essentially real-time remote management at

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the *tooling* level (without needing full remote desktop). And it's not limited to one machine – one can push an action to many devices (useful if a widespread issue is detected, e.g. "clear a certain temp cache on all devices with low disk space"). These actions can be executed without end-user intervention and without heavy network overhead.

TeamViewer DEX also facilitates real-time troubleshooting via ServiceNow integration. With **TeamViewer ServiceNow ITSM Connect**, a helpdesk analyst working in ServiceNow can pull up TeamViewer DEX real-time data or run instructions without leaving the ticket screen[15]. This tight integration means faster incident resolution: *the service desk can retrieve information and take action with a push of a button, operating on data that is seconds old…taking the guesswork out of troubleshooting"*. In practice, this could be a "Run Diagnostics" button in ServiceNow that, through TeamViewer DEX, fetches the current CPU, memory, top processes, etc. from the user's device while the user is on the line – something Intune alone cannot do live.

TeamViewer's agent is always-on and lightweight, so it can handle these queries on demand without bogging down the device. Another bonus: TeamViewer DEX can do this even if the device is not on VPN or corporate network, as long as it has an internet connection to reach the cloud platform (similar to Intune's cloud approach).

For guided remediation, TeamViewer DEX also supports **automated instructions** that can be triggered via chatbot or self-service (see next section), but focusing on live IT use: TeamViewer DEX gives L1/L2 support unprecedented visibility (e.g., list of all running services and their statuses, installed hotfixes, registry values, etc., all in real-time) and control (execute scripts/changes in real-time across one or many endpoints).

[15] ITSM Connect
https://store.servicenow.com/store/app/fd1ba32a1b246a50a85b16db234bcb0f#:~:text=1E%20ITSM%20Connect%20,Real%20time%20device%20information

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Table 4: Feature comparison of Real-time troubleshooting

Capability	Microsoft Ecosystem	TeamViewer DEX Platform
Immediate data query (ad-hoc)	**Limited:** No general interactive query to in Intune. Must rely on pre-collected data or initiate log collection (which is delayed). MDE Live Response allows PowerShell on a device, but for security use and one device at a time.	**Yes – Explorer:** Query any device or group in real-time (e.g., running processes, config settings, error logs) and get answers in seconds. Supports complex queries across thousands of endpoints instantly.
Real-time remediation actions	**Partial:** Intune offers remote actions like restart, sync policies, or wipe, but these are one-way and not "live feedback" (you issue them and wait). Remote Help allows manual fix by actually controlling the desktop. No built-in scripting on-demand (only scheduled).	**Yes:** TeamViewer DEX can execute remediation instructions on devices immediately – e.g. clear a registry key, restart a service, kill a process, install a patch – with results returned in real-time. Supports running custom scripts/"Instructions" on-demand globally. Essentially live remote management without full remote desktop.
Service desk integration	**Basic:** Viewing device info and past incidents in Intune's console for a user. No ability to run actions from ServiceNow directly (incidents have to be handled in Intune separately).	**Advanced:** ServiceNow plugin allows running TeamViewer DEX queries/actions from within an incident ticket. Real-time endpoint data is accessible in the ITSM tool, and tickets can be automatically updated with TeamViewer DEX findings.
Remote control of user's screen	**Yes:** via **Remote Help** (or Teams/Quick Assist) – useful for UI issues or training the user. (This is interactive but requires user involvement).	**Indirect:** TeamViewer DEX currently does not offer screen-sharing (though **TeamViewer**, the parent company, obviously has that – and there is an integration between TeamViewer remote control and Intune/TeamViewer that can be leveraged). In practice one might use a separate remote control tool if needed.

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		TeamViewer DEX focuses on non-disruptive fixes.
Scope: single vs multiple devices	Mostly one device at a time (troubleshooting is typically user-specific in MS tools). Intune can run a script on many devices via proactive remediation, but not interactively observe all results at once.	Can target one, many, or all endpoints with a query or fix simultaneously. Results can be aggregated (e.g., "10 devices returned error X"). This is powerful for identifying if an issue is widespread.
Speed	Varies – often minutes or hours (next check-in) for Intune actions/logs. Remote Help is real-time for visual assistance.	**Real-time (seconds)** for queries and actions. Designed for speed at scale.

