



# Reclaiming Productivity: Why Internal Digital Experience is Government's Hidden Enabler



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# Executive Summary

Internal digital experience is not a back-office concern. It is the foundation for delivering modern public services. Yet today, it remains under-measured and undervalued. Empowered, digitally supported employees are more productive, engaged and secure. This paper explains why improving Digital Employee Experience (DEX) is essential for modern government; explores common challenges across jurisdictions; and outlines how visibility, security and automation tools can transform the public sector from within.

## 1. Poor Digital Employee Experience Undermines Productivity, Morale, and Retention

### Frustration with Outdated Systems and Siloed Processes in Government

Public sector employee surveys consistently highlight frustration with aging, disconnected internal systems. In the Australian Public Service (APS), staff have flagged the need for better IT tools and modern, integrated systems to do their jobs effectively. For example, the APS Commission's own employee [census](#) noted that "the need for tools and resources, including improved technology and a more digitally-enabled environment, remain a priority for staff to support them to do their job well." However, agencies often run on outdated, siloed technologies that don't work well across departments. The government itself [acknowledges](#) that the APS digital ecosystem "is constrained by outdated systems, bespoke technologies and [agency-specific] architecture solutions" that were developed in silos rather than to meet whole-of-government needs. This patchwork of legacy systems and isolated processes creates daily friction for employees.

Internationally, the UK Civil Service faces similar challenges. The Civil Service People [Survey](#) results show that a significant minority of officials lack confidence in their workplace tech. Around 80% of civil servants agreed their organisation's technology enables them to collaborate, which means roughly one in five civil servants still feel their digital tools hinder teamwork. (This was reflected by departments like the Ministry of Defence [scoring](#) barely 58% on "technology helps collaboration".) Likewise, only about 70% of UK staff said they have the tools needed to do their job effectively, leaving nearly 30% who were neutral or disagreed – a clear indication that outdated or insufficient systems are a persistent gripe.



Canada's federal public servants also report technology pain points. In the 2022–23 Public Service Employee [Survey](#) (PSES), 84% of employees agreed they have the necessary tools, technology and equipment to do their job – which means roughly 1 in 8 employees (12%) did not feel adequately equipped. This proportion has barely improved from 2020 (when it was 83% positive), indicating a persistent core of staff hampered by outdated or insufficient tech. Moreover, by 2024 the issue became even more pronounced: 56% of Canadian federal employees [said](#) that unreliable technology was negatively impacting the quality of their work (8% said tech issues “always” hurt their work; 16% said “often”; 32% “sometimes”). In other words, over half of public servants regularly experience frustration due to technology problems, underscoring how legacy systems and poor support undermine their day-to-day effectiveness and morale.

### Drag on Productivity and Efficiency

These poor digital experiences have a direct, measurable impact on productivity. When employees must fight with slow or incompatible systems, or manually work around siloed processes, hours of productive time are lost. For instance, a recent industry [study](#) found that the average large enterprise loses 36 workdays per employee per year to digital inefficiencies – equivalent to over \$100 million in lost productivity annually, driven largely by employees struggling with IT frustrations. In the public sector context, this means critical government services and projects get delayed or require extra labor because staff are wrestling with clunky software, archaic databases, or duplicate data entry across unintegrated systems.

The APS's own digital strategy [documents](#) note that the majority of IT spending goes towards “running” old systems rather than improving them, which perpetuates inefficiency.

Employee survey [data](#) further reinforces the productivity toll. In Canada, the finding that more than half of public servants see unreliable tech hurting their work quality suggests a substantial productivity drain. Every time a system crashes, a file won't save, or one department's software can't talk to another's, public servants lose time and momentum. Persistent frustration isn't just an IT inconvenience – it translates into slower workflows, duplicated effort, and errors, all of which carry a cost to government output.

