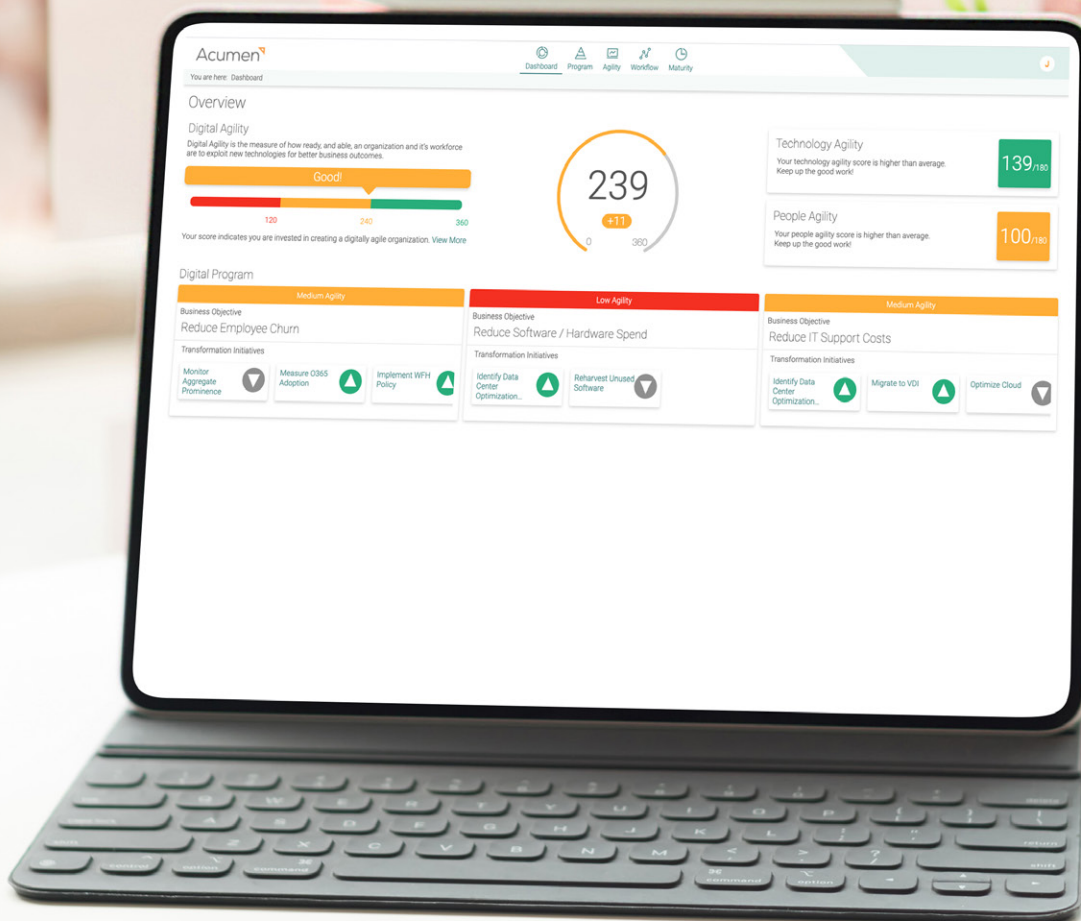


Optimizing digital initiative outcomes

Change is a fact of life. Organizations need to be able to adapt to change – they need to be agile. Digitally Agile organizations outperform their competitors, have higher revenues and customer satisfaction levels, have higher employee retention and are more likely to be in the top quartile for organizational health – the best indicator of long-term performance.



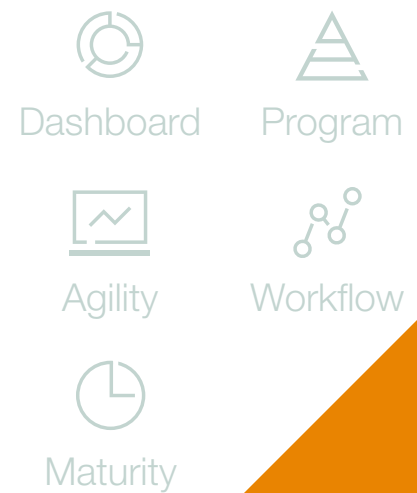
OBJECTIVE

To provide organizations with the toolset to identify required change, then plan and implement that change in the most efficient and effective way for their organization. Furthermore, to give organizations accurate, insightful and timely feedback on progress against their targets and determine the technology adoption level across the organization and the ROI for projects in their digital program. And finally, to allow organizations to review successes and continuously monitor and improve the digital agility of their organization.

CHALLENGE

Whilst change is a fact of life, and the pace of change is accelerating, organizations aren't always good at it. Organizations know change is inevitably coming but they still aren't preparing for it or planning to be successful.

A significant part of the problem is a lack of data, or the right data. Organizations don't know how ready and able they are to exploit new technologies. They don't have sight of metrics that identify opportunities to increase productivity in their organization, or optimize their toolset by improving the user experience or rationalizing tools. When change initiatives are planned, organizations often lack the ability to track the adoption and delivery against ROI. And when change has been delivered, organizations aren't able to track ongoing performance or identify further opportunities for continuous improvement.