Which is better for *live diagnostics and rapid remediation?* *TeamViewer DEX is clearly superior. Microsoft's tools have made strides (especially with Remote Help for human-to-human support), but they lack the instantaneous, automated query/action capabilities that define a true DEX-oriented support model. With TeamViewer DEX, support teams can be **proactive and surgical** – diagnosing issues before a ticket is even raised and fixing them in the background. It has to be mentioned that Microsoft often adds features later that TeamViewer DEX already has, and even then Microsoft's versions "don't have all the additional functionality" of TeamViewer DEX. Real-time troubleshooting is one such area – Microsoft is starting to introduce things like endpoint analytics anomaly alerts, but to actually drill down and resolve an issue in real-time, TeamViewer's DEX Platform is significantly stronger that Microsoft. It reduces mean-time-to-resolve dramatically by cutting out delays in data gathering and enabling one-touch fixes. In terms of DEX goals, this capability directly **accelerates resolution** and minimizes disruption. Microsoft's approach, while improving, is still more **reactive** – often waiting for the user to report an issue and then using tools to assist, whereas TeamViewer DEX allows IT to detect (via analytics) and immediately remediate many issues behind the scenes.*

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6. ITSM Integration (ServiceNow integration, Ticketing Automation, Proactive Incident Management)

A significant aspect of DEX is integrating with IT Service Management processes to handle incidents and changes effectively and efficiently – ideally in a proactive or automated fashion. Here we compare how Microsoft and TeamViewer DEX connect with systems like ServiceNow for ticketing, and how they support proactive ITSM workflows.

Microsoft: Microsoft Intune and related tools have some integration with ITSM, but it's relatively nascent and very deeply embedded:

- **ServiceNow Incident Visibility:** A recent integration allows helpdesk agents using Intune's console and ServiceNow to see ServiceNow incident details directly in Intune's troubleshooting pane[16]. For example, when viewing a user in Intune, the admin can view their past or current ServiceNow tickets. This helps provide context during support but is read-only from an Intune perspective.
- **Intune ServiceNow Connector (CMDB):** ServiceNow offers a **Service Graph Connector for Microsoft Intune** which, when configured, will pull device inventory data from Intune into the ServiceNow CMDB as Configuration Items. This keeps the CMDB up-to-date with Intune's view of devices (device name, owner, OS, etc.). It's useful for asset management and for linking incidents to the correct device CI. However, this is essentially data synchronization – it doesn't enable any real-time actions from ServiceNow into Intune.
- **Ticket creation/automation:** Out of the box, Microsoft doesn't automatically create incidents for endpoint analytics issues. IT requires a solution like Power Automate or custom scripting it wanted an Endpoint Analytics alert (like a device with a poor score) to open a ServiceNow ticket.
- **ServiceNow Spoke/Workflows:** Microsoft has published a **ServiceNow Intune "Spoke"** (part of Integration Hub) which provides some Intune actions that can be used in ServiceNow Flow Designer (like retire/wipe a device when triggered by a ServiceNow workflow)[17]. When a ServiceNow change request is approved to

[16] ServiceNow Integration with Microsoft Intune https://learn.microsoft.com/en-us/intune/intune-service/fundamentals/service-now-integration

[17] Microsoft Intune Spoke https://www.servicenow.com/docs/bundle/yokohama-integrate-applications/page/administer/integrationhub-store-spokes/concept/ms-intune-spoke.html

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decommission a device, the workflow can call Intune to wipe it. This is helpful for automating known processes but not specifically DEX enhancements.

- **Proactive incident management:** Microsoft's approach is mostly through analytics and alerting. For instance, Anomaly detection might alert IT about a spike in crashes, but it doesn't automatically open incidents or notify affected users – it's up to IT to use that info. There is also **Integration with Azure Monitor/Log Analytics** where Intune data can be sent and then one could use Azure Monitor's ITSM connector to create incidents. These require considerable custom setup however.
- **Other ITSM tools:** Microsoft's cloud management APIs allow integration beyond ServiceNow (for example, some organizations integrate Intune with BMC Remedy or others via Graph API for CMDB). But again, those are custom or third-party solutions.

Overall, Microsoft is improving integration (especially given the recognition that modern management needs to tie into ITIL processes), but it's somewhat **basic and uni-directional** (pulling data into ServiceNow and viewing incidents in Intune). It doesn't yet have a rich, bi-directional automation where ServiceNow can remediate issues via Intune in real-time and/or where Intune auto-generates ServiceNow tasks in a sophisticated way.

