

Employee Experience Benchmarking

Benchmark your company's employee experience versus others in the market

ATERNITY DIGITAL EXPERIENCE MANAGEMENT QUADRANT

The Aternity Digital Experience Management Quadrant (DEM-Q®) enables companies to compare their employee digital experience to that of hundreds of companies and millions of devices managed by Aternity SaaS. Customers can select and filter DEM-Q data by industry, company size, or geography, and get insights into improvement areas with the highest potential impact.

Insights into improvement areas with the highest impact

With the shift to remote work, companies are highly focused on employee experience to maintain business continuity and productivity. The performance of technology plays an outsized role in affecting employee experience, but the pace of change is outstripping IT's ability to manage it. Measuring digital employee experience is critical for identifying investment and cost saving areas, but analyzing it internally is only the first step. For better decision-making on investments and cost reduction, CIOs must have insight into how the digital employee experience they deliver compares to that of other companies.

Companies must address three main challenges:

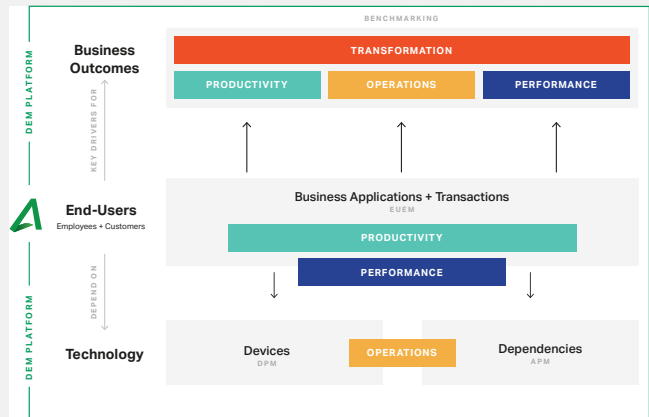
- **Compete on service:** Differentiate your company against others based on the quality of digital experience.
- **Invest for the biggest pay-off:** Target investments to where they deliver the biggest impact to the business.
- **Mitigate the risk of IT change:** Make sure that IT change initiatives deliver the expected improvements.

"We realized our existing device performance monitoring tool couldn't tell us what our workforce was actually experiencing, because it simply didn't measure most of it. Plus, the data it provided was hard to interpret and didn't scale."

JOOST SMIT Digital Workplace Solution Architect and Engineer, Swiss Re

Benchmark your company's employee experience with Aternity

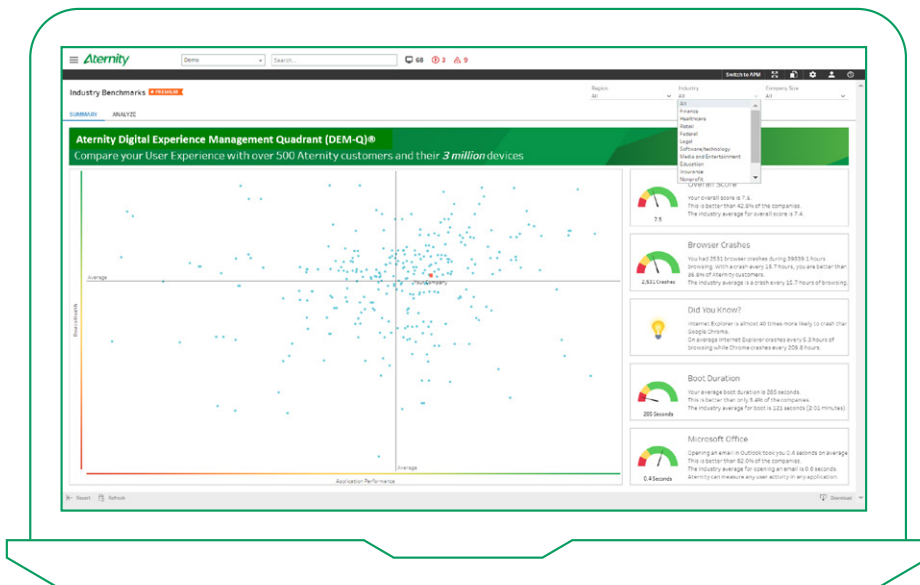
The Aternity Digital Experience Management Quadrant (DEM-Q®) enables companies to compare their employee digital experience to that of hundreds of companies and millions of devices managed by Aternity SaaS. Aternity's benchmarking dashboards show CIOs how their company's employee digital experience compares to others, by industry, company size, or geography, on a two-by-two matrix of selectable digital experience variables. The DEM-Q enables CIOs to analyze their position on these dimensions relative to the mean, and get insights into improvement areas with the highest potential impact.



Compare your company's employee experience to the market

Instantly compare your company's employee digital experience to that of more than five hundred other companies managed by the Aternity Digital Experience Management SaaS platform.

- Analyze the data on multiple business dimensions, by filtering by industry, geography, or company size.
- Change the digital experience analysis variables to investigate particular technology areas, such as device, OS, and application performance.
- Leverage system-generated insights into particular device, OS, application, and user experience areas to see where you're doing well, and not as well, as the market average.
- Conduct frequent reviews throughout periods of technology and business changes to assess your position versus the market.



Use the Aternity DEM-Q to analyze how your company's employee digital experience compares to others, by industry, company size, or geography, on a two-by-two matrix of selectable digital experience variables.

