



## Optimizing digital transformation initiatives

Organizations know change is a fact of life and that the pace of change is accelerating, however, many still aren't preparing for it.

Gartner<sup>1</sup> states that the typical organization today has undertaken five major firmwide changes in the past three years — and nearly 75% expect to multiply the types of major transformation initiatives they will undertake in the next three years. Yet half of change initiatives fail, and only 34% are a clear success.

Time, money and the reputation are at risk if when digital transformation initiatives are attempted without the appropriate technology platforms enabled or that workers are not ready for.

# TRANSFORMATION

0%



100%



# Digital transformation KPIs and insights that deliver success

A significant part of the problem is that many organizations rely on metrics that track financial and operational efficiency. However, these metrics aren't always effective in measuring the success of a digital transformation program.

According to [McKinsey's Digital Quotient<sup>2</sup>](#) analysis, less than 15% of organizations using financial Key Performance Indicators (KPIs) are able to accurately quantify the ROI on digital transformation investments. Common causes include slow budgetary cycles and the lagging response of digital technologies on financial performance.

A more accurate and real-time assessment of the status and success of a digital transformation initiative is achieved using configurable digital initiative metrics and KPIs fed by an analysis of how employees are using and interacting with technology to get work done.

The Acumen platform captures key data and the associated granular metrics needed from endpoints across the organization and brings that data together in management dashboards for analysis, providing key performance metrics and insights that enable transformation managers to plan, measure, assess and remediate where needed, to ensure the desired outcomes are realized.



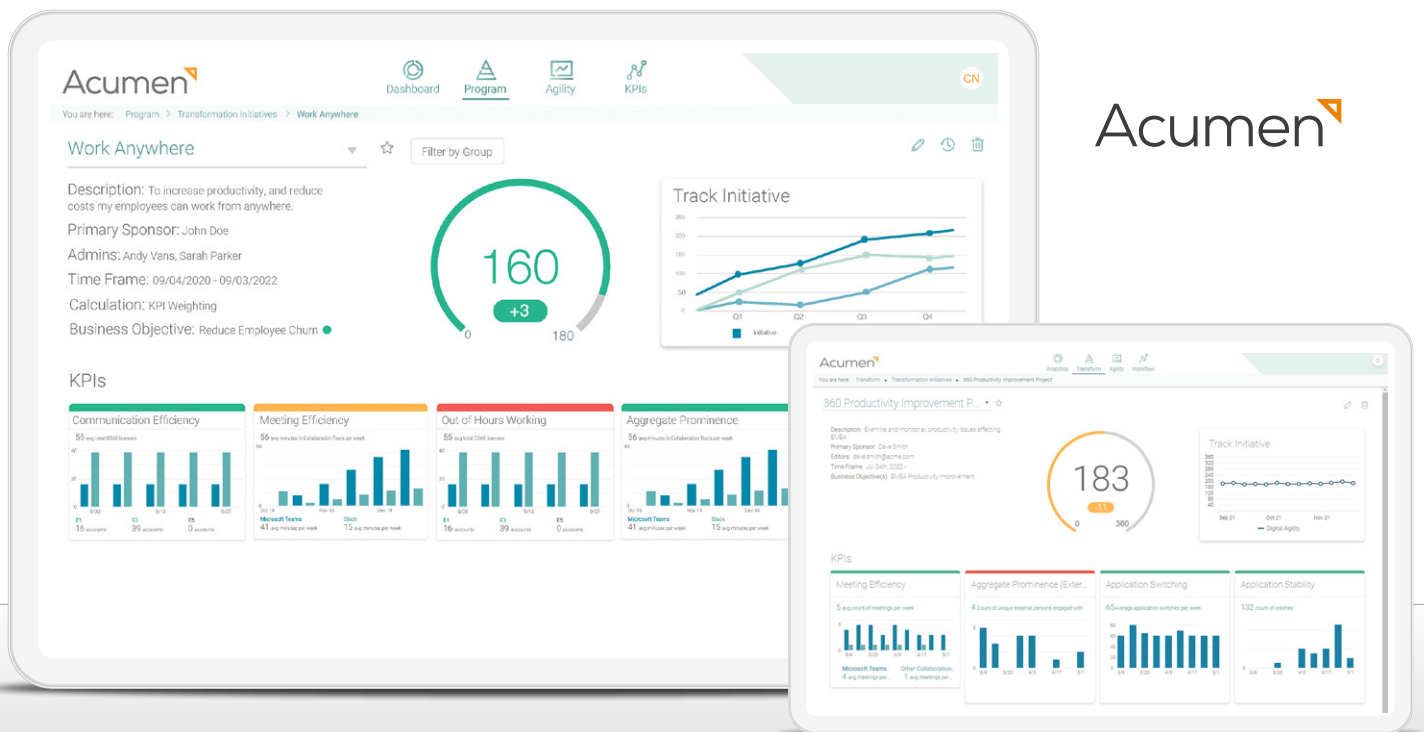
# Optimize transformation outcomes to maximize business value