TeamViewer DEX: TeamViewer has made ServiceNow integration a key selling point, recognizing that a great deal of IT support workflow lives in ServiceNow. Let's break down TeamViewer's ITSM integration capabilities:

- **ServiceNow Certified Apps:** TeamViewer has at least **six** ServiceNow applications. Key ones include:
    - **TeamViewer ServiceNow ITSM Connect:** Allows ServiceNow incident forms to communicate with TeamViewer DEX. A support agent within ServiceNow can retrieve real-time device info (CPU, disk, compliance state, etc.) and even run remediation actions on the device via TeamViewer DEX, all from the incident record. This saves the agent from switching to a separate console providing a "single pane of glass" solution.
    - **TeamViewer ServiceNow Virtual Agent Integration:** This enables ServiceNow's chatbot to leverage TeamViewer DEX. For example, an employee could chat "My Wi-Fi is slow" to the Virtual Agent, and through TeamViewer DEX, the bot could run a remediation on the user's PC to reset

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the Wi-Fi adapter or check Wi-Fi signal, then either auto-resolve or give tailored advice. This is both a form of **self-service** and automated incident handling.

- **TeamViewer Service Graph Connector:** (discussed earlier in Inventory) – populates a CMDB with TeamViewer DEX data, ensuring accuracy for all devices.
- **TeamViewer ServiceNow Ticket Automation:** TeamViewer DEX can automatically create or update tickets. For instance, if TeamViewer's Experience scores detect a severely degraded device, TeamViewer DEX can be configured to open a ServiceNow incident and even populate it with diagnostic info. Or as a more routine example, TeamViewer's software reclaim process might create a ticket to notify IT of reclaimed licenses or to track an approval.

- **Proactive Incident Management:** TeamViewer's philosophy is proactive IT – detect and fix issues *before* the user calls[18]. Through integration, this means fewer incidents get created in the first place (auto-heal, as discussed), but when incidents do occur, TeamViewer DEX can shorten their lifecycle. For example, TeamViewer's platform might notice a device's application is crashing repeatedly; it could trigger an automated fix (like reinstalling the app) and simultaneously log an incident noting "Application X was crashing; auto-remediation applied via TeamViewer DEX," which can be linked to the user's record for visibility. It should be noted that a lean CMDB with real-time data improves change and incident management because the support teams have accurate data to base decisions upon.
- **Integration breadth:** TeamViewer DEX also supports integration with other ITSM or management tools via its API and SDKs (PowerShell, etc.). ServiceNow is the main integration focus however.

[18] A Guide to Proactive IT: What, Why, and How https://www.1e.com/blogs/a-guide-to-proactive-it-what-why-and-how/

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Table 5: Feature comparison of ITSM Integration

Capability	Microsoft Ecosystem	TeamViewer DEX Platform
Device CI synchronization	Yes – Service Graph Connector imports Intune device data to SN CMDB. Keeps inventory in sync (daily/regular sync).	Yes – TeamViewer Service Graph Connector does the same, with arguably more complete data (user/device mapping, software, etc.) and real-time updates. Ensures a "hyper-accurate" CMDB.
Incident context in management tool	Yes – ServiceNow incidents visible in Intune console (for helpdesk using Intune). Provides incident history when looking at a device.	(Reverse context) – TeamViewer DEX data visible in ServiceNow incident (for helpdesk using SN). Agents can pull real-time device metrics and execute actions from within the incident. This embeds endpoint management into the ITSM workflow.
Automated ticket creation	No native automated incident creation from Endpoint Analytics or Intune alerts. Requires custom integration or manual processes.	Possible and supported – TeamViewer DEX can trigger ServiceNow incidents or events based on rules (e.g., Experience score drop, or hardware failure detected can create an incident or problem ticket). Many customers integrate TeamViewer DEX alerts with ServiceNow for proactive tickets. (E.g., a memory leak detected on many PCs could create a Problem record automatically.)
Virtual Agent (Chatbot) support	None specific to Intune/analytics. (ServiceNow Virtual Agent could connect to Microsoft Q&A or Knowledge Base, but not to Intune actions by default.)	Yes – TeamViewer DEX is one of the few major DEX tools that has a published SN Virtual Agent integration. This allows end-users to interact with a chatbot that runs TeamViewer DEX instructions for self-help (like troubleshooting steps, checking device health, installing software, etc.) without involving the service desk.

