Scalable

Acumen – Reducing digital friction

A pharmaceutical company is using End User Experience to identify points of digital friction that are having a negative impact on employee productivity and satisfaction. In their hybrid landscape, remote employees are not reporting technology issues, which left IT support without a complete picture, and no knowledge of the scale of an issue. With the use of Acumen, they were able to get full visibility on issues no matter the employees' location, helping IT support be proactive and keep the workforce productive no matter the location.

› Executive Summary

Customer
Pharmaceutical company.

Challenge
Identify points of digital friction that are having a negative impact on employee productivity and satisfaction.

Solution
Acumen End User Experience from Scalable.

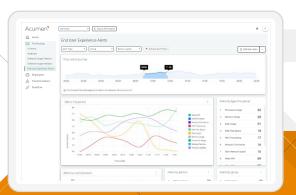**Results**
Enabling full visibility on issues no matter the employees' location, helping IT support be proactive and keeping the workforce productive.

› Challenge

The IT support team required full visibility of issues impacting employee's technology, no matter the employee's location and whether the employee had submitted a ticket or not. This would allow them to be proactive with addressing issues and the full scale of an issue before IT support were overwhelmed with tickets for the same issues. As working location for most employee's was now hybrid, they wanted to ensure that all employee's had the same digital experience no matter where they worked.

IT needed visibility into key areas of devices that accounted for most issues in the past, which included CPU, RAM, Network Connection and stability issues. They determined that these were the key areas that impact an employee's ability to be productive and are the biggest contributors to employee frustration.

› Solution

To gain full visibility, IT needed access to experience data that captured every employee device performance data as well as allow them to have control over when performance had become an issue, such as when devices CPUs were running very high for long periods of time. This would allow them to be proactive in addressing previously hidden issues causing digital friction for their employee's.
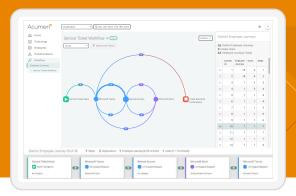
It has chosen Acumen from Scalable because of its End User Experience feature as well as multiple other features that supported their support needs and help identify other inefficiencies in productivity the business were unaware of.

IT implemented Acumen, deploying the product and seeing results within hours. The product could be configured to only capture issues important to the business as well as giving them full control on the thresholds that would trigger an alert e.g., Alert if CPU runs at 95% for 1 hour.

Acumen makes it easy to setup and review the results to determine the scale of an issue, the issue type, and the location.

› Results

Within hours of working with Acumen, IT was gaining visibility on all issues based on the thresholds they had set. The initial data received was predominately around poor Wi-Fi performance. Review this data further they could quickly see that the issue was only occurring for remote workers. Whilst IT and the business is not responsible for home networks, they knew that the quantity of results would be having a negative impact on a large amount of their workforce and impacting their ability to use core business tools such as Microsoft Teams for video conferencing. IT worked with their Digital Experience Lead and put together a help documentation for all employees that covered key areas to improve connectivity at home.

As more data was collected over the following weeks, IT noticed device stability and utilisation issues for a specific manufacturer and model were increasing. The company worked with the manufacturer and determined that the issues was with an outdated firmware and these devices required an update. The data provided by Acumen allowed them to locate all devices that

were currently experiencing this issue, which was IT's priority and then with the use of Acumen's Hardware view, they were able to get a list of all other employees in the company that had the same device configuration, allowing them to proactively update them before issues started occurring.

IT was also able to identify several other opportunities to use Acumen and the data it reports, helping them improve employee experience and increase productivity. For example, IT found that mapping out how IT support work through tickets using Employee Journeys in Acumen, they could identify inefficiencies in the process, resulting in mixed throughput. They're now looking at ways to reduce these inefficiencies through training and automation opportunities to reduce the backlog in support tickets.

About Scalable…

Our mission is to provide customers with the key data and insights needed to make their organizations more digitally agile, by enhancing performance, and creating effective digital experiences for their customers and employees.

Scalable Software, an innovator in SaaS-based IT operations analytics and employee usage data since 2008, is uniquely placed to combine the power of both technology and employee experience metrics to deliver real-time visibility, insights, and recommendations to enable better, faster decisions that enhance digital agility.

Acumen, our next generation platform, measures the Digital KPIs that allow organizations to evaluate the agility of their workforce and their technology, reducing the risk of failed transformation initiatives, and helping assure success in achieving strategic outcomes, including lower costs, improved efficiencies, and revenue growth.

www.scalable.com

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