### Eroding Employee Morale and Engagement

Beyond raw productivity, employee engagement [indices](#) in civil service surveys are indeed showing strain in areas related to resources and enablement. In Australia, APS staff feedback [indicates](#) that not having the “right IT systems and processes” was a top concern identified in the APS Commissioner's census action plan – an implicit link that fixing internal tech issues would improve staff satisfaction.

Simply put, a poor digital environment sends a message of disempowerment to staff, whereas a modern, well-supported digital workplace makes employees feel valued and enabled to perform.

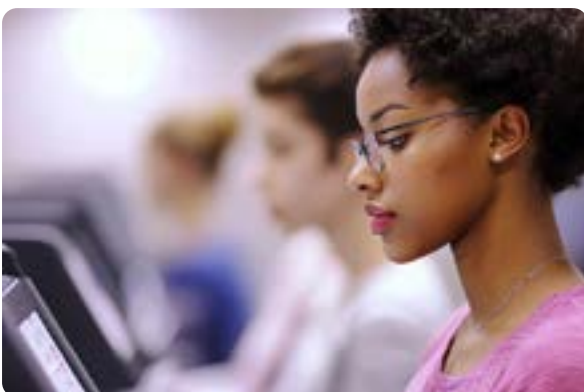


## Higher Turnover in a Hybrid, Decentralised Era

The combination of low productivity and low morale caused by poor digital experiences can also undermine retention of talent – especially in today’s hybrid and decentralised work environments. In such setups, everything – from team meetings to accessing files – hinges on digital tools. If those tools are unreliable or outdated, remote and regional staff feel the pain most acutely.

When that crucial tech support is lacking, frustration can push employees to consider leaving for organisations with better digital resources. While core survey questions in the APS, UK or Canadian public service might not ask “Will you quit over bad IT?”, we see hints of the dynamic: 22% of UK civil servants in 2023 [said](#) they wanted to leave within a year, and “poor tools to do my job” often comes up anecdotally as a quality-of-work issue alongside pay and leadership. Likewise, in Canada’s [PSES](#), intention to leave rose sharply in recent years (38% intended to leave their position within two years).

In an era of decentralised teams and competition for digital skills, a strong digital employee experience has become a key part of the employee value proposition. Governments that ignore internal IT frustrations risk losing experienced staff (or seeing engagement plummet) as those employees seek environments where they can be productive and supported rather than stymied.



## 2. Post-2020 Audits Expose Gaps in Government IT Asset Tracking and Monitoring

### Fragmented IT asset tracking undermines control

Audits highlight that public sector IT asset data often reside in siloed systems or multiple disconnected tools, preventing a unified view. Not limited to local councils or smaller entities, at the national level, the U.S. NASA Inspector General [attributed](#) NASA’s software license troubles to the “absence of a centralised software asset management” program. Until recently, NASA managed software in an ad hoc manner at different centers, which “limited the agency’s ability to identify duplicative or obsolete software” across the enterprise. Examples like this show that without an integrated asset management system or policy, agencies end up with fragmented records, making it difficult to aggregate asset performance information or enforce standards uniformly.

Even when inventories exist, agencies often fail to actively monitor asset usage, health, and lifecycle, undermining value for money. In Canada, federal auditors tracking application health [found](#) that as of 2023 only 38% of mission-critical systems were rated in “healthy” condition, with hundreds of key applications in poor health or overdue for modernisation. This stagnant progress indicates insufficient performance oversight of software assets’ state.

## Without telemetry, drift and waste accumulate

In many agencies, there is no mechanism to monitor the actual performance, configuration, or usage of digital assets. Over time, systems experience “configuration creep” — the gradual degradation of settings and performance. But without visibility, this erosion remains hidden, leading to redundant software, mismatched licensing, and rising IT friction. What begins as a minor inefficiency often scales into multimillion-dollar waste across large networks.



### Industry Spotlight

The scale of the challenge is stark. The U.S. Department of Veterans Affairs (VA) operates one of the most complex IT environments in the world, encompassing more than 500,000 unique computing resources — including workstations, mobile and medical devices, servers, BYOD endpoints, and clustered systems. With fragmented inventory tools and up to 15 data sources per system, gaining a coherent view was virtually impossible. These blind spots made the VA vulnerable to overspending, non-compliance, and operational risk.

