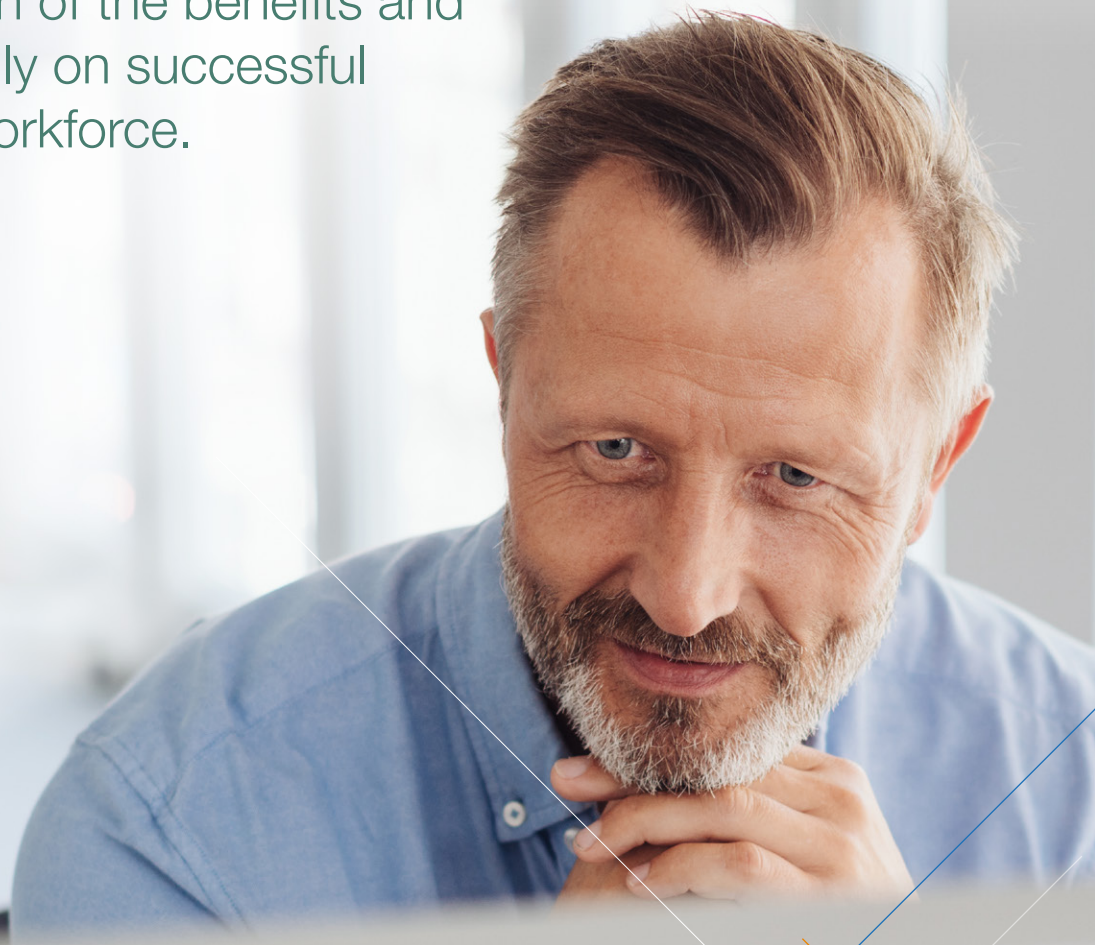


Scalable<sup>▲</sup>

# Realize the full transformative value of G Suite migrations

Google's G Suite offers an opportunity to both optimize costs and transform workplace productivity and collaboration, however, realization of the benefits and RoI depends heavily on successful adoption by the workforce.

