

Optimizing workforce-system interactions

Frontline services and other critical operational teams require seamless access to fit-for-purpose systems and tools that enable employees to fulfil their roles and responsibilities efficiently and effectively. Failure to do so results in user frustration and wasted time – often adding up to thousands of wasted hours.

Workforce and systems analytics provide powerful insights about work patterns that can be used to improve the user experience, streamline disconnected tactical solutions and drive better ways of working consistently, unlocking the unrealised growth potential for the organization's workforce.



OBJECTIVE

To increase productivity, resolve user frustration and enhance the employee's digital experience by identifying system and process optimization opportunities across the organization's technology estate.

CHALLENGE

Many organizations lack the ability to track and analyse granular usage data from across their workforce. Failure to capture and study the data around how teams interact with their various applications means that organizations cannot identify inefficiencies that result in user frustration and wasted time - often adding up to thousands of wasted hours. Organizations are unable to link successful behaviours to outcomes allowing them to be replicated across the business, and they miss the opportunities to drive better system adoption and make data-driven resource planning decisions.



Dashboard



Program



Agility



Workflow



Maturity

SOLUTION

Use Acumen to collect accurate workforce, system and process KPIs and deliver a consolidated and complete view of the data and end-to-end, user-system interaction journeys. This will provide powerful insights about work patterns that have never been fully understood before unlocking the unrealised growth potential for the organization's workforce.

The objectives of a Workspace Optimization initiative are:

- Understanding Workforce Analytics that will determine broad, consolidated (team, segment, country, region or global) activity patterns for better resource planning.

- Gathering System Optimization insights that will outline the true value of systems used by the workforce. This will help identify gaps between intended purpose and actual usage of key business tools, ensuring effective allocation of the organization's resources, by not only highlighting non-value-add systems but also defining required areas of focus.
- Evaluating user journeys to detect pain-points, blockers and flaws that can be mitigated during system enhancement / development procedures. This echoes with the organization's vision to simplify processes by minimising steps to output and duplication of effort.

OVERVIEW

Organizations, especially those with frontline services and other critical operational teams, require seamless access to fit-for-purpose systems and tools to allow employees to fulfil their roles and responsibilities efficiently and effectively. Although systems and tools in use capture some form of user interaction data, historically this data has not been collated and analyzed holistically, at a macro level, by the business. This data, if accessible, can be used to improve the user experience, streamline disconnected tactical solutions and drive better ways of working consistently.

Establishing a consistent capability that automatically records and presents user-system interaction data for monitoring and analysis, provides leadership with rich usage data and behavioral insights about all systems across the organization's IT estate; this may be used to determine effectiveness and suitability of current tools and their underlying functionalities, but can also support business management and system enhancement activities.

To provide this information, Acumen uses an automated agent deployed across the end-user estate. It works silently in the background to track application and system interactions. The agent is application-agnostic, capturing data across all programs based on active window usage interactions (web and non-web based), with both offline and online tracking capabilities. Acumen provides a capability to capture information from the point of first interaction (click / keystroke) to the last interaction, which is indicative of a user's active workday. Acumen leverages anonymized, yet granular, user-level data to identify pain points, blockers and process issues; consolidating the data to provide a complete view of end-to-end, user-system interaction journeys and provide powerful insights about work patterns, enables the identification of system and process improvements to drive levels of optimization at a pace that was previously unattainable.

Workforce Analytics

- > Enable business decisions based on real workforce intelligence
- > Understanding how employees engage with supporting IT systems.

Business benefits

- ✓ Insight into work behaviours and user journeys to enable system- and process- improvements.
- ✓ Analyse behaviours, tools and processes that promote productivity... as well as those that hinder it.

Acumen KPI's

- Application Switching
- User Workflow
- Software Usage
- Software Usage Comparisons
- Application-specific module behaviours (i.e. Outlook)

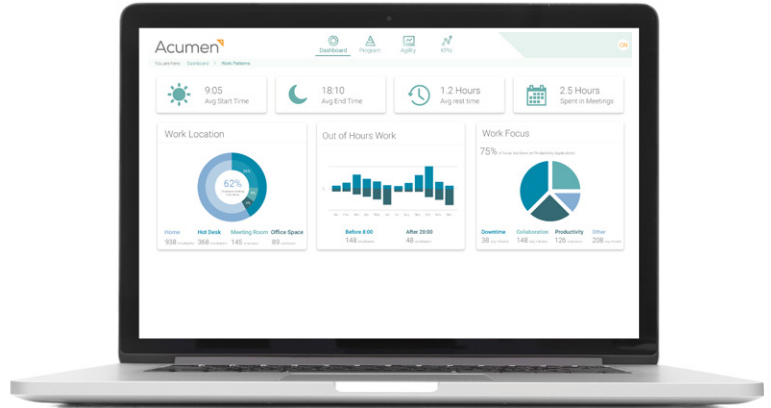


Improve Employee Experience

➤ Optimize systems and processes to improve the user experience and increase productivity.

Business benefits

- ✓ Measure software performance to ensure employees have the best tools to help them and you succeed.
- ✓ Monitor device health across the end-user estate: level 0 fault identification.
- ✓ Reduce Employee Churn.
- ✓ Identify training requirements.



Acumen[®] KPI's

| | |
|-----------------------|-----------------------------|
| Software Usage | Hardware Utilization |
| Application Stability | Aggregate Prominence |
| Application Switching | Out of Hours working |
| Hardware Stability | Regional behaviour patterns |

Scalable's technology ensures privacy is maintained in the process of gathering workforce analytics. All data captured is presented back at team or department level, obfuscating individual information and ensuring users individual privacy is prioritised.

To find out more about Acumen and how workforce and systems analytics can help optimize the ROI of your digital initiatives, providing you with the KPIs that enable your organization to drive adoption, increase productivity and optimize costs, visit scalable.com

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 or info@scalable.com

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