



2025



# IT End-User Experience Gap Report

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Where IT perception and user reality diverge  
and what leaders can do about it.



# The digital workplace is at a crossroads.



For most employees, the desktop is the workday. It’s the system they notice only when something goes wrong — when applications lag, when access is blocked, or when support feels slow to respond. For IT leaders, the desktop is more than a device: it’s the frontline of trust, productivity, and risk.

Our 2025 IT End-User Experience Gap Report highlights where leaders, engineers, and end users see that experience differently. Based on surveys of 117 IT leaders and 251 end users across industries and environments, the data reveals consistent gaps.

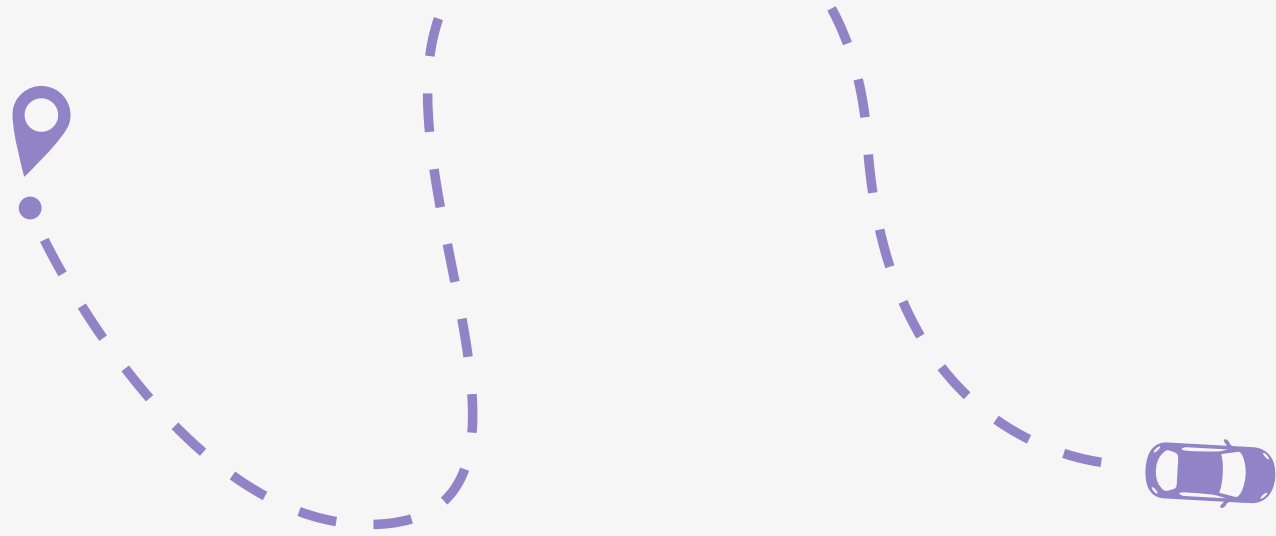
## Methodology

This report is based on two surveys conducted in August 2025 using SurveyMonkey’s market research panel:

- **117 IT leaders** — senior managers and executives from U.S.-based companies with 1,000+ employees, managing environments across physical desktops, VDI, DaaS, BYOD, and hybrid.
- **251 end users** — employees from the same demographic pool, representing a mix of industries, job levels, and device types.

Surveys included mirrored “gap analysis” questions so IT leader perceptions could be directly compared with user experiences, plus open-ended questions to capture qualitative insights.

