

# Driving digital adoption of applications and processes to optimize business outcomes.

Minimising IT costs, improved productivity through streamlined processes and improving collaboration by bringing conversations together are just some of the reasons organisations want to standardise processes and applications and drive adoption throughout their business.

Getting as many business groups to use the same application for the same task goes beyond simply rationalising or consolidating the applications and monitoring usage. Securing granular insights on how applications are used to support processes is paramount. Productivity, governance, security and cost can all be negatively impacted even when the right tools are being used, but just not necessarily in the right order.

While digital transformation and the move to standardise application usage may result in IT cost savings, it's rarely enough to justify the difficult change management required. Improvements in customer experience, capitalizing on emerging market opportunities and process improvements that maximise productivity all build competitive advantage and the agility needed to react to rapidly changing market conditions.

As such, application standardisation, and driving the adoption of these standards, isn't an isolated IT project. It must be part of a broader business-led initiative to standardise business processes and data across a large enterprise with multiple business units.

Business unit leaders need easy access to the critical insights that enable them to pinpoint where potential risk and waste may impact their business goals. A data glut that requires additional management effort to analyse and pinpoint the critical insights, incurs a drag on the ability and the time needed to optimize resources and processes, becoming a hindrance rather than a help.



# Why application and process standardization matters

In addition to the reduction in application licence costs that is often a primary driver, organizing and streamlining workflows, driving the adoption of standard applications and processes can benefit your company's productivity, security, and bottom line in significant ways:

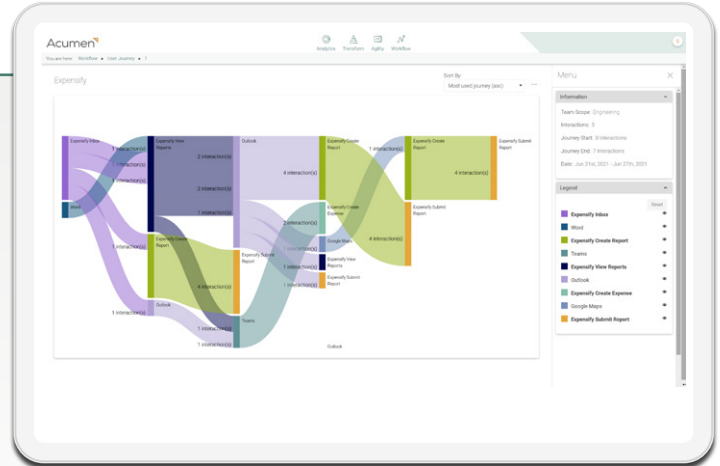


## Enhanced productivity

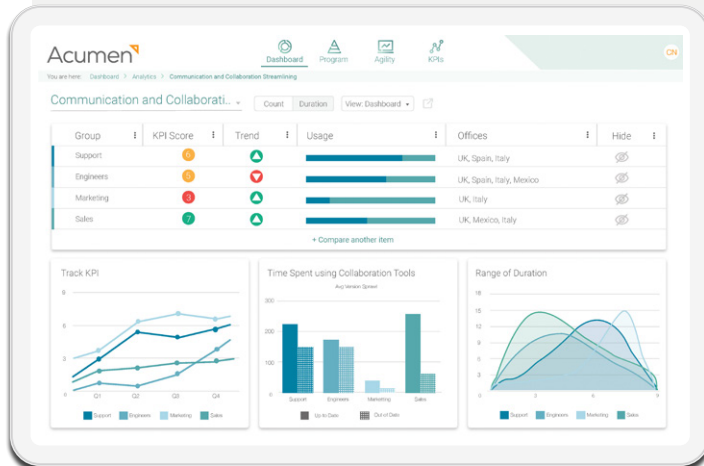
There's nothing productive about workflow bottlenecks, a common problem that occurs when only a limited number of employees have access to a software solution, or an application being used to deliver a business process lacks functionality and forces users to switch to an alternative application to undertake a specific task.

Not only does this disrupt workflows, but it runs the risk of introducing errors and poor governance as users map their own route to completing key process elements.

Identifying digital friction that impacts the ability of frontline workers to execute processes in the most optimal way provides the insight needed to make the required



enhancements to functionality, training, governance, and automation. Without the granular, near-time data and insight on how every team member executes processes and tasks, driving adoption and standardization at scale is impossible.



## Better collaboration

While varying programs or versions may prevent colleagues from sharing and reviewing each other's work, standardizing on a software solution opens new opportunities for collaboration. For example, when employees and teams work and communicate in the same collaboration platforms, silos are broken down, the right individuals are brought into the conversation, ideas are shared and innovation happens at pace.



## Reduced burden on IT

When an organization's software solutions are widespread, independent buying centres have appeared, or shadow IT solutions have taken hold, the IT department are usually the ones who become saddled with the burden of non-compliance, bug fixes, and support tickets.