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ITSM-driven remediation	Partially – ServiceNow workflows can call Intune (via Graph API or Intune Spoke) for certain actions (e.g., wipe device on approval). But not a broad set of remediation (no one-click "fix VPN" from ServiceNow through Intune, for example).	Yes – ServiceNow can be configured with one-click fix buttons (powered by TeamViewer DEX). For instance, a ServiceNow incident for "PC performance issue" could have a TeamViewer DEX button to "Clear temp files & restart Explorer" that the agent clicks and TeamViewer DEX executes on the device immediately. This tight coupling dramatically speeds up support response within the ticketing process.

Which is better? *TeamViewer DEX provides a **much deeper and more seamless integration with ITSM (especially ServiceNow)**. It effectively brings real-time endpoint management into the service desk's hands within their familiar tools, and even to end-users via self-service chatbots. This leads to **proactive and even autonomous incident management**: issues can be detected and fixed with minimal human intervention, and when service desk agents are involved, they have powerful data and actions at their fingertips. Microsoft's integration is improving but still largely focuses on data synchronization and parallel usage (using Intune alongside ServiceNow) rather than true workflow unification. For organizations using ServiceNow, TeamViewer's solution is better suited to reducing resolution times and improving employee experience. It enables capabilities like automated ticket resolution (tickets that close themselves after running a TeamViewer DEX fix) and proactive ticket creation with rich info, which **reduces the mean time to resolve and the effort required by IT**, directly aligning with DEX goals (less friction and downtime).*

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7. Other DEX Features (Self-Healing, Self-Service, Guidance, Sentiment, etc.)

Beyond the core categories above, there are additional Digital Employee Experience features and capabilities that each platform offers:

- **Self-Healing Automation:** This refers to the system automatically fixing issues in the background without user involvement. Microsoft has *some* support via Intune's proactive remediation scripts (e.g., a script can check if a service is stopped and start it – but these run on schedule, not instantly). Windows also has some self-healing (e.g., if Windows Search service crashes, it might restart by OS default, or if an app is corrupt, the new Store can auto-reinstall it). However, these are not centrally orchestrated or comprehensive. TeamViewer DEX is explicitly strong in self-healing: its Guaranteed State policies continuously enforce desired settings – if a config drifts or a critical process stops, TeamViewer DEX will auto-correct it immediately[19]. These Guaranteed State rules remain in force whether the device is on network or off. TeamViewer DEX can also script complex healing routines (like flush DNS cache when network issues are detected, etc.). **Advantage:** TeamViewer DEX, for truly autonomous remediation of endpoint issues (thus preventing incidents proactively and more importantly in real-time). Microsoft's approach is improving (especially as they incorporate more monitoring – one could envision future Windows using AI to self-tune, but as of now it's mostly admin-defined scripts).
- **Self-Service for Employees:** Microsoft provides the **Company Portal** app where users can install available apps, see their device compliance, and contact support (it can integrate with Teams for requesting help). But it doesn't guide troubleshooting or allow the user to fix things beyond offering software installs. Microsoft Viva Insights is an end-user tool but focuses on work habits, not device issues. TeamViewer DEX, on the other hand, enables IT to deliver **self-service fixes** through the ServiceNow Virtual Agent or a portal. For instance, a user could open a "TeamViewer Self-Service" interface (or chat) to run a health check on their device or initiate a known fix (like clear browser caches, reset their password, request software, etc.). TeamViewer's Virtual Agent integration means users can get immediate help 24/7 for common issues – *without* waiting for IT. This reduces digital

[19] A Guide to Proactive IT: What, Why, and How https://www.1e.com/blogs/a-guide-to-proactive-it-what-why-and-how/

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friction significantly by empowering users. **Advantage:** TeamViewer DEX (Microsoft has nothing equivalent built-in to Intune; any chatbot would be a custom build and wouldn't have the real-time remediation backend that TeamViewer DEX provides).

