ALLUVIO™
by riverbed®

New KPIs to Manage the Hybrid Work Experience

EBOOK

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Measuring the **Actual** Employee Experience

Measuring employee experience can be a daunting task for IT teams managing a hybrid workforce. Even with the right tools in place, managing employee productivity and satisfaction ("Why is this loading so slowly?!"), dealing with a busy Service Desk queue, and rolling out software/hardware are extremely challenging—and all of this with limited budget and resources. Where do you start? Which ticket is most important? How do you isolate issues and troubleshoot quickly? Can you be more proactive?

To get out of putting-out-fires-mode, you need tangible KPIs backed by real data and need to put a plan in motion. Without insight into actual employee experience, we quickly slip back into the tactical trap of whack-a-mole. IT/Ops teams are always being asked to do more with less, so it's time to step back and have a look at how to manage a digital hybrid workforce more efficiently and effectively.

Where IS Your "Hybrid Workforce?"

The short answer is: *It doesn't matter.*

Wait, WHAT?

Hang on, that's really just the short answer! What we mean is: employee expectations are *exactly the same no matter where they are working from*. Bob is back at corporate HQ, Juanita works in a small satellite office, Jonathan is 100% remote, and Ahmed splits his time between a shared office space and a local café.

Now, many employees are empathetic and understand IT is dealing with a million challenges... BUT your team still must deal with every issue that hits the service desk queue, and productivity is lost across the board. And let's face it, no one wants to replace their commute with staring at a screen while something loads!

While of course it matters *where* employees are located when you're troubleshooting, we want happy employees regardless of location. Employees are expected to be productive from wherever they work. Your digital experience goals—and the tools you use to track them—need to support everyone, everywhere, every time.
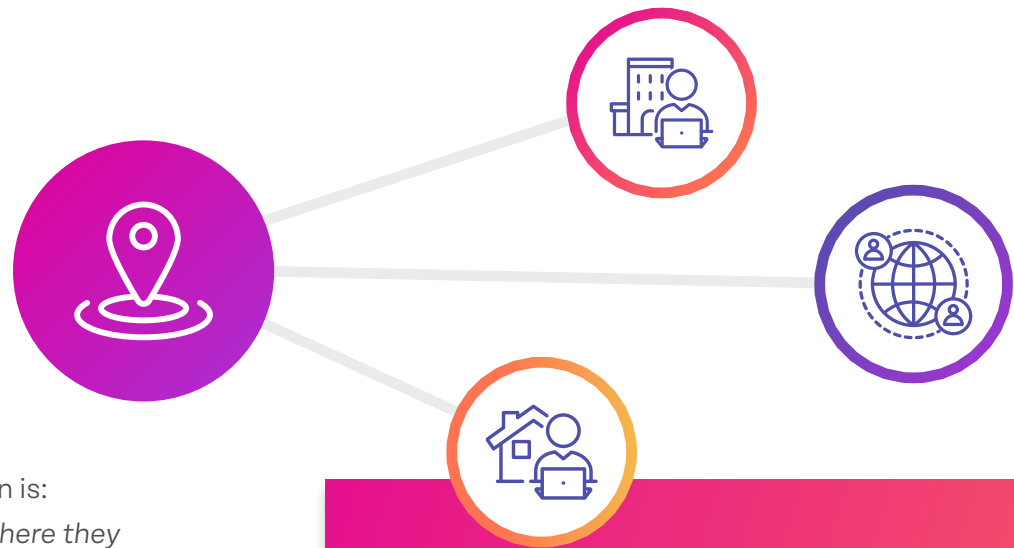
Hybrid Work Is Here to Stay.

According to the Riverbed Hybrid Work Global Survey 2021, 94% of respondents agree a hybrid work environment helps recruit talent and remain competitive in the future, with 45% of BDMs and 50% of ITDMs saying yes, significantly. When talent plans are no longer restricted by location or a candidate's willingness to move, employers can source the best talent from anywhere in the world and reduce expenses associated with relocation and office setup.

Which KPIs Should You Measure?

Let's back up to think about what you can measure for actual employee experience. We've broken this down into 4 main categories:

1. Device Performance and Health

2. User Productivity

3. Application Performance

4. Network Performance

Device Performance and Health

Here we're talking about traditional metrics around employees' devices. Most often this will be laptops/ desktops, but may include VDI (Virtual Desktop Infrastructure). Useful metrics include, but are not limited to: CPU utilization, battery health, memory hard drive issues, OS issues, and network speed.

User Productivity

In addition to all the device metrics available, we want to know a typical employee's activity performance and volume, as well as which applications are used most/least frequently. For example: are they avoiding certain collaboration apps, and if so, why?

Application Performance

APM is the tried-and-true way of monitoring via the application itself. This includes thick/thin software clients, SaaS applications, and business activities (more on that next). While still an important source of telemetry, we want the ability to start from an end-user issue and then drill down into the back-end issues when necessary.

Network Performance

NPM monitors the performance of applications as they flow across the network, whether they are located in public or private cloud or on-premises environments. End-user experience alerts you to the issue, then you can drill into NPM to troubleshoot critical remote work services such as video, collaboration apps, VPN issues, and more.

Business Activities: Measure What Matters

A new approach can help you avoid the white noise from too much telemetry, too many alerts, and more dashboards that require "eyes on the glass."

The old way

to monitor technology was something like an alert telling you that an application (or a component thereof) is slow or unresponsive. By the time your Ops team sees this, there are employees whose work has come to a grinding halt; T1 service desk may already be frantically troubleshooting.