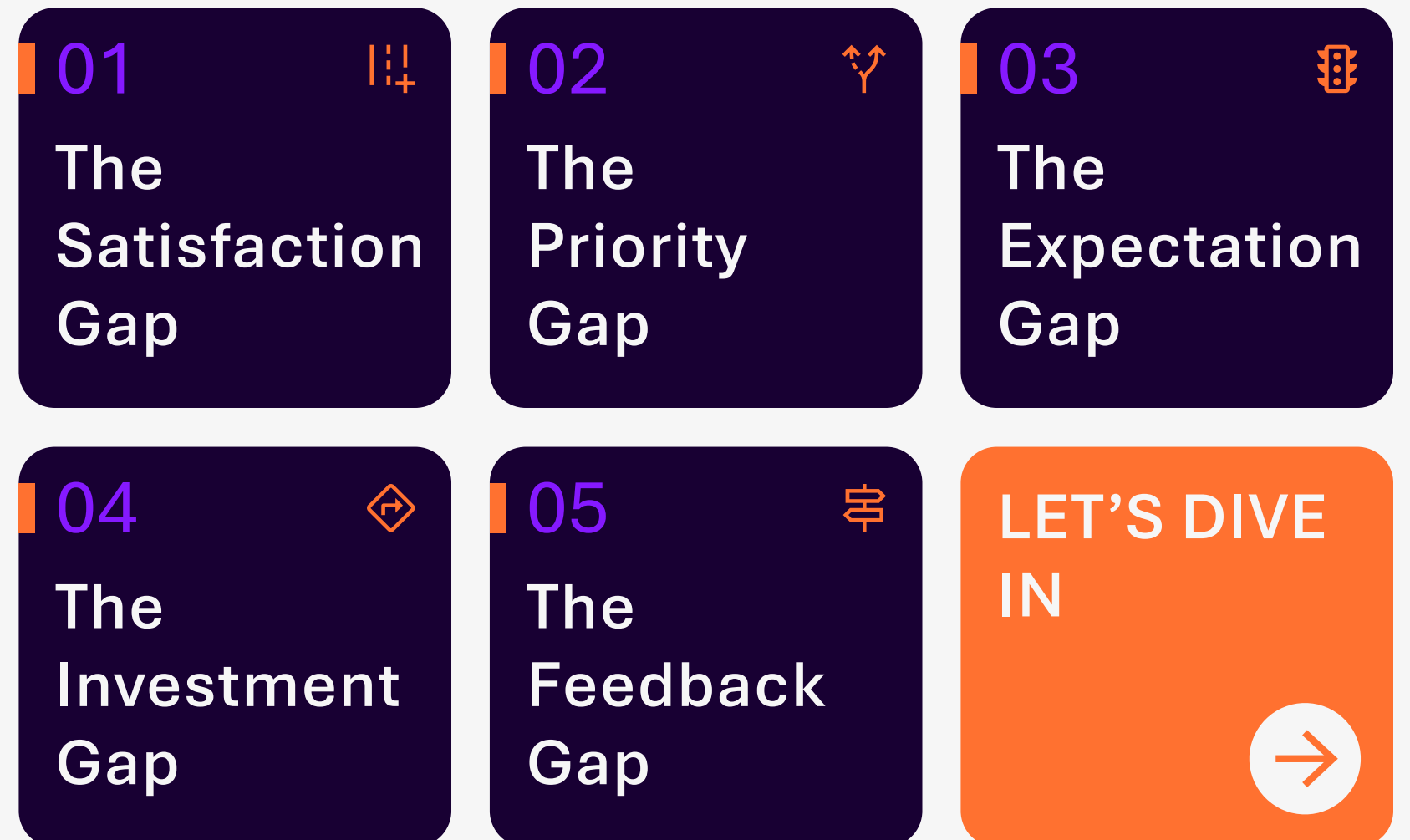




# These aren't minor perception gaps.

They are structural disconnects that carry real consequences for productivity, morale, and IT credibility.

