

Boost productivity with optimized workforce-system interactions

Understanding the interaction between employees and the systems they depend on to do their jobs is critical to ensuring a frictionless, optimized experience for both the employee and the organization. By measuring the right KPIs and analyzing user journeys, organizations can identify opportunities to streamline processes and procedures, remove points of friction, enhance the employee experience and drive greater organizational productivity.

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. This information gap means organizations are unable to link successful behaviours to outcomes, which could allow them to be replicated across the business. These organizations miss the opportunities to streamline disconnected tactical solutions and drive better, more consistent, ways of working, improving productivity and unlocking the unrealised growth potential for the organization's workforce.



Stop digital friction from killing employee productivity

Employees strive to be as productive as possible and their success, satisfaction and wellbeing can be impacted when the digital experience suffers due to process inefficiency, collaboration blackholes, and digital friction.

Productivity drops by up to 40% as employees waste a sizeable chunk of their day context switching, app hopping, working through interruptions, and even worse, searching and reviewing the wrong information.

This isn't just supposition or hyperbole, it's a fact. **Research shows...**



68%

of workers toggle between apps up to **10 times an hour**



31%

of workers said toggling causes them to **lose their train of thought**



53%

of workers find navigating between apps **more annoying than doing household chores**



41%

of all information provided to employees is **irrelevant to their specific job role**



Some studies suggest **it takes a full 23 minutes to recover your focus after a distraction**

In addition, the impact on employee morale is significant. Our research found that **30% of hybrid employees** said a poor digital experience had made them want to leave a job or had contributed to them leaving a job.

The growing prevalence of digital friction is a big problem that organizations need to solve now if they're going to optimize productivity and deliver the digital experiences that enable the recruitment and retention of exceptional talent.

Lack of visibility hides inefficiency

These everyday points of friction often go unseen by IT and it's an issue that has only gotten worse during the pandemic and remains as organizations have moved to a more permanent hybrid working model. Inefficiencies and digital instability that impact productivity are hidden by committed employees working extended hours, incurring a risk of burn-out. Issues remain unseen, unreported and unaddressed, covered up by the commitment of hidden heroes.

Application instability and inefficient workflows may have become the norm as workarounds have become semi-automatic and employees don't even think of them as inefficient anymore.



Digital friction – what is it and where does it come from?

Gartner® describes digital friction as...

“The unnecessary effort an employee has to exert to use data or technology for work. This gets in the way of focusing on the right tasks and making the right decisions.”



Basically, it's all the digital 'stuff' that creates roadblocks. Extra steps. Duplicated systems. Hard-to-find data and information. Hardware and application instability. All the time-wasters that prevent employees from focusing on high-value, productive work.

But where does digital friction come from? It's all around us and it falls into four main areas:

Inefficient user journeys – inefficient digital processes that reduce productivity, slow transaction rates, and impact customer experiences. Inefficiencies that frustrate frontline and back office teams who strive to deliver optimal output.

Inefficient collaboration/collaboration overload – An increased volume of conversations, activity, interactions, tasks, and information caused by an increasing number of collaboration platforms and digital communication channels that employees have to participate in, and act on. Silos of knowledge and fragmented conversations develop as teams utilize different legacy channels, making it difficult to utilize knowledge and content across the organization and these compromise an organization's ability to execute and make decisions rapidly.

Application overload – the ever-expanding range of applications and sources where information and activity are hosted. Many companies have purchased and licensed multiple applications in the same category to fill short-term needs, and in some cases shadow IT may have crept in, such as having Zoom, Slack and Microsoft Teams in place. But in the long-term, this 'category sprawl' results in wasted cost, a bloated technology stack, siloed conversations and can be a security and governance risk.

System failure – IT teams often struggle to gain visibility into the performance of both software and hardware assets from a user perspective, not to mention how they're actually being used. This can make it difficult to measure the success of IT investments, identify problem areas, and pinpoint stability and reliability issues. Acumen provides IT teams with that necessary knowledge of device utilization, software and hardware stability and software usage, allowing faster discovery of any issues that impact productivity, such as under-performing devices, under-provisioned hardware, required upgrades, and more.



Build engaging digital workspaces that boost productivity with optimized workforce-system interactions

Minimizing digital friction is the fastest way to improve productivity and optimize employees' potential. The more you can streamline and optimize digital processes, transactions, and communications, the better it is for everyone.

In order to know where streamlining is most needed, you should start by understanding how individuals and teams across the organization interact and utilize technology and the digital processes they face each day to get their work done. With a deep understanding of that, you can then move on to...

Modernize legacy systems

Assessing how existing technology could be perpetuating ongoing problems and asking foundational questions, such as:

- > When was the last time the digital landscape was rationalized?
- > What's being used?
- > Where are there functional gaps due to continued use of legacy systems or versions?
- > Which users or processes are at risk when migrating to new applications?
- > When should focus be applied to drive adoption of new applications?