The better way

is to measure from the employee's point of view, AND more effectively isolate problems by looking at the many steps happening behind one click: aka **business activities**. And with the right setup, your team can quickly drill down when someone reports "The Edit Account screen is taking forever to load today!"

IT needs to measure what users actually experience when they interact with business-critical applications in the context of a **business activity**. We call this monitoring "click to render" time – the time it takes for the employee's screen to render when an employee uses an application to execute a particular activity, like "look up a customer," "execute a trade," or "check inventory." With the right DEM tools, you can isolate issues at the device, software, network, or back-end infrastructure level.

Once you know which business activities are the most impactful, it's time to figure out a baseline of what's expected, so you can quickly identify and remediate issues before they impact employees.

Setting the Bar

So far we've covered what to measure, and a little bit about how to do it. Now you have to determine what success looks like for your business. You may have goals like:

• Fewer support tickets…but what's the acceptable number on a given day?

• Reduce MTTR…by how much? And are employees getting any happier?

• Employee productivity…how much time do you want to save?

If you already know where you are and where you want to be…great! For the rest of us, these can be challenging questions to answer so it's important to establish baselines. If you don't already have enough internal data to get started, industry benchmarks are the way to go.

A Digital Experience Management platform that offers solid industry data can help you define success and establish baselines. Better yet, one that allows you to customize where you want to be based on your overall organizational goals and weight your thresholds accordingly.

A hybrid workforce requires flexibility, planning, and an evolution in the way we measure the digital experience. It is critical that you spend the time to re-evaluate what you're measuring, set specific goals, and track the results.

Alluvio Aternity: Full Spectrum DEM

Alluvio Aternity is the only vendor in the market to provide full spectrum Digital Experience Management. Our DEM Platform features:

- Insights into the digital experience of both customers AND employees.

- The impact of digital experience on business outcomes AND technical telemetry.

- Unified performance visibility of both employee devices AND the application service, including cloud-native environments.

- A big data approach that captures and stores ALL transactions without sampling.

- The ability to measure actual employee experience for ALL types of applications.
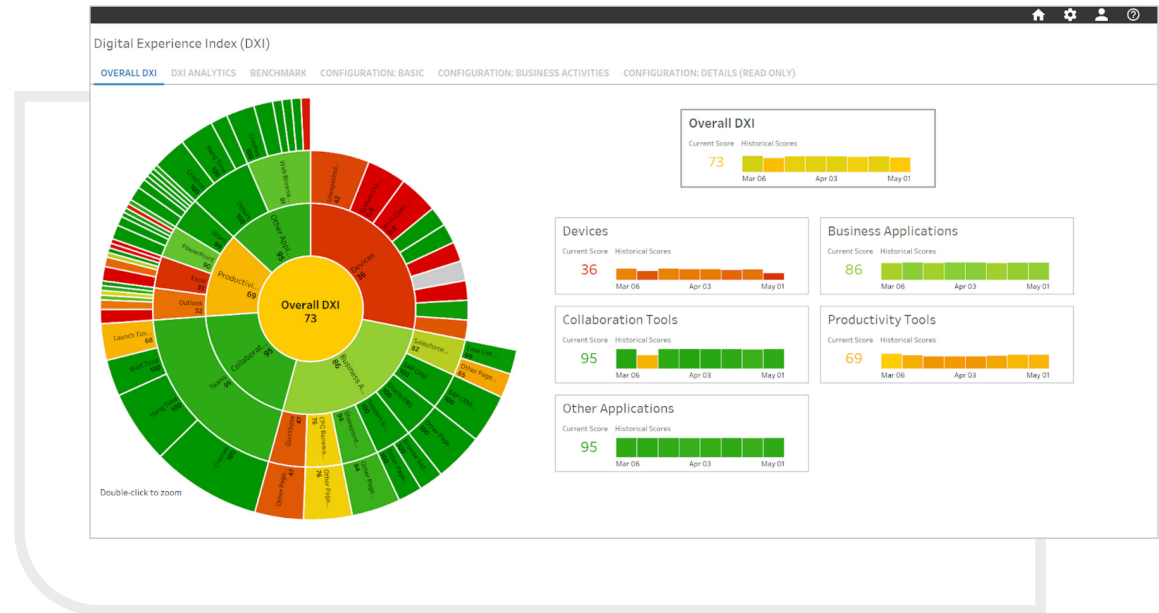
Aternity Digital Experience Index (DXI) enables you to tailor your digital experience goals based on industry benchmarks, instantly associate performance gaps to lost productivity or revenue, and drill into the worst performing areas for root cause analysis and rapid remediation. Aternity DXI is powered by the Digital Experience Management platform, a highly flexible and massively scalable data analytics platform which transforms raw telemetry into structured insight into behaviors, trends and events impacting employee and customer experience.

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

GET STARTED TODAY >

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Riverbed — Empower the Experience

Riverbed is the only company with the collective richness of telemetry from network to app to end user that illuminates and then accelerates every interaction so that users get the flawless digital experience they expect across the entire digital ecosystem. Riverbed offers two industry-leading solution areas – Alluvio by Riverbed, an innovative and differentiated Unified Observability portfolio that unifies data, insights, and actions across IT, so customers can deliver seamless digital experiences; and Riverbed Acceleration, providing fast, agile, secure acceleration of any app over any network to users, whether mobile, remote, or on-prem. Together with our thousands of partners, and market-leading customers across the world, we empower every click, every digital experience. Learn more at riverbed.com.