- **Proactive Guidance and Notifications:** This involves informing or nudging users to prevent issues – e.g., warning them "Your disk is almost full, click here to clean up" or "You've been on an old VPN client, please upgrade." Microsoft's ecosystem doesn't have a personalized proactive guidance system for endpoint experience. (They do have productivity tips in Viva, and IT admins can send notices via Teams or email, but it's not automated based on device telemetry). TeamViewer DEX can deliver **proactive messages** to users triggered by device conditions. TeamViewer DEX can pop up a notification when it detects something – for example, if a user's device has a very low experience score or a failing battery, TeamViewer DEX could prompt: "We noticed your device performance is suffering. Would you like to open a ticket to get help or run an auto-fix?" This kind of *proactive engagement* reduces frustration – users feel IT is on top of things. **Advantage:** TeamViewer DEX (due to its real-time insight and integration to communication channels).
- **Sentiment Analysis:** We covered this in section 2 – Microsoft doesn't capture user sentiment in Endpoint Analytics, whereas TeamViewer DEX does via surveys. This means TeamViewer DEX can do sentiment analysis not only at device level but across the organisation – identifying trends like "marketing team is unhappy with IT after a recent change" through survey feedback. They can correlate sentiment with technical issues (perhaps users rate low sentiment on devices that have poor stability scores). This qualitative feedback loop is **critical to true DEX management** and the ability to capture end-user sentiment should be a critical element in any DEX strategy. **Advantage:** TeamViewer DEX.
- **Analytics & AI:** Both platforms are leveraging analytics and some AI. Microsoft uses cloud analytics and is starting to use ML for anomaly detection. TeamViewer DEX employs intelligence to derive scores and identify patterns. However, at this point TeamViewer's analytics are more DEX-specific (like using machine learning to weigh what factors most impact experience), whereas Microsoft's are more IT ops (they recently introduced an AI "copilot" to help admins query Intune data, but that's admin-facing). Neither has fully autonomous AI remediation yet (though TeamViewer DEX calls itself "autonomous DEX" platform in vision). For now, **both are evolving** here, with Microsoft having the raw ML resources and TeamViewer DEX having the specialized focus.
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Table 6: Feature comparison of other DEX features

Capability	Microsoft Ecosystem	TeamViewer DEX Platform
Self-healing Automation	Limited – via scheduled proactive remediation scripts (e.g., fix known issues hourly). Some auto-recovery in Windows for specific services, but no centralized autonomous healing for experience issues.	Yes – **Autonomous remediation** of issues via T Guaranteed State. TeamViewer DEX continuously monitors and fixes compliance drift or faults (e.g. auto-restart failed services, reset configurations). *Example:* Team Viewer DEX can detect a stopped VPN agent and immediately restart it, avoiding a help desk call.
Employee Self-Service	Basic – Company Portal lets users install apps or perhaps remote wipe their device; no interactive troubleshooting. (No native IT virtual agent for device issues.)	**Strong – Integrated self-service** through ServiceNow Virtual Agent. Users can initiate fixes or request software/hardware through a chat or portal, and TeamViewer DEX fulfills it automatically. This reduces the need to call IT for common tasks (e.g., "unlock my account" or "install Adobe").
Proactive User Guidance	Minimal – Microsoft doesn't push device-specific guidance. IT admins can manually send messages via Endpoint Manager or use Teams for communications but not automated from device signals.	**Yes – Proactive notifications** possible. TeamViewer DEX can notify users of issues or actions (e.g., "Your device is underperforming, we will schedule a replacement" or "Please reboot to improve performance"). Admins can set rules to prompt users constructively. TeamViewer DEX also supports campaigns/surveys to engage users about IT changes.
Sentiment Analysis	No – Intune/Analytics does not gather user satisfaction. Microsoft might rely on external surveys or Viva Pulse, but those aren't tied to device telemetry.	**Yes – Built-in sentiment capture and analysis** TeamViewer DEX surveys users and correlates their sentiment with technical data. This allows

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		IT to prioritize what *users* care about, not just what the device metrics identify.
Overall DEX Score/Index	Partial – Microsoft's Endpoint Analytics score covers performance metrics but omits sentiment and some other factors. Microsoft Productivity Score (separate) covers app usage/productivity, not device health.	Yes – TeamViewer DEX provides a comprehensive DEX score (Experience Score) including technical (objective) and human factors (subjective). It offers a more complete DEX index for the organization.
Cross-platform support	Intune can manage Windows, macOS, iOS, Android (inventory and some policies). Endpoint Analytics, however, is primarily for Windows 10/11 (analytics for other OS are very limited or none).	TeamViewer DEX agent supports Windows, and also macOS (and some Linux) for inventory and experience metrics. (Most TeamViewer DEX features focus on Windows/Mac where employees face most productivity issues.) Mobile is not covered by TeamViewer DEX – Microsoft covers mobile via Intune MDM.
Security integration	Microsoft Defender provides great security (AV, EDR). While not a DEX feature per se, it reduces security incidents (a form of digital friction). Intune compliance policies tie into user experience by keeping devices secure and stable.	TeamViewer DEX isn't a security suite, but its real-time capabilities can be used by SecOps (some organizations use TeamViewer DEX to rapidly deploy patches or isolate machines during outbreaks). TeamViewer DEX ensures security compliance drift is fixed too (via Guaranteed State), complementing Defender. Patch Insights, another add on feature of TeamViewer DEX assists with "last mile" patching of troublesome devices and provides real time updates on patch deployments.