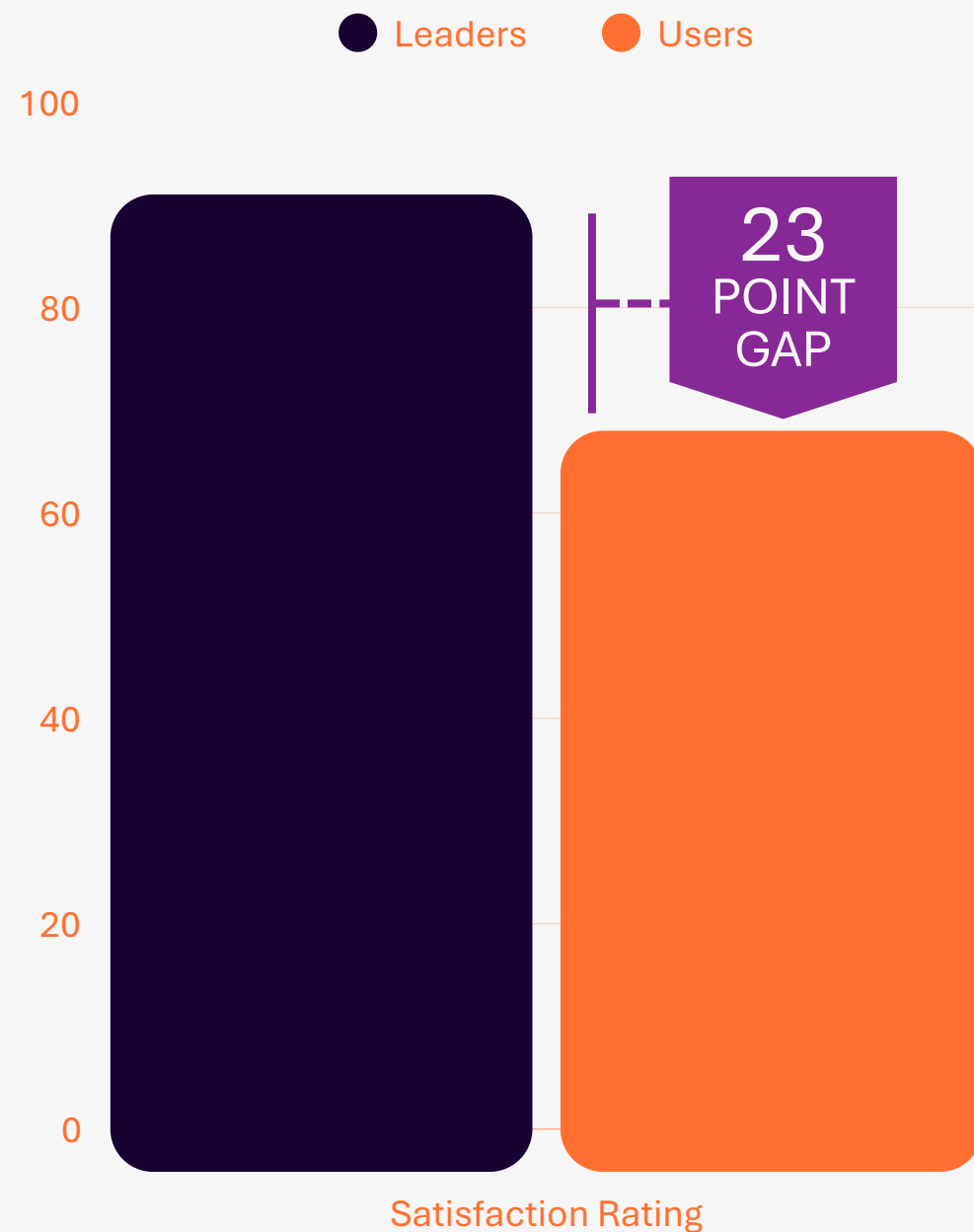
## The 5 Digital Workspace Gaps:





# 01

## The Satisfaction Gap



IT leaders may shrug: “Two-thirds satisfied isn’t bad. That’s a passing grade.” But when a third of your workforce feels frustrated with the tech they depend on, the impact multiplies quickly across productivity, morale, and trust.

Qualtrics research shows that employee tech satisfaction hovers in the mid-60s globally, aligning with our user data and suggesting IT leaders’ higher estimates may be overly optimistic.

A gap of just 10–15 percentage points in user satisfaction translates into hundreds of employees in a mid-sized company working less efficiently. That drag shows up in longer resolution queues, more shadow IT adoption, and increased turnover risk among teams that feel their tools don’t support them. For IT leaders, what looks like a statistical margin is actually a hidden cost center.

## WHAT CAN IT DO?

### IT Leader

Treat user sentiment as a core KPI. Embed regular “pulse” checks to confirm satisfaction aligns with dashboard metrics.