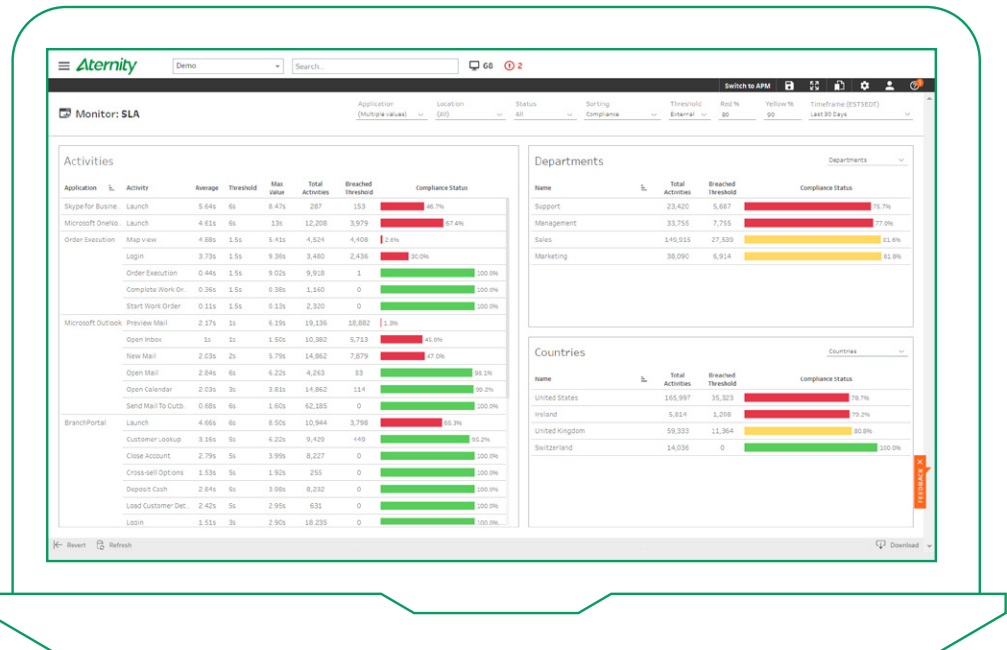


Understand where IT investment is needed most

Analyze IT performance relative to business-driven Experience Level Agreement (XLA) thresholds by department or geography.

- Monitor users' interactions with applications in the context of a business workflow, to set XLA thresholds for the time required to look up a patient record, execute a trade, etc.
- Determine where investment is needed most by tracking application performance relative to Experience Level Agreements (XLAs), by department or geography.
- Quantify the financial impact of poor application or device performance on employee productivity and customer service.
- Hold your SaaS vendors accountable to XLAs based on what users actually see when they use SaaS-delivered apps.

Identify where investments are needed most by tracking compliance to XLAs for every application in the enterprise portfolio.

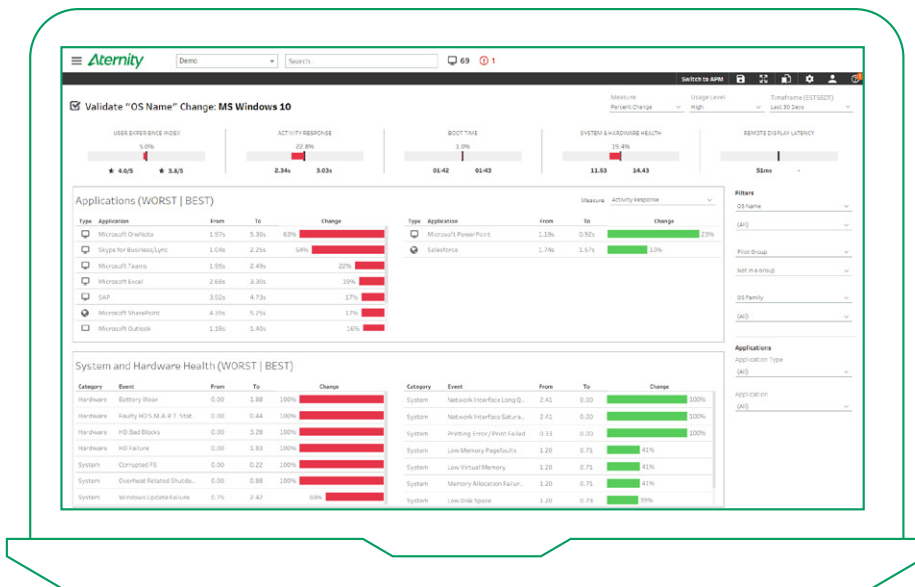


Mitigate the risk of IT change

With Aternity, business and IT executives can measure the impact on employee experience of strategic IT projects, like cloud, mobility, and data center transformation, as well as more routine, tactical changes like device, OS, or application upgrades.

- Validate the impact of change by analyzing employee experience before and after a change to infrastructure, applications, or devices, to ensure the desired results are achieved.
- Quantify the financial effect of app performance on workforce productivity by analyzing every transaction made on business critical apps.

- Test the impact of IT changes on user experience on a pilot group and verify improvement before wider deployment.
- Analyze trends in app adoption across the enterprise to track the effectiveness of key strategic initiatives like cloud, mobile, and virtualization.



← Validate the impact of a device changes like migrating to Windows 10. In this case, numerous applications perform worse after the migrating a pilot group to the new OS, so the desktop engineering team should investigate before wider rollout.



Aternity, the leader in Digital Experience Management, transforms the employee experience in the digital workplace, with enterprise-scale analytics for every application, all transactions, any device, and all users. Aternity's AI-powered visibility and self-healing control help IT optimize business application performance to improve employee productivity and customer satisfaction, mitigate the risk of IT transformation, and drive down the cost of IT operations.

GET STARTED TODAY

Start your free trial of Aternity today: aternity.com/free-trial