Identify best practice and replicate it

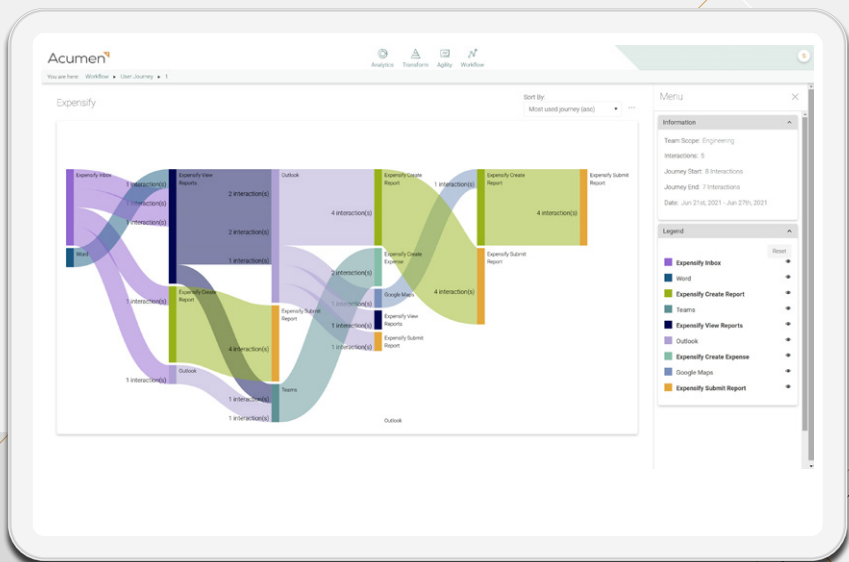
- > Understand how top performers get work done by reviewing their engagement with processes and use of technology to achieve successful outcomes.
- > Improve the consistency of frontline operations and ensure that best practice is adopted to maximize efficiency.

Ensure Compliance

- > Assess how applications are being used across the organization by team or role and ensure that processes are being adhered to ensure optimum productivity, efficient sharing and retention of knowledge, minimized risk and compliance with corporate governance.

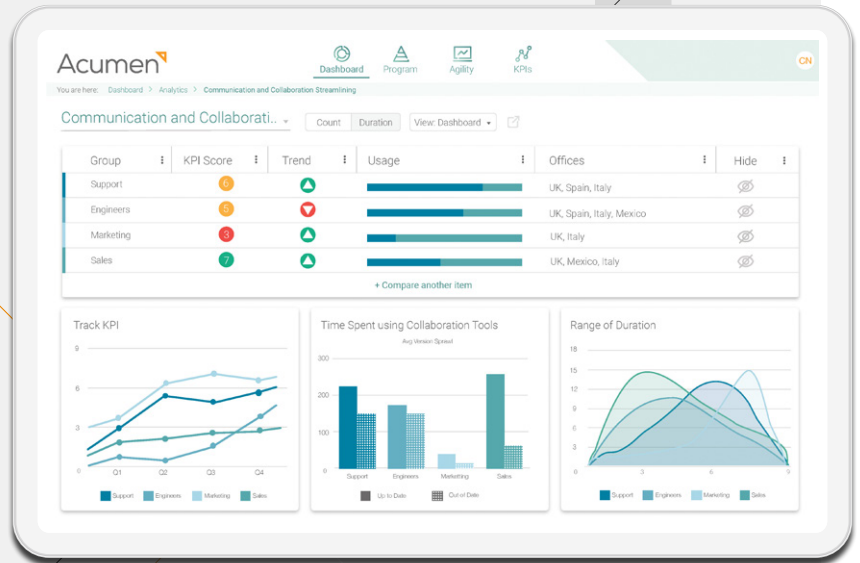
Expose and eliminate process inefficiency through streamlined user journeys

- > Identify inefficient processes and optimize to improve productivity and improve processing times. Quickly gather data on the user journey and application workflow to understand where friction and delay is caused by functionality gaps or application switching.
- > Highlight opportunities to automate previously unseen steps in a process to reduce cost and improve user and customer experience.



Improve collaboration and communication efficiency

- Identify and eliminate communication silos and drive adoption of corporate productivity and collaboration platforms, bringing together conversations, content and knowledge for faster decisions and operations.
- Drive adoption and ongoing standardization of corporate collaboration and productivity platforms, eliminating silos and ensuring everyone has access to documents and shared knowledge to do their work as efficiently as possible.
- Target, promote, and track application use. See which employees, teams, roles, and locations require help. Identify which solutions need higher adoption and rapidly boost adoption leveraging usage data to track adoption progress.



Proactively identify end-user experience issues

- Gain deep insight into end users' usage and experience to identify any points of digital friction that can disrupt successful workflows; non performant applications, missing functionality forcing the need to switch applications, versioning, unstable devices.
- Acumen provides insight into hardware and software issues affecting the end-user estate, delivering KPIs and actionable insights and recommendations that improve the digital employee experience and boost productivity.

Provide exceptional hybrid working experiences

- Gain insight of how all employees use technology to undertake their work, no matter where they are working from. Expose the inefficiencies and friction independently of user feedback to ensure that your IT team can build exceptional – and, importantly, quantifiable – end-user experiences for all, supported by optimal computing performance.

Boost productivity with optimized workforce-system interactions, visit www.scalable.com

About Scalable...

Founded in 2008, Scalable Software delivers comprehensive, granular and intelligent analytics tools that give organisations a real-time business lens to improve digital agility and empower employees to thrive. Its workplace analytics platform, Acumen, enables organisations to measure, optimise and transform the employee experience.

Acumen collates and distils data using agent and agentless discovery from across an organisation's technology infrastructure. Using a blend of digital KPIs and metrics, insights are delivered to leadership, IT and HR teams, giving them deep visibility into how the hybrid working model is performing. Armed with this knowledge, organisations can drive digital agility – by protecting employee wellbeing, optimising the digital experience, boosting employee success, and reducing complexity and cost.

For more information email: info@scalable.com

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