### Engineer

Correlate uptime and SLA data with real-world feedback — don’t assume “no tickets” means “no problems.”





## OPEN RESPONSE

# What leadership can change to improve employee perception:



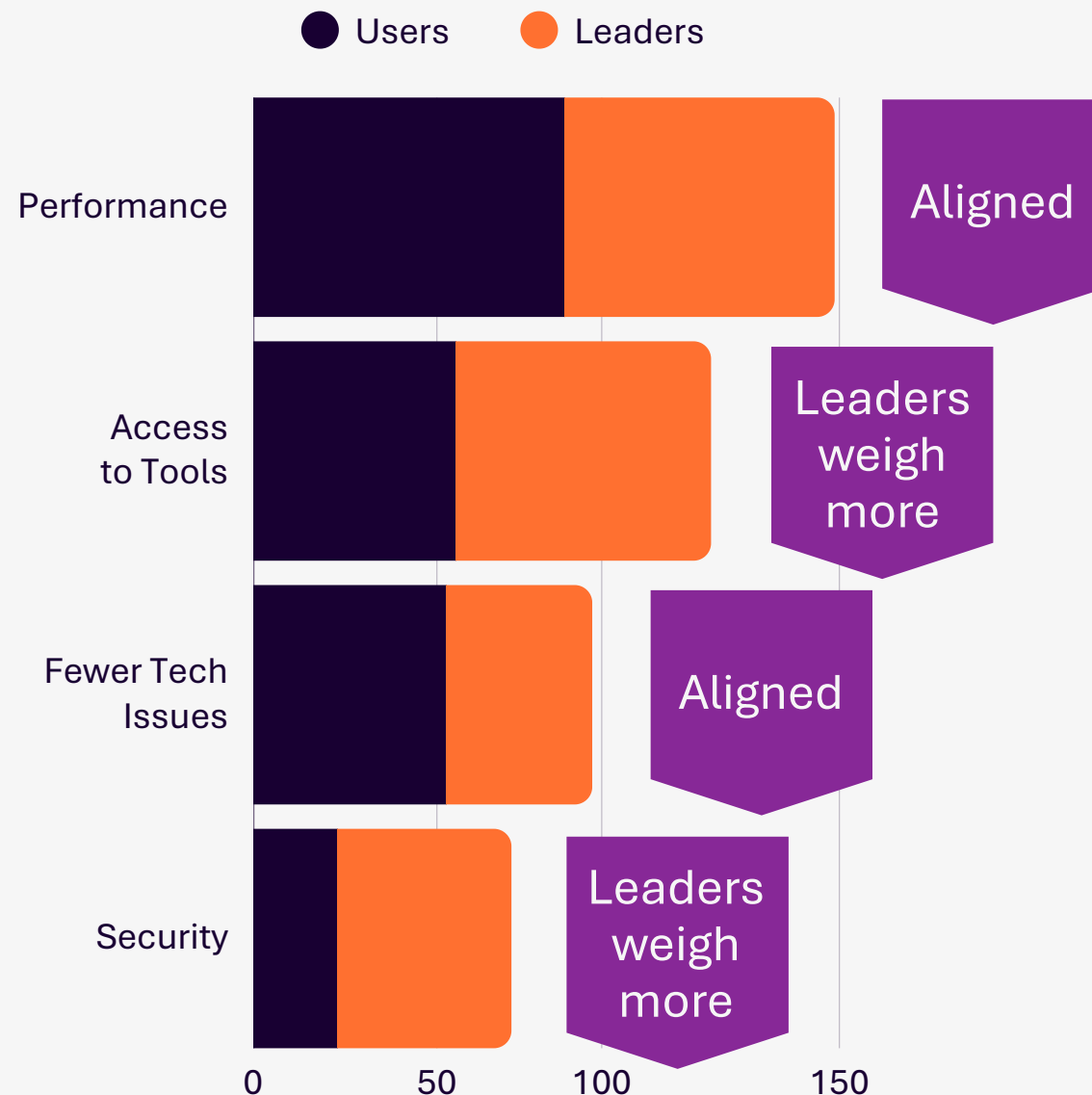
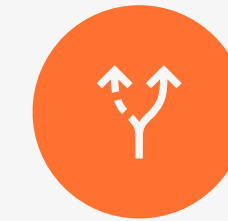
## COMMON THEMES