SOLUTION

The Acumen platform captures key data and the associated granular metrics needed from the endpoints across your organization and brings that data together in management dashboards for analysis and to provide an accurate assessment of the digital health of your organization. Acumen delivers a continuous view of your organization's digital agility – how ready your organization is to react to and adopt change – and allows you to continuously monitor for optimization opportunities.

When you identify an initiative that you wish to undertake, Acumen is used to establish a baseline assessment of your current position providing accurate data and insights across apposite KPIs to allow you to understand where your organization is now; used for both planning the optimal deployment strategy and for measuring progress over time, the establishment of these baseline metrics relevant to your specific initiative is an essential first step.

Throughout the delivery phase of your initiative, Acumen measures progress using digital

agility metrics; highlighting any issues allows organizations to course-correct quickly, efficiently and effectively.

Post-completion, Acumen provides ongoing access to metrics that you wish to continue tracking in order to ensure continued ROI against your investment, and furthermore helps you identify further opportunities to optimize your organization.

For any digital initiative, comprehensive digital agility metrics assist in:

- Establishing a baseline assessment providing accurate data, insights and facilitating analysis.
- Driving successful adoption of new initiatives.
- Keeping initiatives on the right path by showing where any gaps, risks, and challenges with adoption exist allowing you to proactively correct your course.
- Continuously tracking key digital agility metrics and identifying further opportunities for process and systems optimization.

OVERVIEW

Time, money, and reputation are at risk if digital transformation initiatives are attempted without enabling the appropriate technology platforms or if workers are not prepared for the changes. It's critical to prepare by measuring your organization's digital agility – the readiness and availability of technology coupled with the ability of workers to absorb change and utilize IT.

To ensure the success of digital transformation efforts, it's necessary to: establish a baseline to use for planning the initiative and assessing its success; measure the progress of the initiative utilizing digital agility metrics to help identify issues and quickly remediate them; and to continuously track realization of the benefits of the initiative and identify new opportunities for optimization.

Acumen delivers critical capabilities needed to successfully deliver a wide variety of digital initiatives, providing unique insights that are critical in realizing the full transformative value of transformation initiatives and ROI.

Seeing the whole picture: a unique perspective

Acumen provides vendor-independent digital workplace insights, analytics, and KPIs that aid you in accelerating adoption and maximizing the ROI of digital workplace initiatives. Advanced algorithms combine technology and employee behavior data to uniquely deliver accurate, deep-dive, actionable intelligence covering the entire IT estate and deliver the ability to perform comparisons across technology platforms and in context against other organizations.

Acumen[®] – driving transformation success...

✓ Drive successful adoption of new tools and continuously define more efficient ways of working and increase the value your people will get out of it.

- ✓ Keep on the right path by showing where any gaps, risks, and challenges with adoption exist allowing you to proactively course-correct.
- ✓ Measure and connect KPIs to business outcomes and project goals to identify the digital behaviours that drive success factors, thus ensuring maximum adoption of new technology and workforce output.
- ✓ Ensure faster delivery of migration and transformation initiatives that enable agile operations in response to changing market demands.
- ✓ Facilitate cost optimization programs that deliver efficiencies and savings that can fund digital innovation.
- ✓ De-risk transformation programs with accurate data across the entire IT Estate.
- ✓ Track the employee digital experience and identify opportunities to improve productivity and employee satisfaction.
- ✓ Benchmark in key areas against industry peers.



Digital initiative metrics

Group and customise KPIs to measure specific digital initiatives.

Business benefits

- ✓ Baseline key metrics and track performance through to project completion.
- ✓ Evaluate your ROI on technology investment in context of “real” business value.
- ✓ Provide your employees with a single source of truth for your Digital Program, communicating the organization’s vision and progress against that vision.

Acumen Functionality

- Digital Program
- Business Objectives
- Baseline
- Strategic Goals
- Transformation Initiatives
- Benchmarking



Measure & monitor Digital Agility

Understand the Digital Agility of your employees.

Intelligent insights that point to opportunities to increase productivity, optimize costs, enhance agility and improve the employee experience. Access to accurate, insightful and timely data that enables organizations to focus their efforts. Baseline your organization’s current position and measure improvements with accurate KPIs that provide visibility of the current status.

Business benefits

- ✓ Identify employees that have high Digital Agility and champion new technology, and those that need more support.
- ✓ Evaluate your readiness for digital transformation and build a business case for technology change.

Acumen KPI's

KPI and Agility scores that can be customized to your organizational requirements

Assign scope to a KPI to allow focused insights by Team, Department, Role or Location

Set Targets and Alerts

Scalable’s technology ensures privacy is maintained in the process of gathering workforce analytics. All data captured is presented back at team or department level, obfuscating individual information and ensuring users individual privacy is prioritised.

To find out more about Acumen and how workforce and systems analytics can help optimize the ROI of your digital initiatives, providing you with the KPIs that enable your organization to drive adoption, increase productivity and optimize costs, visit scalable.com

About Scalable...

Our mission is to provide customers with the key data and insights needed to make their organizations more digitally agile, by enhancing performance, and creating effective digital experiences for their customers and employees.

Scalable Software, an innovator in SaaS-based IT operations analytics and employee usage data since 2008, is uniquely placed to combine the power of both technology and employee experience metrics to deliver real-time visibility, insights, and recommendations to enable better, faster decisions that enhance digital agility.

For more information: www.scalable.com or info@scalable.com