To resolve this, the VA implemented a unified software asset management (SAM) platform capable of handling over 300 million records across 20+ sources, enabling real-time inventory normalisation, usage tracking, and license reconciliation. The result: a shift from a failing software licensing grade to an ‘A’ FITARA rating, along with the ability to proactively identify unused or redundant software, avoid audit penalties, and manage more than \$3 billion in software entitlements.

This [transformation](#) underscores the broader truth for public agencies: without endpoint telemetry and automation, digital environments grow increasingly opaque and inefficient. But with the right tooling, governments can consolidate fragmented data, reclaim unused resources, and reduce financial and operational waste at scale.

## 3. Security Without Sacrificing Usability

### Poor usability drives shadow IT and non-compliance

When secure tools are cumbersome or frustrating to use, staff look for alternatives—whether or not they're approved. This dynamic is well recognised in both government and cybersecurity guidance.

The UK National Cyber Security Centre (NCSC) [warns](#) that “staff resorting to insecure workarounds in order to ‘get the job done’ suggests that existing policies need refining.” These insecure alternatives—such as using personal email or unapproved apps—are often a response to usability barriers in official systems.

### Usability breakdowns lead to unmanaged risk

Security fatigue and avoidance behaviour are well documented. In its foundational study, the U.S. National Institute of Standards and Technology (NIST) [found](#) that users who face constant, confusing security prompts become desensitised—and either disengage or deliberately bypass controls.

These behaviours extend into the workplace. When secure platforms are too slow or restrictive to support real-time collaboration or data access—especially in hybrid environments—staff often default to external file sharing, personal messaging tools, or storage apps not governed by organisational security policies.

### Implications for Government Digital Experience Strategies

These findings support a critical design principle for government platforms and secure workplace tools:

Modern digital tools must meet stringent government security standards—without compromising usability or slowing service delivery.

When systems are unintuitive or obstructive, users—especially in high-pressure or distributed environments—will look for workarounds. These unsanctioned behaviours may seem minor, but they introduce unmonitored risk vectors that traditional security frameworks don't cover. In public sector settings, where information sensitivity and compliance obligations are high, usability isn't a nice-to-have—it's a foundational control.

Designing for both security and usability ensures that secure systems are not only adopted, but actively used as intended.



### Industry Spotlight

Modern platforms like TeamViewer use encrypted, policy-enforced connections and maintain detailed audit trails for forensic analysis. Role-based access controls prevent unauthorised usage, enabling secure remote diagnostics in compliance-driven environments without impeding user experience.

In the manufacturing sector, Bühler Group implemented TeamViewer to manage 1,000 support engineers via centralised access rules — reducing silos and preserving security in high-risk industrial environments (TeamViewer & Bloomberg Media Studios (2025). *The Workplace Reimagined: Unlocking Seamless Productivity in the Digital Era.* TeamViewer.)

## 4. Consequences and Opportunities for Improvement

Collectively, the audits and reviews we've analysed paint a consistent picture: many public sector bodies lack a unified view of how their IT assets are performing, which in turn raises security risks and wastes resources. On a positive note, the audits often come with recommendations. Common remedies include establishing centralised asset registers and designated owners, conducting regular audits or reconciliations of asset data, and deploying automated discovery tools for continuous monitoring. Some leading governments are already moving in this direction. Ensuring that hardware and software asset information is unified and up-to-date across an organisation – especially in the era of cloud services and remote work – is now recognised as a critical foundation for effective digital strategy and stewardship of public resources. These findings make a strong case in government digital strategies for investing in integrated IT asset management solutions that can provide a single source of truth on asset performance, usage, and security status across all departments.