1. Speed/Performance
2. Software/Systems
3. Customization/Flexibility
4. Support/Responsiveness
5. Updates Stability
6. Remote Access



# 02

## The Priority Gap



IT leaders are wired to reduce risk — and for many, security feels like the ultimate safety net. From the user perspective, though, “IT” and “Security” are the same thing, even though in practice those teams often clash. Security teams push for maximum control, while IT admins are left balancing user expectations with leadership’s mandate to avoid breaches.

As one engineer put it: *“We’re just as frustrated by restrictive controls as the users are — but leadership sees security as the golden child.”*

**Forrester** warned that when organizations over-index on security at the expense of usability, employees often adopt risky workarounds — which increases, not decreases, overall risk.

## WHAT CAN IT DO?

### IT Leader

Build a joint governance process between IT and Security that tests controls against real-world workflows before rollout. Communicate openly about where usability and risk intersect, so users understand trade-offs.

### Engineer

Capture evidence of performance hits tied to security tools (slow logins, blocked apps) and bring it forward in leadership discussions. This positions engineers as advocates for both productivity and protection.



# 03

## The Expectation Gap



### Leader Say:



**57%**

of tickets are resolved in under a day.

Leaders often point to SLA compliance as proof of speed, but users judge resolution by when they can get back to work. A “closed” ticket without clear communication feels unresolved. [McKinsey](#) research confirms that proactive updates improve satisfaction even if fix times don’t change — transparency matters as much as speed.

When issues drag on or communication falls short, users disengage. Some stop reporting altogether, while others create risky workarounds. Even a small percentage of unresolved tickets translates into lost productivity and eroded trust in IT.

3.6% of Employees Abandon IT Support Altogether

### Employee Say:



**42%**

of issues take 1-2 days or longer to resolve.

## WHAT CAN IT DO?

### IT Leader

Introduce “*experience-level agreements*” (XLAs) that measure how long it takes for a user to get back to full productivity, not just when the ticket is closed. Encourage transparency: if a fix will take two days, say so. Setting expectations is better than leaving employees in the dark.

### Engineer

Automate closure notes with plain-language explanations: “*We replaced the firewall rule that was blocking your app. You should now be able to connect.*” Use templates for proactive updates so users know progress is happening.





## OPEN RESPONSE

# How are IT teams getting ahead of the DEX gap?

### Infrastructure

“We upgraded to faster, more reliable infrastructure and implement proactive monitoring, significantly improving speed and reducing downtime.”

### Feedback

“In the past year, we implemented a regular customer feedback mechanism to promptly collect customer opinions, address issues, and enhance the customer experience.”

