

## Employee experience and the digital workplace – realize the value by measuring what matters

Today, people increasingly expect the same digital experience from employers that they're used to getting as consumers. Just as social media, mobile apps, data analytics and personalisation technology has shaped expectations around customer experience, they are now influencing employee expectations in the workplace.

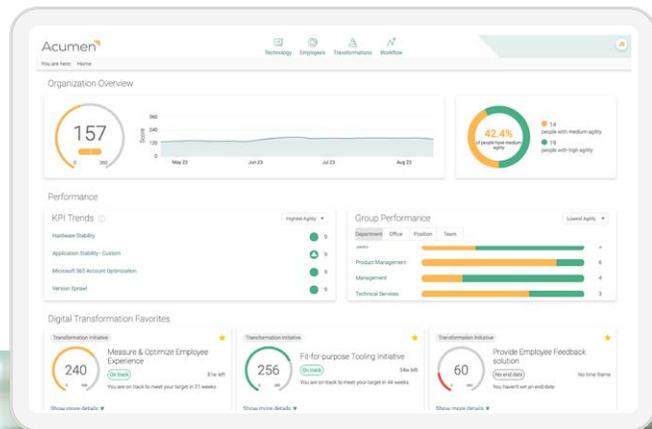
The pressure is on employee experience leaders and IT teams to deliver a positive workplace & service experience that enhances employee satisfaction, productivity, and empowerment. Digital workplace initiatives are focused on meeting this need; enabling information workers to save significant time through more effective and efficient collaboration in real time and the ability to easily share information and find resources to complete their jobs.

Prepare for success by measuring your teams digital experience and identify digital friction that limits productivity and impacts end user satisfaction.



## Employee experience analytics – and actionable insights

Get a deeper understanding of your employee digital experience. Acumen's Experience Analytics gives you real-time visibility into the stability, responsiveness, and performance of endpoints and software. Act on insights faster, drive better employee engagement, increase productivity, and power more efficient IT support operations. Measure and compare digital experiences by role, team, location.



### DEX observability & digital experience scoring

Accurate measurement of the experience your employees get through the devices and applications they rely on in their work environment. Remove anecdote and replace it with empirical data.

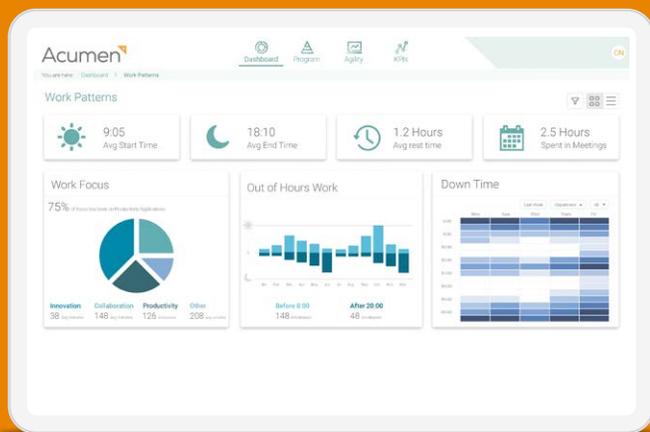
- Quickly secure the data and insights that enable you to measure and proactively optimize the experience your employees digital experience.
- Aggregate and monitor digital employee experiences for all employees, wherever their place of work.
- Track experience over time and predict productivity degradation.
- Compare different segments by role, team, location. Benchmark and measure improvement.
- Remove anecdote and replace it with empirical data. A single version of the truth available to all stakeholders.



## Measure employee engagement

Get visibility into employee productivity and engagement with insights across people, processes & technology. See the big picture of employee engagement and experience by combining digital experience metrics, work pattern insights, usage and collaboration data.

- Surface patterns in employee work habits to identify those in need of support and deliver targeted enablement.
- Compare personal productivity metrics against team benchmarks to understand work habits in context.
- Encourage healthy work habits by setting clear expectations and measuring quantifiable progress.
- Compare utilization levels of remote and in-office employees.



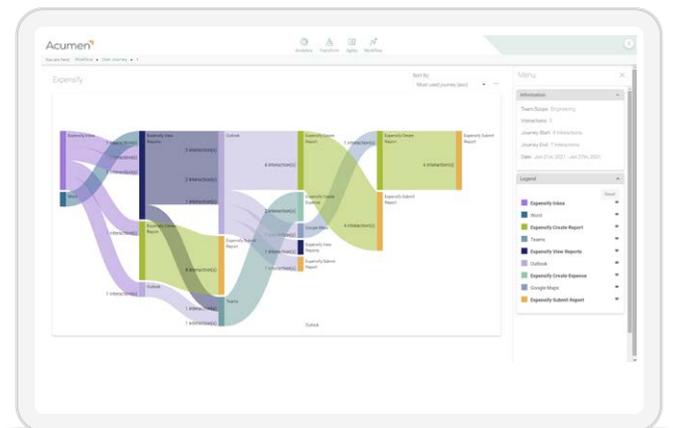
## Protect employee well-being

Leverage quantifiable data to assess engagement & burnout risk, identify quiet quitting, help employees protect focus time, and ensure healthy workload balance. Spot the signs and take active steps in addressing the underlying problems before they escalate.

- Assess and optimize workload balance across teams.
- View utilization levels and workload trends within teams to prevent burnout and ensure everyone is engaged.
- Determine whether remote work is contributing to higher levels of burnout and make data-driven decisions about headcount and resourcing needs based on team capacity.

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

- **Identify and eliminate digital friction** – Detect and prevent potential issues/digital friction impacting performance; hardware, applications and processes.
- **Optimize task efficiency** – Quickly gather data on the user journey and application workflow to understand where friction and delay is caused by functionality gaps or application switching.
- **Drive application adoption/standardization** – reduce application licence costs, streamline workflows, enhance productivity and collaboration, improve security, ensure compliance and reduce the burden on IT.



## Optimize hybrid working end-user experiences and increase productivity, irrespective of location

- Gain the DEX data and work pattern insights you need to deliver and maintain stable, performant and secure digital workspaces irrespective of location.
- Get productivity insights for remote teams and compare against office based employees and use technology to safeguard individual well-being.

## Improve Return to Office Decision Making

- Secure the data and work pattern insights you need to manage workforce performance and make data-driven decisions.
- Compare remote and onsite productivity, assess compliance and make data-driven headcount and resource decisions.



## About Scalable...

Founded in 2008, Scalable Software delivers comprehensive and intelligent Digital Employee Experience analytics tools that give organizations the ability to measure and optimize digital employee experiences.

Acumen collates and distils granular end user device intelligence data from across an organisation's entire IT estate. Using a blend of digital KPIs and metrics, insights are delivered to leadership, IT and HR teams, giving them deep visibility into how digital workplaces are performing, irrespective of location. Armed with this knowledge, organisations can optimize the digital experience to boost productivity, protect employee well-being, and reduce complexity and cost.

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