## Industry Spotlight

Tools like the TeamViewer Platform and TeamViewer DEX provide enterprise IT teams with full visibility into system health across endpoints, applications, OS stability, and network performance. By surfacing prioritised insights — such as memory leaks, disk utilisation, or antivirus failures — these platforms enable proactive triage before productivity is impacted.

(TeamViewer (2025). TeamViewer DEX: Unified Digital Employee Experience Management. TeamViewer Germany GmbH.)

## From incident response to experience enhancement

IT support in many agencies remains largely reactive, focused on resolving issues only after they disrupt operations. However, with integrated visibility and automation, governments can shift from firefighting to prevention — transforming IT into a capability that actively enhances the employee experience. Automated remediation plays a key role in this transition. When systems are equipped to detect and self-correct known issues, support tickets are reduced, downtime is minimised, and staff experience fewer interruptions.

In one global case study, TeamViewer's automation capabilities eliminated over 250,000 IT support tickets by resolving recurring configuration faults without user intervention.

The result was not only significant cost savings, but also a return of time and focus to users and IT teams alike — enabling both to shift toward more value-adding work.

This evolution is already underway across Australian and international public sector contexts. A major Australian government agency, supporting 160,000 users, uses DEX to monitor live virtual desktop infrastructure (VDI) performance for critical hospital systems, including electronic medical records and bedside patient monitors. With real-time visibility, IT teams are empowered to anticipate and resolve issues before they impact care.

“Because DEX offers real-time reporting, you're always seeing the truth. It's been a game-changer for serving users.”

— Senior Systems Officer, Australian Government Agency

In another case, a large energy provider operating across the UK and Australia, with 42,000 endpoints, has harnessed DEX to isolate performance issues across SaaS platforms and internal networks. By proactively identifying devices with limited disk space, they were able to significantly increase patching success rates.

“We've increased our patching success by identifying 1,000 devices with less than 1 GB of space.”

— Principal Advisor, Strategy

These examples highlight the broader opportunity: when governments invest in DEX tools that combine real-time diagnostics with intelligent automation, IT shifts from a cost centre to a resilience engine. The result is not just fewer incidents, but better experiences — for both employees and the citizens they serve.

## Industry Spotlight

With platforms like TeamViewer DEX (as part of the broader TeamViewer Platform), remediation workflows can be fully automated based on condition-aware rules and telemetry. Issues such as disk clutter, failed security services, or unstable applications can be resolved automatically — without end user intervention — significantly reducing ticket volumes.

Real-time and historical analytics also allow IT teams to detect patterns, validate fixes, and report ROI metrics including hours saved, tickets avoided, and cost reduction — giving public sector leaders the evidence base needed for reinvestment.

(TeamViewer (2025). TeamViewer DEX: Unified Digital Employee Experience Management. TeamViewer Germany GmbH.)

## From Cost Centre to Capability Driver

Public sector leaders increasingly recognise that employee experience is not a soft benefit — it is a performance multiplier. In tight budget environments, investing in DEX can yield high returns in productivity, retention, and service quality.

[Research](#) from Public Sector Network confirms that agencies are increasingly prioritising digital employee experience (DEX) as a strategic enabler—despite economic constraints remaining the top perceived challenge for 40% of ANZ public sector leaders. Notably,

workforce-related issues remain the second most pressing concern, with 29% identifying talent attraction and retention as their greatest challenge. This sentiment is echoed in views on future solutions: after cross-agency and cross-sector collaboration (39%), the next most impactful changes nominated were talent attraction and retention strategies (21%) and workforce upskilling (17%). These responses point to a broader shift—one that positions DEX not just as a technical upgrade, but as a cultural and organisational enabler. By improving internal visibility, reducing friction, and enhancing digital support for hybrid teams, agencies can address core workforce pain points while fostering the adaptability, collaboration and engagement needed to meet rising public expectations.

According to TeamViewer and Bloomberg's survey, innovation, real-time monitoring and employee experience were the top-ranked benefits of digital transformation. By contrast, cost savings and short-term efficiency fell outside the top 10 — suggesting that long-term capability and talent retention are now considered higher-value outcomes (TeamViewer & Bloomberg Media Studios (2025). *The Workplace Reimagined: Unlocking Seamless Productivity in the Digital Era*. TeamViewer).