### Virtual Desktop

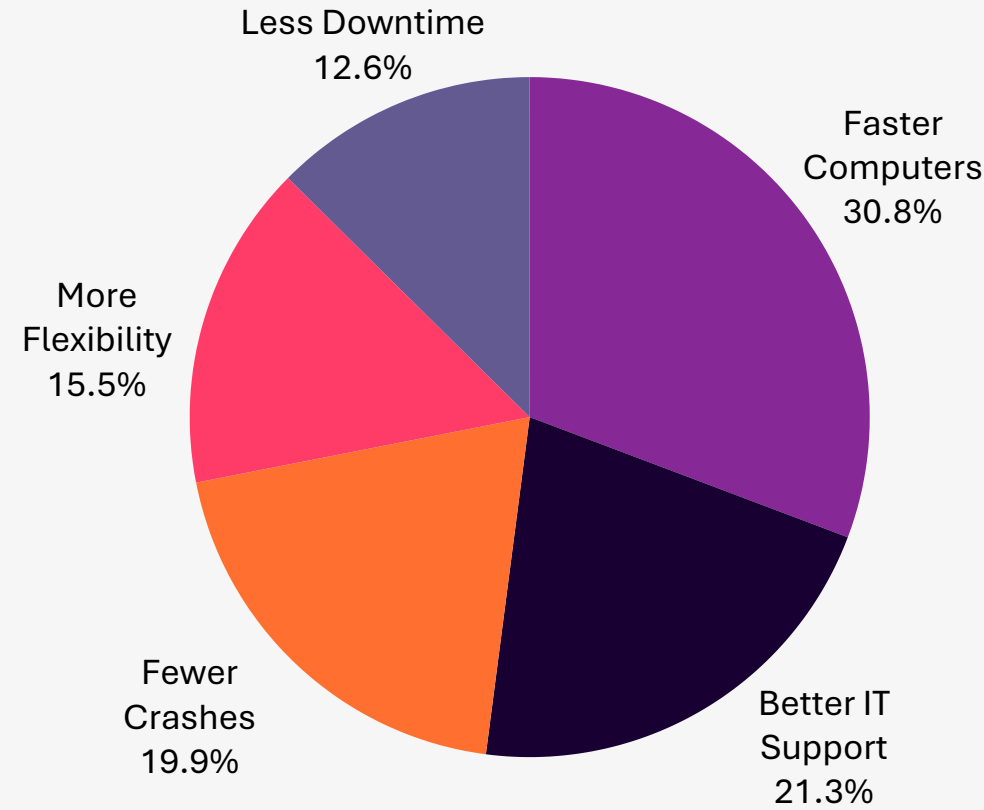
“Implemented a streamlined virtual desktop infrastructure (VDI) solution, which improved remote access speed and reliability for employees, reducing downtime and boosting overall productivity.”





04

# The Investment Gap



**Employee Tech Experience Priorities**

Leaders invest in the long game — infrastructure upgrades, compliance, and tooling. Users, however, measure value in the everyday: how fast their device runs, how often it crashes, and how quickly support responds. According to [Ivanti's 2025 DEX report](#), many enterprises do claim to measure DEX, but in practice fewer achieve advanced or reliable measurement that ties back to user experience. The result? Frustration, shadow IT, and skepticism about whether IT priorities reflect reality.

This disconnect makes invisible wins common: leaders spend millions modernizing, but users still perceive “slow laptops.” The result? Frustration, shadow IT, and skepticism about whether IT priorities reflect reality.

## WHAT CAN IT DO?

### IT Leader

Tie infrastructure projects to visible end-user outcomes (e.g., reduced login time, fewer app crashes).