Acumen<sup>▲</sup>



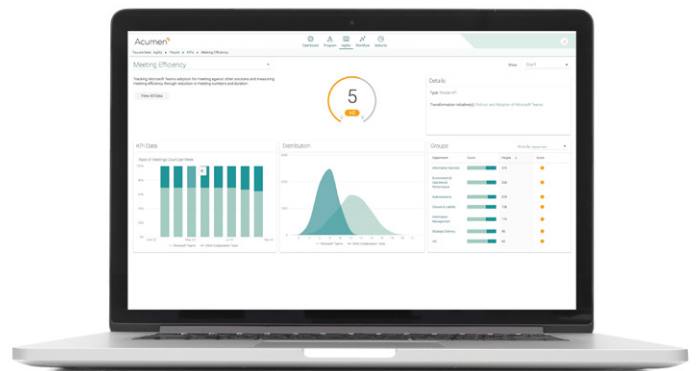
# Scalable's digital agility analytics platform provides a comprehensive approach to planning and executing a G Suite migration

Scalable's solution is specifically configured to assist enterprises in Chrome OS and G Suite migrations. Based on one IT Operations Analytics platform responsible for gathering data from thousands of end points across the organisation, customers are able to address the key challenges associated with both migration and maximizing ROI through optimizing adoption and costs.

## The right implementation approach is essential

G Suite's very sophistication and richness of features necessitates a structured, systematic approach to implementation – an approach that keeps you focused on business impact rather than on technology for its own sake. ROI depends on successful adoption by the workforce, and adoption of appropriate behavior. Monitoring of progress has to take place against KPIs that reflect your business's strategic goals and business objectives – not just basic metrics about the use of G Suite, useful as those are.

For example, if you're aiming to enhance meeting efficiency, it's good to know how long people are spending in Google Meet, but much better to compare that figure with the time spent in physical meetings or virtual meetings using alternative products and see the two measurements alter over time.



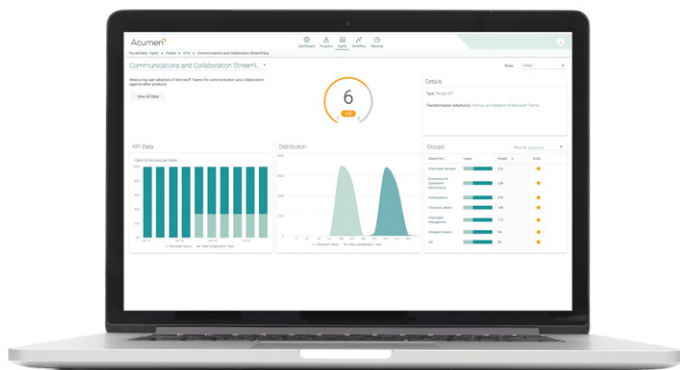
## Optimizing desired business outcomes

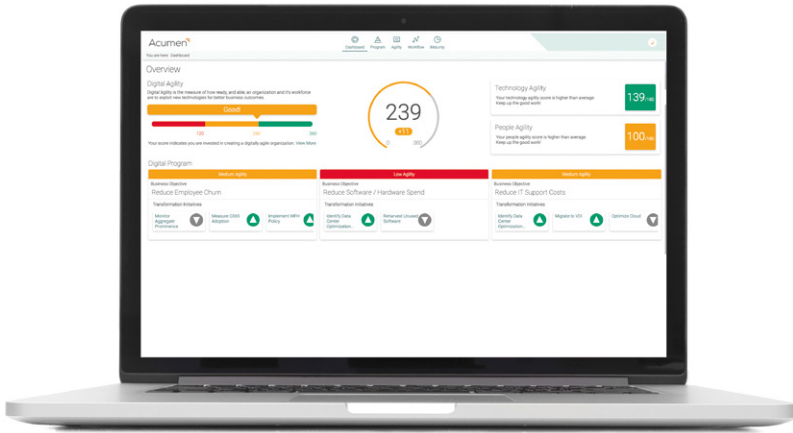
### Baseline assessment and monitoring effort and progress against KPIs

As you roll out a productivity and collaboration platform like G Suite, it's important to maintain control over, and visibility of, the deployment process and measure performance efficiency, service adoption, and employee satisfaction. Acumen's KPIs provide a basis for this, enabling you to evaluate technical data and end-user behavior prior to migration, establishing a baseline against which improvements can be measured over time.

### KPIs tailored to G Suite – and to your business

As well as a baseline, measurement requires suitable KPIs. Acumen provides a group of G Suite-specific KPIs that can be configured / weighted to truly reflect the needs of your organization. In addition to these G Suite-specific KPIs, you'll need a number of generic ones. For example, a 'category sprawl' KPI will help you to identify when other applications are being used to do the same thing as G Suite, as a first step to standardization. With sufficiently sophisticated algorithms underlying the KPIs, using them to measure progress is effortless.





