headspin

10 Considerations When Evaluating Digital Experience Management Solutions

Why is the Digital Experience Management Solution critical for business?

An excellent digital customer experience ensures that customers feel valued and appreciated throughout the customer journey. Every customer connection must be convenient, seamless, and hassle-free.

Top factors to consider when evaluating Digital Experience Management Solution for your business

01 Offers comprehensive database for end user experience monitoring

02 Provides quantitative and qualitative data

03 Identifies and surfaces actionable user dissatisfaction insights

04 Supports mobile applications

05 Provides hassle-free implementation and maintenance

06 Enables iterative development and optimization

07 Supports integration capabilities for a range of applications

08 Data security compliant and accounts for end-user privacy

09 Cloud-based architecture enabling seamless migration

10 Covers a broad range of industry verticals & recognized by global enterprises

53.3 trillion U.S. dollars are projected to be contributed to the global nominal GDP by digitally transformed businesses.	**64%** of customers want customized engagement based on previous experiences.
55% of customers prefer digital channels over traditional channels (68% of Millennials and Generation Z).	**29%** of an average of 900 applications used by an organization are integrated.
40% of clients will not do business with a company if their preferred digital channels are unavailable.	**75%** of customers want businesses to adopt new technologies to improve customer experiences.
73% of customers think an exceptional experience boosts their expectations of other businesses.	**$10.75** million U.S. dollars is the projected transaction value to be achieved by digital payment segment by 2025.
86% of customers are eager to pay more for an exceptional experience.	**32%** of customers would abandon a brand after a bad user experience.

HeadSpin Solution

HeadSpin's experience monitoring capabilities enable instant access to test results via the efficient Grafana dashboards on the HeadSpin Platform.

HeadSpin allows seamless digital experience management with client side performance monitoring across desktop browsers and mobile devices and saves your team's hours of internal infrastructure maintenance and manual testing. It allows them to evaluate client side performance testing metrics and create high-quality user experiences confidently.



HeadSpin Features

- Test Automation and APIs
- Performance, QoE & Machine Learning
- Insights-to-Actions
- Global Device Infrastructure
- Automation, AI & Analytics
- Seamless Integrations
- Team Onboarding
- Account Management
- Dedicated Support

Benefits of HeadSpin Digital Experience Monitoring Solution

Customization with our add-on Enterprise products:

- AV Platform
- Regression Intelligence
- CYOL

Increase

- Revenue
- Customer Engagement

Decrease

- Costs & Time to Market
- Dev, Test, Ops, and Risk

www.headspin.io

Source: Statista, Fullstory,Ir, Forbes, Techjury, Notifyvisitors, Smartkarrot, Hubspot