Acumen provides a lens on transformation status and reduces the risk of failed transformation initiatives, helping assure success in achieving strategic outcomes, including lower costs, improved efficiencies and revenue growth.

Acumen from Scalable is the essential platform to measure the progress of transformation initiatives with accurate KPIs and insights that enable better data driven decisions on how

to navigate risks using accurate, empirical data, reducing the risk of failure and optimizing the desired business outcomes and anticipated ROI.

Acumen's library of digital measurement KPIs provides a framework for measuring initiatives to increase the performance of people, process and technology and understanding what is working well and what and how to improve performance.



Acumen

## Acumen helps organizations...

- ✓ Maximize business value by understanding how your workplace tools are being leveraged by employees. Advanced algorithms combine technology and employee behaviour data to deliver accurate, deep dive, actionable intelligence.
- ✓ Ensure faster delivery of migration and transformation initiatives that enable agile operations in response to changing market demands.
- ✓ Optimize Transformation success: Plan, measure, assess, remediate
  - Build a roadmap and business case for digital transformation around agility levels and opportunities / risks.
  - Baseline your current position, plan the optimal deployment strategy and measure and track progress over time.
  - Align rollouts to digital competency levels, identify gaps in utilization, and drive greater adoption.
  - Understand technology sizing & readiness for transformation.
  - Track and enhance adoption of technology at the user level to measure success of transformation projects.
  - Identify champions and laggards and provide training to help users who need it.
  - Configurable KPI measurement and intelligent analytics, linked to business goals and outcomes, provide actionable insights that keep transformation initiatives on track.
  - De-risk transformation – Identify issues and react quickly. Constantly correct your course and stay on the right path.
- ✓ Optimize processes, identify best practice and expose non compliance.
- ✓ Measure and enhance efficiency and productivity by identifying hidden digital friction and eliminate it.
- ✓ Vendor independent, covering the entire IT estate and able to perform comparisons across technology platforms.

## De-risk transformation programs with accurate data from the entire IT estate



### Assess and baseline before digital transformation

Assess – review of your current IT delivery model across the IT estate and determine the feasibility of, and readiness for, alternative delivery models (e.g. Introducing Desktop-as-a-Service, Chromebooks instead of laptops, replacing locally-installed applications with web applications, etc.)

Baseline your current position with accurate data and insights across apposite KPIs that allow you to understand where your organization is now; used for both planning the optimal deployment strategy and for measuring and tracking progress over time.



### Minimize risk – Measure and react during transformation

Measure progress throughout the delivery phase, highlight issues, and keep initiatives on the right path by identifying where any gaps, risks, and challenges with adoption exist allowing you to proactively correct your course.



### Capture data and review after transformation and monitor ongoing compliance and ROI

Evaluate your ROI on technology investment in context of “real” business value. Post-completion, Acumen provides ongoing access to metrics that you wish to continue tracking in order to ensure continued ROI, and helps you identify further opportunities to optimize your organization.

**To discover how Acumen can help your organization make smart decisions about measuring the progress of transformation initiatives with accurate KPIs and insights.**

#### 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.

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