

# Scalable<sup>▲</sup>

## Enhancing digital agility through collaboration Realize the value by measuring what matters

### Building digital agility: the key to successful transformation

Key to successfully introducing technology initiatives, designed to enhance digital agility and employee productivity, is being able to assess the readiness and availability of technology coupled with the ability of workers to absorb change and realize the full value of technology initiatives.

Acumen provides vendor-independent digital workplace insights, analytics and KPIs that accelerate adoption and maximise ROI of digital initiatives. IT teams and project leaders are able to determine when digital transformation efforts should occur, establishing a baseline to measure success of improvement efforts, and utilising intelligent insights to help identify slow adoption and then quickly remediate to optimize productivity and maximize ROI.

# Acumen<sup>▲</sup>



# Acumen<sup>®</sup> – ensuring organisations realize the full value of collaboration

- > **Enhance Digital Agility:** prepare the organisation and its employees for the implementation of new capabilities in a way that enhances performance to deliver business results
- > **Improve the ROI** of digital workplace investment, and help your employees realize their full potential as digital employees
- > **Drive successful adoption** of new tools and continuously define more efficient ways of working and proving the value your people will get out of it
- > **Keep on the right path** by showing where any gaps, risks and challenges with adoption exist, allowing you to constantly correct your course

## Connect business outcomes to investment

It's vital that you invest in the right tools and technologies. But it can sometimes be difficult to realize the transformative value to the business. Acumen helps determine your ROI by measuring employee adoption and comparing behaviours to business objectives. You are able to establish a benchmark, quantify the impact of investment and map success factors across both people and technology:



Are you saving time through collaboration?



Are you reducing employee turnover?



Are you having more efficient meetings?



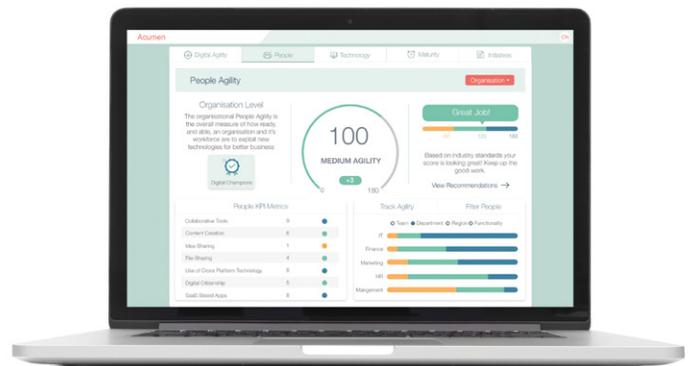
Are you saving money on communication and collaboration costs?



Are you saving time switching applications?



Are you reducing user downtime?

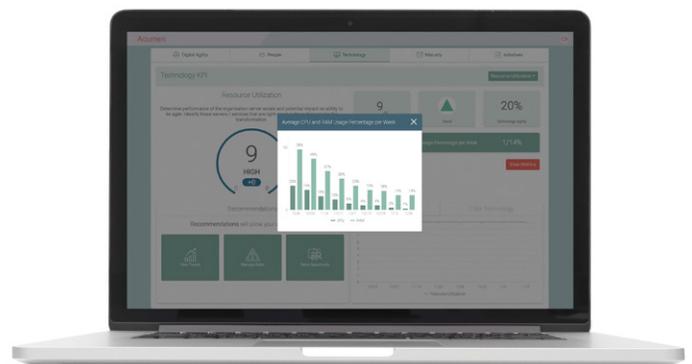


## Tighter collaboration for greater productivity

In many organizations teams have recognized the advantages and performance improvements that can be attained with improved collaboration. This can result in specific departments, teams, regions or other groups interacting, communicating and sharing content and ideas in any number of collaboration platforms. This 'category sprawl' can result in inefficiencies and silos that remain unaddressed through lack of visibility.

## See the whole picture: a unique perspective

Acumen provides vendor-independent digital workplace insights, analytics and KPIs that accelerate adoption and maximise ROI of digital initiatives. Advanced algorithms combine technology and employee behaviour data to uniquely deliver accurate, deep dive, actionable intelligence covering the entire IT estate and enable IT to perform comparisons across technology platforms and context against other organisations.



# Acumen<sup>™</sup> – digital agility KPIs and actionable insights

## Driving adoption and maximizing ROI

Scalable's next generation platform, Acumen, measures the digital agility KPIs of both the workforce and enabling technology so teams can successfully deliver every stage of a digital workplace initiative. Acumen captures key data and the associated granular metrics needed to provide deep insight into end-user usage and experience and the technologies used across the organization. The analysis of that data is brought together in management dashboards that provide key intelligence on both capabilities and adoption – essential for planning, prioritising and managing the rollout and ongoing optimisation with analysis and insights on adoption, together with recommendations on enhancing adoption where gaps exist.

## Assess and plan

Prepare by measuring your organization's digital agility – the readiness and availability of technology coupled with the ability of workers to absorb change and utilize it. Evaluate the IT estate's readiness with insight over users, applications, devices and infrastructure to create the best possible deployment strategy based on available resources and performance capabilities.

Determine when digital transformation efforts should occur, establishing a baseline to measure success of improvement efforts. Prioritize and stage deployments based on employee capabilities and readiness to adopt change. Identify early adopters for pilot groups before committing to a full migration.

## Manage and optimize

Acumen gives IT teams the accurate, KPIs needed to gain control and visibility over the entire deployment process of collaboration platforms giving your teams the data needed to ensure performance efficiency, service adoption and employee satisfaction.

Acumen monitors and correlates technical and end-user behaviour KPIs to establish clear measures for digital initiative adoption and success, allowing IT to identify champions and engage with late adopters or non-compliant users to help realize required business outcomes and maximise ROI. Acumen allows you to measure the progress of those efforts along the way.



## Acumen<sup>™</sup> – KPIs, analytics and insights to help drive adoption and optimise performance

Who the digital champions are in your organisation

How you can increase the agility of the low-scoring employees and teams

How users are interacting with technology that is planned for change. Track before & after

How best to map users to change plans

How your digital agility is aiding or inhibiting your strategic goals and business objectives

Provide end-users a platform for contributing to business innovation

### 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.

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