

# Provide exceptional remote working experiences

By offering staff a great digital experience, organizations can improve employee effectiveness and business outcomes, and position themselves to recruit and retain the best talent.

The move to remote and flexible working was already well underway before the pandemic came along and accelerated it. Unsurprisingly, researchers and analysts are predicting that in the wake of Covid-19, the workforce in some industries and professions will remain, if not fully home-based, a hybrid one, typically working from home (or otherwise away from the office) for several days per week. This makes the option of remote and flexible working an important tool in attracting and retaining the most sought-after talent.



## OBJECTIVE

The pressure is now on for employers, and specifically their IT teams, to deliver a positive 'work anywhere' digital workplace and service experience that enhances employee satisfaction, effectiveness and empowerment, while maintaining corporate security, stability and success.

Great digital workplace experiences require robust infrastructure and application stability, optimized processes and workflow, collaborative platforms, file sharing, web conferencing, telephony, virtual desktops and access when on the go, working remotely or travelling between client meetings. Experiences that maintain and enhance employee effectiveness.

## CHALLENGE

Staff who are able to work remotely can be hampered by a range of issues, including non-performant systems or lack of training which impacts on staff productivity.

Even if they have set the right goals, many organizations currently lack the ability to capture, track and analyze granular data around how users interact with their hardware and software. Without this data, leaders cannot spot points of friction in the remote user experience. They miss opportunities to streamline processes and improve productivity and are unable to build and support successful digital workplace initiatives.

Even more seriously, senior leaders and HR teams will miss the early signs that poorly architected infrastructure, applications and lack of support are creating inefficient working practices that put pressure on staff. People may, for example, put in longer working hours to compensate for lack of adequate systems or of collaborative input from colleagues. That can have a significant impact on staff health and wellbeing, leading inevitably to loss of key talent to the organization. Inevitably, the business will start to notice effects like lower customer satisfaction and/or falling sales.



Dashboard



Program



Agility



Workflow



Maturity

## SOLUTION

When an organization is adapting to a hybrid workforce with a substantial amount of home working, its leadership and IT function needs to be proactive in managing and measuring the outcomes for both employees and the organization as a whole.

Workforce analytics can help optimize the way your people and systems interact, eliminating friction and increasing employee effectiveness. The data and insight help IT teams build

exceptional – and, importantly, quantifiable – end-user experiences, supported by optimal computing performance.

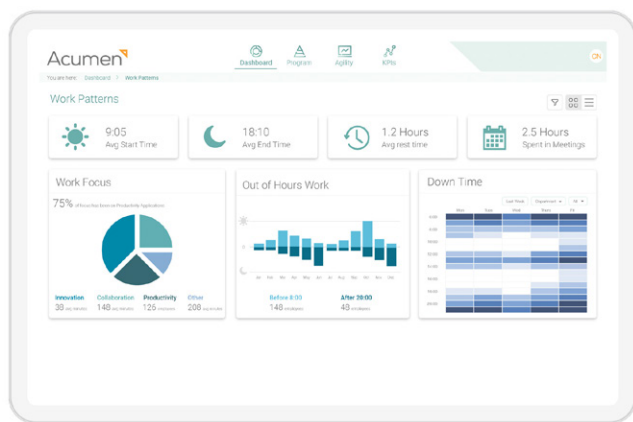
Acumen provides an ability to rapidly collect a consolidated view of all IT assets in the enterprise, tracking the usage of systems and technology investments, monitoring digital KPIs that map directly onto pointers to employees' remote working digital experience.

# Acumen: Data and Insights to optimize the 'remote working' experiences

Acumen provides granular, deep dive data and insights that help IT Teams answer the key questions that they need to know when optimizing workforce-system interactions to deliver exceptional 'Remote working' employee experiences that boost productivity.

## Assess and benchmark current capabilities

Establish a baseline assessment of your current position providing accurate data and insights across apposite KPIs to allow you to understand where your organization is now; used for both planning the optimal deployment strategy and for measuring progress over time.

