

## Building digital agility: the key to successful transformation

Digital transformation has become an imperative for organizations to survive and thrive in the digital economy. But efforts to transform run up against tools created for a different era and workers unable or unwilling to adapt to new ways of work.

Time, money and the reputation are at risk if when digital transformation initiatives are attempted without the appropriate technology platforms enabled or that workers are not ready for.

Organizations need to prepare by measuring their digital agility – the ability of workers to absorb change and utilize technology. Digital agility is critical to determining when digital transformation efforts should occur, which ways of work need the most improvement, establishing a baseline to measure success of improvement efforts, and benchmarking against similar workers.



## Digital employee experience: crucial to digital transformation

Optimizing the employee experience is critical to driving higher digital agility, which in turn is an essential ingredient for successful digital transformation initiatives. Continuous development of digital workplace maturity equips employees at all levels to sustain strategic digital transformation initiatives, overcome setbacks and exploit new opportunities.

However, success in advancing the digital workplace hinges on several critical capabilities:



Phasing in the optimal application and technology investments, easing their adoption, tracking their business outcomes and measuring their value.



Adopting an agile management approach that can iteratively prioritize, adapt, and measure the capabilities that support the organization's digital transformation outcomes.



Alignment with digital transformation goals, clearly defined opportunities to improve productivity and effectiveness through better digital agility, prioritized technology investments and enabling the workforce to embrace disruptive change.

## Acumen

### Helping business measure and enhance digital agility

Scalable's next generation platform, Acumen, measures the digital agility KPI's of both the workforce and enabling IT so teams can accurately predict if an organization will be able to respond at pace to new requirements. Acumen reduces the risk of failed transformation initiatives and helps assure success in achieving strategic outcomes, including lower costs, improved efficiencies and revenue growth.

The Acumen platform captures key data and the associated granular metrics needed from thousands of endpoints across the organization and brings the analysis of that data together in management dashboards that provide an accurate assessment of the digital health of an organization.

Comprehensive insights and recommendations assist in rapidly progressing the digital capabilities of people and technology across the organization.

#### Acumen helps organizations...

➤ Measure and enhance the adoption of new technologies by identifying the digital behaviours that drive greater business outcomes across the workforce.

- Measure and connect KPI's to business outcomes and project goals to identify the digital behaviours that drive success factors, thus ensuring maximum adoption of new technology and workforce output.
- Realize the success of new technologies by aligning rollouts to digital competency levels, identifying gaps in utilization, and making automated recommendations to drive greater adoption.
- Ensure faster delivery of migration and transformation initiatives that enable agile operations in response to changing market demands.
- Enable resource and cost optimization programs that deliver efficiencies and savings that can fund digital innovation.
- De-risk transformation programs with accurate data from their entire IT Estate.
- Enhance and measure the employee digital experience to improve productivity and employee satisfaction.
- Baseline their digital organization, both technology and employees, based on accurate data and insights and then track the improvement of their digital acumen as they act on recommendations.
- Benchmark themselves in key areas against industry peers.

Scalable Software, an innovator in SaaS based IT operations analytics and employee usage intelligence since 2008, is uniquely placed to combine the power of both technology and employee experience metrics. Acumen, our next generation platform, measures the Digital KPI's 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.

For more information: [www.scalable.com](http://www.scalable.com) or [info@scalable.com](mailto:info@scalable.com)