

## Acumen<sup>AI</sup> – Hybrid working employee experience

A diverse service company is using Acumen to help ensure exceptional experiences for knowledge workers and others during the transition to hybrid working.

### > Executive Summary

#### Customer

A service company with knowledge workers at its core, and with a strong emphasis on creativity and innovation.

#### Challenge

Facilitate effective working in a new hybrid environment.

#### Solution

Acumen workforce analytics.

#### Results

The company is easily able to monitor key indicators around wellbeing, collaboration and technology use. It can harness the resultant insights to help the workforce stay happy, healthy and effective, wherever and whenever they work.

## > Challenge

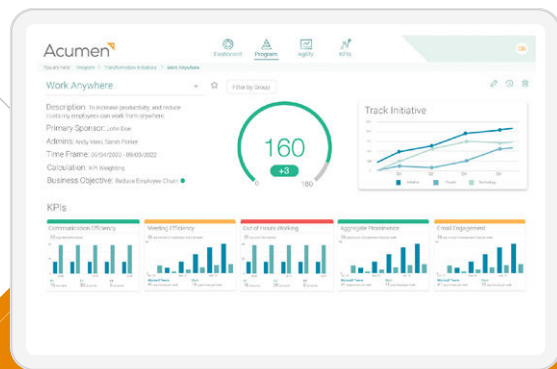
This service company has a diverse workforce, including many knowledge workers. It has decided to move to a hybrid working model, where most people work in the office for a couple of days a week and from home the rest of the time. Business travel may be necessary for some staff. Others will follow more traditional working patterns, with some administrators working full-time in the office.

The nature of this business makes it crucial to get hybrid working right. Success depends on the creativity and innovativeness of the workforce, which is difficult to measure even without home working.

A big attraction of home working is that hours can be more flexible to enable a better work-life balance. For example, one employee might start work early in the morning and finish late in the evening, but take breaks for the school run and for a visit to the gym. Another might prefer a more traditional schedule and do most of their work between 9am and 5pm.

The company must therefore provide tools that enable effective collaboration when members of a team are working to different timetables. It also needs to support managers by providing additional tools to demonstrate that the collaboration tools are working satisfactorily for all team members.

In contrast, teams in customer-facing roles must maintain normal office hours even when working from home. The company needs to provide tools that empower them to work effectively despite interruptions in the home environment. It must also equip managers to assess whether these tools are doing their job, and whether the teams are collaborating effectively and happily.



## > Results

With Acumen, the company can ensure that workers are as effective and empowered as possible, regardless of working patterns and location. For example, managers can see at a glance when a particular team is relying on a cumbersome collaborative method such as email. They can then provide guidance on moving to a more effective platform such as Teams.

The company is also making the most of Acumen's ability to support employee wellbeing. For example, it's identified that some knowledge workers are working excessively long hours – something that isn't always

## > Solution

More than ever, this company must give staff and managers the right tools for the job. Hybrid workers require collaboration tooling that can work equally well anywhere. Managers require tools for measuring effectiveness and, in particular, for monitoring wellbeing – something that is critical to the success of hybrid working.

This company has selected Scalable's Acumen workforce analytics to help it meet the challenges of hybrid working. Acumen enables managers to monitor IT services, ensuring their availability in all working environments; to evaluate the effectiveness of collaboration and teamwork; and to check that people are happy, healthy and productive.

In contrast with other workforce analytics products, Acumen focuses on the human aspects of hybrid working, and enables management to maximize wellbeing just as much as IT effectiveness. Scalable recognizes the importance of the employee experience and that an organization can't succeed if its employees feel frustrated much of the time. In addition, Acumen can relate its findings to business strategy.

The company realized that, as a result of these capabilities, Acumen could give it a much more comprehensive view of its creative and innovative capabilities than other superficially similar products.

obvious with home working. The company is helping these employees to plan their time better, reducing the risk of burnout and loss of talent.

Similarly, by monitoring use of collaborative platforms, the company identified that some individuals had started to become isolated – a known pitfall for knowledge workers. Managers have intervened to promote a more collaborative approach, enhancing both wellbeing and business outcomes.

Remote working is not ideal for every task, and information from Acumen is helping to identify those tasks that really benefit from face-to-face contact. These are then scheduled for days when teams are together in the office.

With Acumen, the company can readily understand and measure the effects of the new working paradigm on its processes and procedures. Because Acumen collects the necessary indicators automatically, and presents them in a manager-friendly format, management can look after each segment of the workforce – knowledge workers, administrators, and so on – in the most appropriate way, with little overhead. As a result, the company is confident that hybrid working is enhancing its innovative and creative capabilities, while giving its staff an exceptional working experience.

### 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](http://www.scalable.com)

# Scalable

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