

# Employee experience and the digital workplace

## Realize the value by measuring what matters

Today, people increasingly expect the same digital experience from employers that they're used to getting as consumers. Just as social media, mobile apps, data analytics and personalisation technology has shaped expectations around customer experience, they are now influencing employee expectations in the workplace.

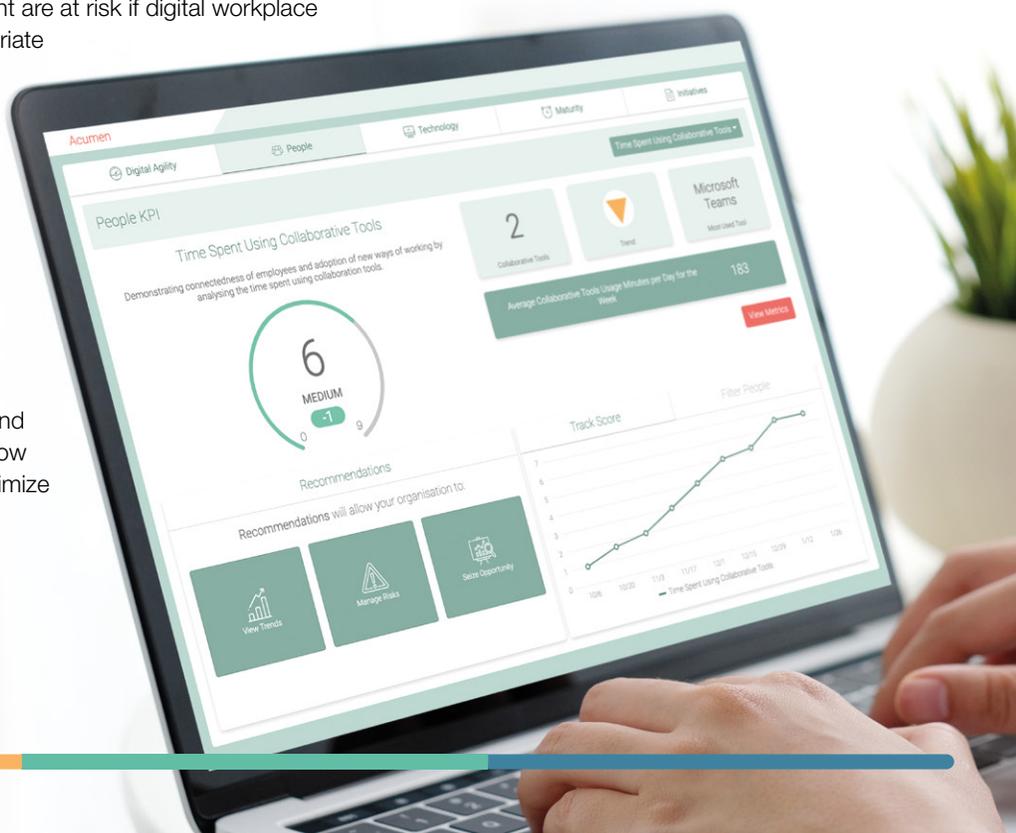
Remote workers and distributed teams across the globe need constant access to services such as team collaboration, file-sharing, Web-conferencing, telephony, virtual desktops and access when on the go, working remotely or travelling between client meetings.

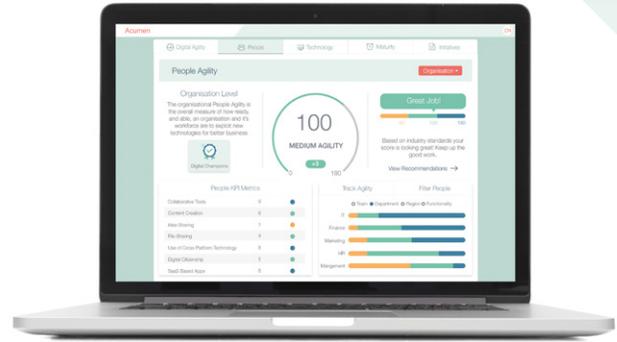
The pressure is on IT teams to deliver a positive workplace & service experience that enhances employee satisfaction, productivity, and empowerment. Digital workplace initiatives are focused on meeting this need; enabling information workers to save significant time through more effective and efficient collaboration in real time and the ability to easily share information and find resources to complete their jobs.

However, time, money and staff engagement are at risk if digital workplace initiatives are attempted without the appropriate technology platforms enabled or when workers are not adequately informed, prepared, or supported.

Prepare for success by measuring your organizations digital agility – the readiness and availability of technology coupled with the ability of workers to absorb change and utilize it.

Determine when digital workplace 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.





To maximize business value, you need to start by understanding how your workplace tools are being leveraged by your employees. Understand your ROI by measuring employee adoption of different technology solutions currently in use. Compare usage behaviour to business metrics.

Digital workplace programs such as Collaboration platforms, 'work anywhere' initiatives, BYOD, DaaS and others, require an agile management approach that can iteratively prioritize, adapt, measure and mature the capabilities that support the organization's digital transformation goals and objectives.

Acumen captures key data and metrics down to a granular level from your endpoints across the organization, and brings the analysis of that data together in management dashboards to provide an accurate assessment of, and essential insights into, your digital workplace program and your supporting technology initiatives.

Acumen provides deep insight into end-user usage and experience data and the technologies they use to get work done. By monitoring and measuring key digital agility KPIs and providing actionable insights, Acumen enables you to enhance the digital agility of your employees and technology; allowing you to drive successful change and deliver against your strategic goals and business objectives.

Whether it's in driving increased productivity through collaboration, a better digital employee experience or moving to a 'Cloud First' policy, Acumen delivers an accurate assessment of capabilities and readiness, identifies operational inefficiencies, and enables project teams to quantify their impact and build a plan to address them. This ensures alignment with strategic goals and better visualization of the path to performance improvement.

## Acumen – Digital agility KPIs and actionable insights

### Measure, Optimize and Transform

**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 ensure success in achieving desired outcomes, including enhanced employee productivity, reduced costs, improved efficiency and increased revenue growth.

Acumen captures key data and the associated granular metrics needed to provide deep insight into end-user usage and experience data and enabling technologies from across the organization. Acumen brings the analysis of that data together in management dashboards that provide an accurate assessment of the digital agility of an organization with key intelligence on both capabilities and adoption.

#### 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)**