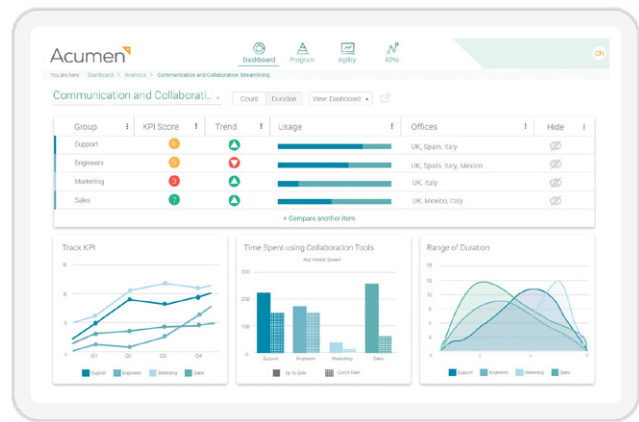


## Help HR use technology to safeguard individual wellbeing

It's increasingly understood that different individuals respond very differently to remote working, depending on both their personalities and their circumstances. Therefore, it's vital for HR to carry out regular checks on individual wellbeing. This is not work that can be fully automated, because it calls for human empathy plus professional skills and insights. However, technology can help HR professionals spot warning signs that an employee is struggling (e.g. because they are feeling isolated) so that they can investigate and arrange help. Where needed, employees can also be offered tips and tools to help them achieve a better work-life balance.

## Optimize technology deployments

Make sure that whenever you deploy new IT solutions, you are able to adequately measure progress, highlighting any obstacles that arise. If you can instantly see where gaps, risks and challenges with adoption exist, you can proactively correct your course. Make sure you have access to analytics that will reveal broad, consolidated activity patterns, whether at team, segment, country, region or global level. This will facilitate resource planning.



## Actively drive adoption

Promote and track application use. See which employees, teams, roles and locations require help, and identify which solutions need intervention to increase adoption. Utilize the insights gained to target campaigns that will boost adoption. Continually monitor usage data to track adoption progress as a result of these campaigns.

## Remove blockers to increased effectiveness

Evaluate user journeys – the sequence of steps that employees follow as they interact with technology to carry out a particular task – and identify inefficiencies that are hindering digital growth. Remove friction in workforce-system interactions and optimize processes that enhance effectiveness.

## Promote continuous improvement

Evaluate your return on investment (ROI) in technology in terms of real business value. Make sure that for each completed implementation or intervention, you have ongoing access to the metrics that you need to continue tracking in order to keep ROI on track and identify further optimization opportunities.

## Measure and analyze changes to team dynamics

Use relational analytics to understand how the hybrid working effect may have changed team and individual dynamics; new influencers and ideators may emerge, cross-team efficacies may evolve, and new pools of innovation might develop. Use metrics to measure and understand these shifting dynamics and align them appropriately throughout the business.

## Provide visibility for management

Give managers accurate status updates on employee experience and effectiveness based on data from all relevant endpoints (there are likely to be thousands of them) across your entire IT estate. Use these results to report against the business's key performance indicators (KPIs). Provide configurable dashboards, KPI scores, and data analytics with roll-up and drill down so that decision-makers can access the right information at the right time.

## Linking detailed metrics to business goals

Acumen provides measurement and validation of digital initiatives, such as technology adoption, and maps transformation initiatives to strategic outcomes to identify any gaps.

You can bring together multiple projects or views to create a single view of status with respect to an overall strategic goal. Map low-level metrics and KPIs on to high-level business goals so that management can focus on what's really important to the business, and on how remote working affects it, and base decisions on this knowledge.



## Acumen KPI's

### Aggregate Prominence, Communication Efficiency, Collaboration Streamlining, Meeting Efficiency

Making sure everyone is talking and supported.

### Application Stability, Hardware Stability, Hardware Utilization, Time Spent Using Self-help Resources

Making sure your remote workers have the tools to do their job and proactively monitor those tools in a reduced IT-support environment.

### Security Fundamentals

Making sure you have anti-virus, firewall, encryption, patching and VPN (as required) for your employees.

### Anomalous Access

Addressing security concerns.

### Out of Hours Working, Downtime

Employee Wellbeing.

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](https://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](https://www.scalable.com) or [info@scalable.com](mailto:info@scalable.com)