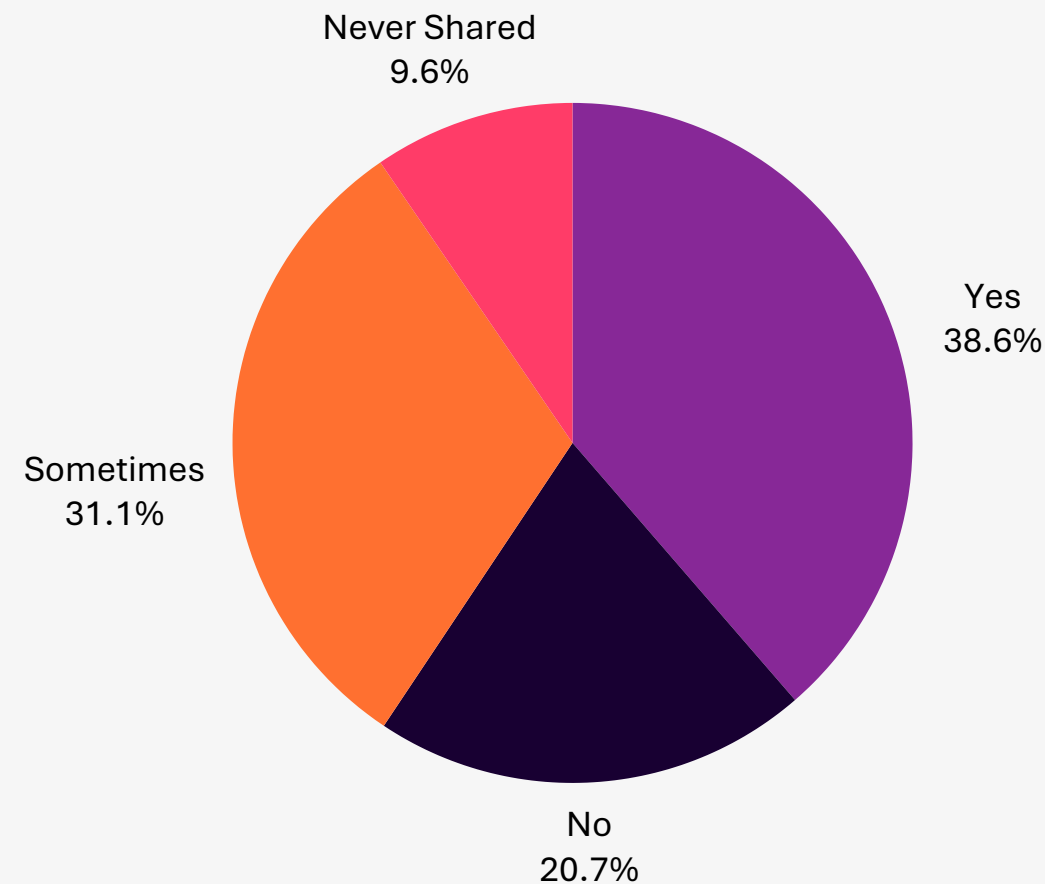
### Engineer

Capture and share metrics that map backend upgrades to user-facing improvements.



05

# The Feedback Gap



**Is your feedback about tech heard at work?**

Leaders may say: “We can’t act on every request.” Engineers may add: “We do close tickets fast, but users still think nothing’s happening.” From the user side, silence or ticket closure without explanation feels like professional gaslighting — being told the problem doesn’t exist when they’re still struggling.

The problem isn’t just collecting input — it’s showing what happens next. As [Harvard Business Review](#) points out, closing the loop on feedback, even when you can’t deliver on every request, is what drives trust. Simply saying “we heard you” and explaining why a decision was made can be more powerful than implementing the fix itself. Similarly, [CMSWire](#) emphasizes that it’s feedback loops, not dashboards, that improve employee experience. Dashboards tell IT what’s happening; feedback loops tell employees they matter.

## WHAT CAN IT DO?

### IT Leader

Establish and communicate a clear prioritization framework. When feedback can’t be acted on, explain why. When it’s delayed, provide a timeline. This transparency strengthens trust, even if the outcome isn’t what employees wanted.

### Engineer

Capture and escalate recurring patterns from tickets (e.g., dozens of login complaints in a month) and communicate back to users in plain language. This reframes IT from silent gatekeeper to active problem-solver.



The findings are clear: IT leaders are optimistic, engineers are pragmatic, and users remain frustrated with the basics. These disconnects create real operational risk.

- Escalations are frequent: Nearly 70% of leaders say desktop issues are escalated weekly or daily.
- Complexity isn't going away: 52% of environments are still anchored in physical devices, even as VDI, DaaS, and BYOD grow.
- Investments are shifting: More than a third of leaders plan to fund better tooling and training — but users won't feel the impact until it translates into faster fixes and fewer crashes.

The five gaps in this report — Satisfaction, Priority, Visibility, Expectation, and Investment — aren't just data points. They're pressure points where IT credibility is won or lost.

For IT leaders, it's an opportunity to balance security with usability, tie investments to user-visible outcomes, and measure success by experience, not just uptime. And for engineers, there's a need to simplify ticketing, push back on box-check SLAs, and capture patterns that leadership can act on.

Close these gaps, and IT shifts from firefighting to strategic leadership — delivering trust, productivity, and resilience at scale



## Apply for your own Personalized Gap Report

Understanding the gaps is the first step; benchmarking your own organization is how you start closing them. No PII, no data compliance, just an anonymized survey showing how you stack up against the industry at large. Get a benchmark. Make a plan. Make an impact.

**APPLY TODAY**

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