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Overall Suitability to DEX Goals: Both Microsoft's and TeamViewer's offerings ultimately aim to reduce digital friction, improve employees' digital experience, and speed up resolution of issues – but they approach it differently:

- **Reducing Digital Friction:** Microsoft tackles this largely by ensuring devices are well-managed (patched, compliant, standardized) so fewer things go wrong. Windows Autopatch and Intune's enforcement of config/compliance can prevent many problems (e.g., avoiding malware via patching, standard configurations that users can't misconfigure). TeamViewer DEX attacks friction from a different angle: it watches for any hiccups in real-time and fixes them or guides the end user through them. For instance, if an app freezes, TeamViewer DEX can automatically kill and restart it or at least log the event for IT to address proactively. The *user* might not even notice or need to call IT. So, **in dynamic friction reduction, TeamViewer DEX leads** – it actively removes obstacles as they appear (or before they appear), whereas Microsoft's approach is more preventive (set things up to be reliable). Both are important, but TeamViewer DEX provides that extra safety net, proactiveness and agility.
- **Improving Experience:** Microsoft provides metrics and some tooling to measure experience, but TeamViewer DEX actually improves experience through its faster remediation and sentiment feedback loop. By listening to users (surveys) and constantly optimizing endpoints (via automation), TeamViewer DEX more directly improves the day-to-day digital experience of the end user. By analogy, one could say that Microsoft provides the roads and basic traffic laws for the digital workplace, whilst TeamViewer DEX is the smart traffic system that smooths out the ride (fixing potholes instantly and adjusting traffic lights in real-time).
- **Accelerating Resolution:** Microsoft's contribution here is through things like Remote Help (letting IT fix user issues faster by seeing the problem) and through cloud management (an admin can, from anywhere, reset a device or push configurations with no on-prem requirement. Microsoft also has an extensive knowledge base and communities to help resolve known issues (which indirectly helps IT resolve issues faster when they occur). But when it comes to *actual incident resolution speed*, TeamViewer's real-time capabilities and automation are a clear winner. Issues that would normally require a Level 2 escalation and hours of back-and-forth can sometimes be identified and resolved in minutes with TeamViewer

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DEX. For example, a widespread Outlook hang issue could be recognized via TeamViewer DEX query and mitigated by a script globally, with a single engineer in a few minutes – whereas without such a tool, it might have taken dozens of tickets and a patch weeks later.

In **documented enterprise use**, many organizations use both: Intune for core device management and TeamViewer DEX for enhanced DEX. Microsoft often lags in features that TeamViewer DEX already has, and even when added, Microsoft's versions lack some functionality and endpoint performance analytics is an area where this is apparent. Microsoft is catching up, but TeamViewer DEX continues to innovate and deliver value.

Microsoft's ecosystem is extremely valuable as the foundation – it provides the necessary device configuration, security, and baseline analytics in a unified way. However, for organizations truly focusing on **maximizing Digital Employee Experience**, the TeamViewer DEX platform offers specialized, real-time and user-centric capabilities that fill the gaps in Microsoft's suite. It brings an **autonomous, proactive approach** vs. Microsoft's mostly reactive tools.

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8. Final Verdict

*The **Microsoft ecosystem** (Intune, Endpoint Analytics, Defender, Autopatch) is excellent for **managing and securing endpoints at scale**, which indirectly supports DEX by providing stability and consistency. But when it comes to **actively monitoring and optimizing the experience** on those endpoints – detecting friction and eliminating it quickly – the **TeamViewer DEX platform is better suited** to achieve those DEX outcomes. It was built to reduce frustration (through instant remediation and self-service), to improve experience (through comprehensive analytics and user feedback), and to accelerate resolution (through real-time diagnosis/actions). In an ideal enterprise scenario, these two are not an either-or: they complement each other, with Microsoft handling the essential management tasks and TeamViewer DEX layering on an experience-focused management lens. But if an organization's goal is to dramatically elevate digital employee experience and minimize digital friction, TeamViewer's DEX platform provides capabilities and proven results in areas that the Microsoft tools alone currently cannot match.*

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