IBM Workplace Analytics as a Service

Gain powerful insights from workplace analytics

Highlights

- Use analytical capabilities to address user experience, infrastructure optimization and IT compliance challenges

- Enables a pre-emptive, predictive and proactive approach to maintenance and support.

- Use this service in an operational expenditure model with no up-front investment in software licenses

- Deploy workplace analytics quickly, often in as little as two weeks

- Rely on IBM as the single point of contact for this fully managed service

Enterprises that lack performance analytics face several challenges. They cannot continuously monitor and derive insights from their user environments, making it difficult to measure or improve user experience. These issues also result in an inability to gather data from infrastructure and data curation to aid ongoing IT decision-making.

These enterprises have a higher total cost of ownership (TCO) for application licenses, servers and more because it's difficult to determine if their computing infrastructure is optimized. If employee entitlements are incorrect, it can impact productivity.

Finally, these enterprises may not have sufficient capability to proactively identify problems and incidents, resulting in frequent application outages. This issue can lead to higher turnaround times for problem resolution by the service desk.

IBM® Workplace Analytics as a Service (WAaaS) helps enterprises leverage analytical capabilities to address user experience, infrastructure optimization and IT compliance challenges with a quick, easy, agile and fully managed solution. WAaaS can help enterprises in the planning and execution of strategic IT initiatives related to user computing by providing deeper insights from various types of user environment data and implications related to the user environment. The cognitive problem-solving capabilities enable a pre-emptive, predictive and proactive approach to maintenance and support. The IT compliance and change management features help enforce processes related to compliance and change management initiatives.

IBM can also provide specific assessment services to help you plan the strategies for key transformational initiatives. The areas of assessment include Microsoft Windows 10 migration, enterprise user persona, workplace virtualization, workplace support services, application server assessment and overall user infrastructure assessment.
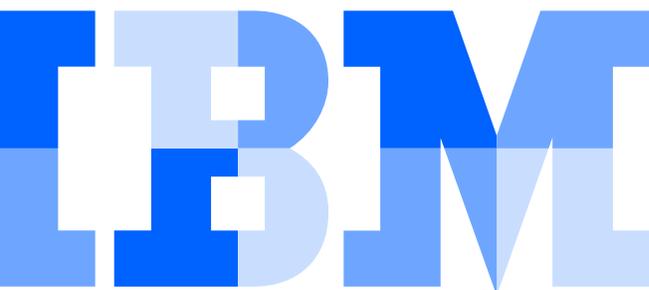
As-a-service model

You can use the service in an operational expenditure model without investing in underlying software licenses. You are charged based on the number of devices in the environment monitored by workplace analytics. WAaaS is a software service and can be implemented in as little as two weeks—as an on-premises infrastructure or in a public cloud.

Fully managed service

IBM provides a fully managed service, including installation of SysTrack[1] software on your infrastructure, as well as ongoing support and maintenance of the SysTrack environment.

IBM is your single point of contact for managing workplace analytics, allowing your staff to focus on strategic IT initiatives.

Why IBM?

With IBM Workplace Analytics as a Service, clients can obtain deeper insights from the user computing environment, which can provide actionable insights on a number of use cases. These use cases include persona analysis, Windows 10 migration, virtual desktop infrastructure (VDI) deployment, application assessment and user support services.

Clients can benefit from the financial flexibility provided by the offering as billing happens monthly in a per-device, per-month model. IBM can provide a fully managed service and you can subscribe to the service on a per-device basis.

As a leader in the digital workplace space, IBM can provide end-to-end solutions designed to meet virtually all your modern workplace needs. IBM's breadth and depth of skills and experiences across strategic initiatives for digital workplaces, combined with workplace analytics capabilities, make IBM uniquely qualified to advise and support your digital workplace journey. In addition, its close vendor relationships help connect you more quickly and easily with the right technology.

For more information

To learn more about IBM Workplace Analytics as a Service, please contact your IBM representative or IBM Business Partner, or visit **ibm.com**/services/digital-workplace.