Driving the adoption of standardized solutions allows IT teams to monitor and maintain the company's programs and processes in a more organized, effective way. This focused approach also creates additional bandwidth to produce

helpful resources and enhance user training, which can pave the way for seamless user adoption, smarter workflows, and a long-term decrease in helpdesk tickets.

Not only does standardization help optimize IT's workload, it also reduces the significant price tag that comes with maintaining multiple software programs. Eliminating the cost of category sprawl by removing duplicated and unnecessary expense, coupled with the economies of licencing and additional volume discounts for multiple users.

# Insights that expose opportunity, rather than data that blurs reality.

Of course, the extent to which you are able to standardize applications and realize these benefits depends on getting the right workplace analytics data and insights. Securing a limited and partial view offered by ITAM usage tools does not get you anywhere close. Coupling that with other tooling that looks at how processes are undertaken gives a disjointed and incomplete picture that presents new challenges in securing the insight needed.

Scalable helps address these issues by combining the best of all worlds: workplace analytics, ITAM data and task mining information in a single, analytics platform and management reporting dashboard that shows what's really going on – the how, where and who of application and process adoption – providing customers with accurate, near-real-time data to baseline, drive adoption, eliminate digital process friction, and quickly identify issues and take corrective action to maximize ROI.

Using our Acumen platform customers can analyse how employees engage with their technology, the paths they take, the features they use, mapped to expected journeys. Acumen helps identify where bottlenecks and blockers occur by looking not only at the application itself, but also what else is happening in the employees environment that could be causing friction.

## De-risk transformation programs: reduce the TCO and eliminate the risk of low digital adoption

By looking in detail, and in context, at how employees engage with the new technology business leaders can get critical insights into all areas of adoption: what features are or aren't being used; where employees might be struggling or missing key benefits of the new technology that's been delivered to them; where they may (or may not) be following governance processes, where productivity – and employee experience – could be improved.



# Accurate adoption data at every stage of the transformation journey



## Assess and baseline before digital transformation

Review your current IT delivery model across the IT estate and 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

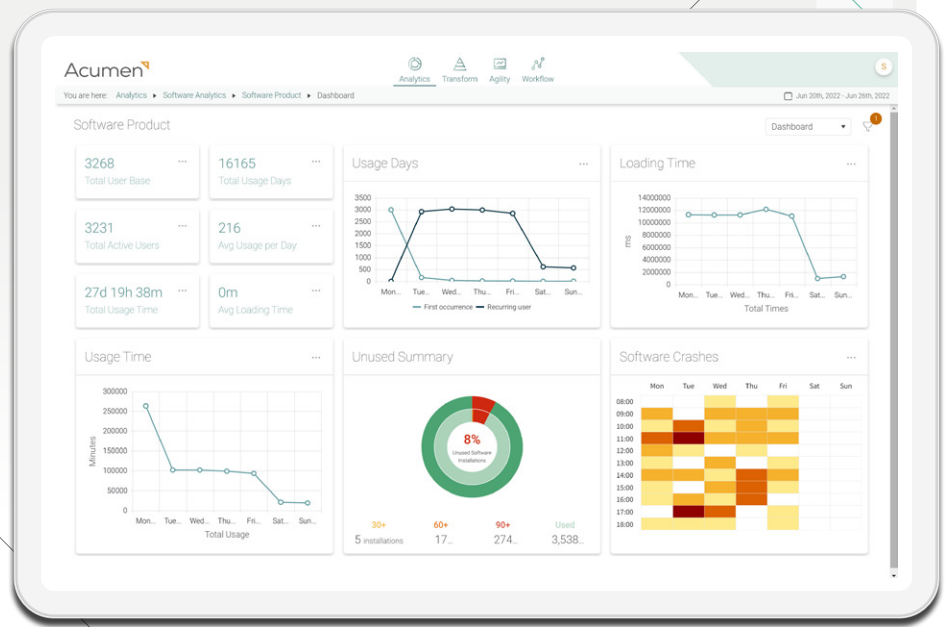
Measure progress throughout the delivery phase, highlight issues, and keep initiatives on the right path by identifying where any gaps, risks, and challenges with adoption exist allowing you to proactively correct your course.

## 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.

As discussed earlier, by using the Acumen platform, customers can analyse how employees engage with their technology, the paths they take, the features they use, mapped to expected journeys. Acumen helps identify where bottlenecks and blockers occur by looking not only at the application itself, but also what else is happening in the employees environment that could be causing friction.

Armed with this information, business leaders can decrease the TCO for new software products which ensure maximum digital adoption.



## 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](mailto:info@scalable.com)

[www.scalable.com](http://www.scalable.com)

# Scalable

©2023 Scalable Software Ltd. All rights reserved. Scalable, the Scalable logo, Acumen logo are registered trademarks of Scalable Software Ltd. All other marks are the property of their respective owners.

MAR 2023