## Managing rollout

### Supplementing basic information to generate sophisticated insights

G Suite's Work Insights provide valuable information on G Suite usage, but to see the full picture you need more. Using the business KPIs you identified up front, plus algorithms that help you understand technology usage and user behavior, you can obtain detailed metrics with minimal effort. These metrics will enable you to really understand the current outcomes of your transformation initiative, and see how well they match your strategic goals and business objectives.

### Monitoring and phasing out other collaborative platforms

It's important to have visibility of all productivity and collaborative platforms in use. Typically, departments and projects have established their own ways of collaborating, which, while beneficial, can lead to inefficiencies and silos if they continue to be used in parallel. If you know what is happening, you can encourage everyone to move onto G Suite in a timely and effective manner without disrupting the useful collaborations that are already happening. Acumen gives you a comprehensive, vendor-independent picture of all forms of collaboration, online and offline, by using both technology and employee behavior data.

## Monitoring realization of desired outcomes

### Giving executives a 360-degree view

Acumen provides management and project leaders with easy access to the data analytics, insights and recommendations that they need to optimize performance, de-risk digital transformation initiatives, and enhance the employee digital experience. Each organization is able to configure KPIs that embody the elements that are critical to their organization. With visibility of current progress against targets, project leaders can steer the transformation initiative towards full achievement of your strategic goals and business objectives. Underperforming areas will be highlighted so that you can, where necessary, take corrective action to get back on track. This de-risks the whole undertaking.





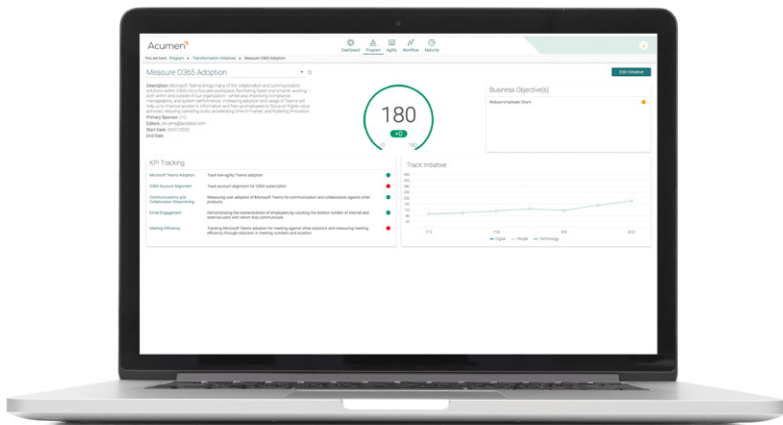
# Acumen<sup>®</sup> – Tailored KPIs and actionable insights

Scalable's next generation platform, Acumen, 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 goals and business objectives, including lower costs, improved efficiencies, and revenue growth.

## Measure, optimize, transform

Acumen 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 current status of a digital initiative in meeting the business objectives.

Acumen provides deep insight into end users' experience and the technologies they use to get work done. Acumen not only monitors and measures progress against key KPIs but also provides actionable insights and recommendations to enhance the agility of both employees and technology.



## Tiered objectives

Acumen offers a unique tiered structure of objectives that show how individual, project and departmental activities fit in with overall strategic goals and business objectives. This helps everyone to see how their efforts support a specific goal, which provides powerful motivation and enhances employee satisfaction.

## Technology

- › Identify high, medium, and low risk technology and services for business transformation
- › Make automated recommendations for technology advancement (identify low-hanging fruit)
- › Understand technology sizing and readiness for transformation
- › Map transformation to the right competency levels in the workforce
- › Help identify opportunities to fund innovation and digital transformation
- › Build a roadmap and business case for technology transformation
- › Automatically discover all devices, OS and applications in use across the entire IT Estate, on-premise and Cloud, together with granular usage data

## Digital employee capabilities

- › Understand which teams are G Suite champions in your organization versus those who are struggling
- › Use insights and drive actions to enhance adoption amongst teams that are slower to adopt G Suite
- › Determine how users are interacting with technology that is going to change, and track before and after performance
- › Decide how best to map users to change plans
- › Identify how your workforce agility is aiding or inhibiting your strategic goals and business objectives

## 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)**

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