## Industry Spotlight

One UK retailer faced a \$1 million revenue loss during a lunchtime point-of-sale outage. After implementing TeamViewer's DEX platform, they gained the ability to predict and neutralise such disruptions before they occurred, transforming IT into a strategic resilience function (TeamViewer & Bloomberg Media Studios (2025). *The Workplace Reimagined: Unlocking Seamless Productivity in the Digital Era*. TeamViewer).



## From Cost Centre to Capability Driver

To close performance gaps and unlock greater digital resilience, agencies are encouraged to adopt the following recommendations.

- **Audit the internal digital experience:** Capture staff feedback alongside system telemetry to identify gaps in usability and support.
- **Unify asset visibility:** Invest in platforms that provide a single view of hardware, software, and configuration state across the enterprise.
- **Automate wherever possible:** Shift from reactive to proactive support by implementing self-healing systems and automated fixes.
- **Design for usability and security:** Adopt tools that meet compliance standards without compromising the user experience.
- **Make DEX a leadership priority:** Elevate internal digital experience to a strategic agenda item — on par with citizen-facing transformation.

## Conclusion

The ability of the public sector to deliver quality, citizen-centred services is intrinsically linked to the experience of its workforce. A modern, secure and responsive internal digital environment enables staff to perform at their best, adapt quickly and serve the public with confidence.

This whitepaper has outlined the strategic importance of DEX, and the tangible steps agencies can take to improve it. By prioritising visibility, enabling remediation, leveraging automation and continuously validating impact, government organisations can create frictionless, resilient systems that support both staff wellbeing and service excellence.

TeamViewer's role in enabling secure, compliant, and scalable DEX improvements across government, health and education sectors globally reinforces the feasibility and value of this approach. Real-world evidence—from cutting redundant software to resolving drift within weeks—demonstrates the potential to unlock significant operational and workforce benefits.

It is time for digital employee experience to move from the periphery to the centre of digital government strategies. In doing so, agencies will not only enhance operational efficiency and workforce satisfaction but also reinforce the credibility and effectiveness of government in a digital age.





## About Teamviewer

TeamViewer provides a Digital Workplace platform that connects people with technology, enabling and automating digital processes to make work more productive. Since launching its remote connectivity software in 2005, TeamViewer has become the standard for remote access and support, now relied upon by more than 660,000 customers worldwide.

From small businesses to the largest enterprises, organisations use TeamViewer to optimise their digital workplaces: preventing and resolving endpoint disruptions, managing complex IT and device environments, and enhancing processes with augmented reality and AI-powered workflows. These solutions increase productivity, reduce downtime, speed up onboarding, and improve both customer and employee experiences.

Sustainability is embedded in TeamViewer's culture and business model. Through its C.A.R.E. framework, the company drives initiatives to cut emissions, support social good through free technology, and promote diversity and inclusion.

Headquartered in Göppingen, Germany, TeamViewer employs more than 1,800 people across over 15 offices worldwide and achieved revenue of around EUR 671 million in 2024. TeamViewer SE (TMV) is listed on the Frankfurt Stock Exchange and is part of the MDAX.

Learn more at [www.teamviewer.com](http://www.teamviewer.com)



## About Public Sector Network

Public Sector Network (PSN) is a research company and insights exchange platform for government professionals. PSN connects public sector leaders to share knowledge, collaborate on solutions, and drive innovation in government services. Through events, workshops, and online communities, PSN fosters a culture of continuous learning and improvement in the public sector. PSN's mission is to support government organisations in achieving their goals through knowledge sharing and collaboration.

Learn more at [Publicsectornetwork.com](http://Publicsectornetwork.com)

Contact us at [www.publicsectornetwork.com/contact](http://www.publicsectornetwork.com/contact)

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