Acumen

Acumen for Endpoint Intelligence
Visibility and insights that enable better employee digital experiences

Get critical real-time visibility into the configuration, stability, responsiveness, and performance of endpoints to improve employee digital experiences.

Acumen's unique configuration discovery, coupled with advanced second-by-second usage metering and powerful experience and device performance analytics, combine to deliver actionable end user device intelligence. IT Operations and Employee Experience teams now have what they need to provide employees with best and most cost-effective digital experience.

Reduce software costs

Unique, second by second application usage analytics and read/ write distinction for on-premises or SaaS applications. Delivers actionable options to reduce the costs associated with managing the employee's software requirements.

Stop paying for applications you're not using

Whether it is on-premises or SaaS, Acumen delivers forensic level detail on usage patterns to give perfect visibility of software requirements. Pinpoint the peak demand patterns, subscriptions, and license levels you need.

> Achieve significant license fee reduction.

> Rationalize license tiers, downgrading if appropriate. Reassign licenses, remove unnecessary duplication and overlap.

Reduce configuration complexity

Remove unnecessary software and improve the user experience by providing access to exactly the software and IT services employees need to be productive.

> Improve endpoint performance.

> Reduce maintenance costs.

> Improve endpoint reliability.

Drive adoption and eliminate category sprawl

There are huge efficiencies to be gained by eliminating redundant applications and driving adoption of corporate standards. Acumen detects and identifies these opportunities and presents actionable intelligence that makes it easy for support to staff to improve the configuration of endpoint devices.

> Eliminate unused applications consuming storage and degrading the experience.

> Consolidate software configuration around corporate standards.

Improve endpoint device stability

Proactively assess configuration and performance of endpoint devices, and business-critical applications, to ensure the best employee digital experience.

Detailed observability at the endpoint to support proactive remediation

If the performance of the end user's device deteriorates, so do the applications, and with them the employees digital experience. Hybrid working complicates matters, as the scope for direct support intervention, and control over the environment is diminished.

IT organizations must equip themselves to support the proactive management of end user device performance and configuration, for both office and remote employees. Failure to do so will amplify the challenges of employee effectiveness and retention in a hybrid working environment.

> Measure device, application, and digital experience at scale, across every device, to maximise employee productivity and digital experience.

> Quickly identify poor device or application performance that impacts productivity. Identify all devices with the same problem.

> Proactively detect and remediate security vulnerabilities before employees even know they have an issue or suffer any impact.

> Eliminate prolonged downtime from hardware failures through well-timed maintenance and replacement processes.

> Integrate with service-desk systems for break/fix remediation.

## Extend endpoint device lifespan

Use digital experience metrics to enable smarter hardware refresh cycles.

Intelligent insights drive smarter refresh cycles.

Renewing hardware based only on age is a huge expense, for any organization, but delaying renewals solely to reduce expenses, can have negative impact on employee experience and employee productivity. The solution to this is simple, you need the right level of visibility to perform a smarter refresh using insights on the performance and experience of the device rather than on age.

> Automatically gather warranty status, device age and configuration to baseline refresh situation.

> Understand employee usage and correlate actual user experience to device health and performance to determine whether devices need replacement, upgrade, or no action at all.

> Build an accurate picture of individual device suitability for employee use-cases.
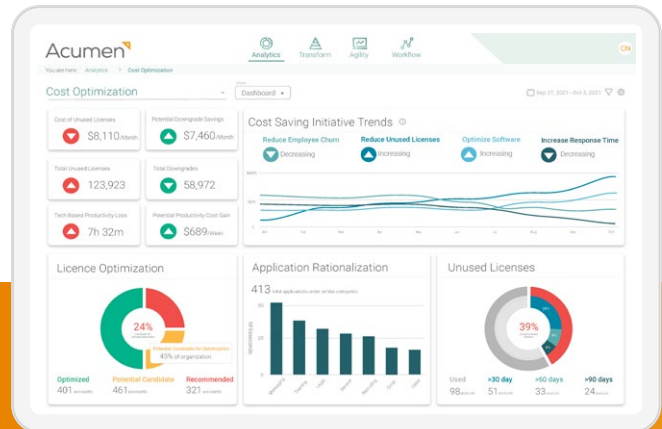
Key capabilities…

> Per-second usage metering for Installed, SaaS and VDI applications

> Application read/write distinction

> Financial impact analysis

> Integration with service-desks for configuration management

> Hardware and software inventory.

> Warranty discovery

> Correlate endpoint suitability to user requirements

> Environmental impact analysis

> Machine performance analysis

> Application slow-down detection correlated with machine performance

> Power consumption analysis

> Software crashes, operating hangs & crashes

> Crash detection analysis

> Security and Patch analysis

> Disk failure event capture

> Endpoint performance tracking

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.

For more information email: info@scalable.com   **www.scalable.com**

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