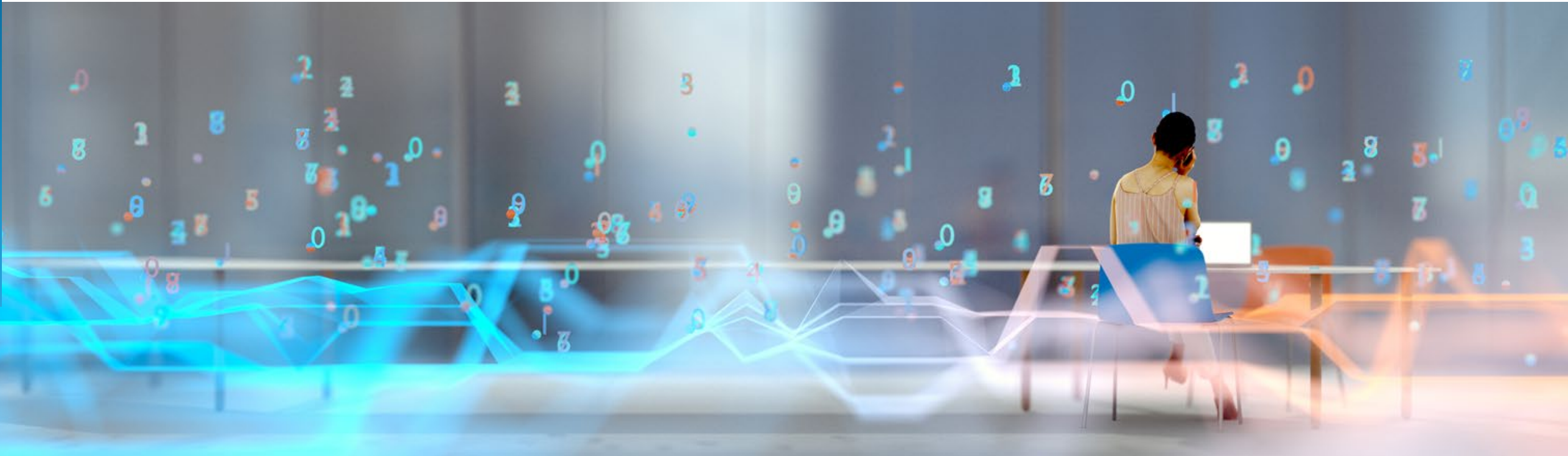


Workplace Experience Management (WEM) Market Study

August 2022: Complimentary Abstract / Table of Contents



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Introduction to the research

With enterprises supporting a more flexible approach towards work and workplace; there is a constant need to measure employee experience to ensure higher productivity, engagement, and satisfaction of the workforce. The current monitoring solutions are focused largely on transactional user data which is easy to capture through existing tools. However, this simplistic approach to EX measurement only paints a part of the holistic EX picture. To capture the true holistic EX, enterprises need to expand their focus and include hard to capture employee factors such as employee sentiment, preference, mood, and organization citizenship.

The WEM solution providers are evolving rapidly to provide more fitting solutions to cater to the evolving EX measurement and management needs of enterprises and to meet the increased traction for this domain globally. As enterprises chart their course towards measuring true EX, they need to identify ways to measure and impact the contributing EX attributes spread across usage, human, environment, and organization attributes.

In this report, we deep dive into 10 WEM solution providers with an overview of their capabilities:

- Overview of each provider and their capabilities
- Vendor performance in terms of revenue and clients
- Adoption by buyer group, industry, and geography

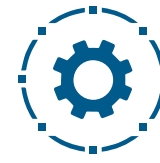
Scope of this report



Geography
Global



Industry
All industries



Services
Digital workplace

This report offers insights into decoding the EX black box along with a section featuring profiles of 10 Workplace Experience Management (WEM) solution providers; below are four charts to illustrate the depth of the report

<h3>Components of total user data</h3> <p>Total user data</p> <p>Visible data</p> <ul style="list-style-type: none"> Transactional data: Devices, Applications, IT infrastructure (server, network, and storage), Security & compliance Usage data: IT infrastructure (server, network, and storage), Security & compliance <p>Invisible data</p> <ul style="list-style-type: none"> Human Organization Environment 	<h3>Key vendor categories offering EX management capabilities</h3> <ul style="list-style-type: none"> User analytics Endpoint security Human capital management Employee sentiment Application performance monitoring Digital adoption Holistic employee experience measurement 																		
<h3>WEM solution providers featured</h3> <ul style="list-style-type: none"> Aternity Citrix ControlUP eG Innovations Lakeside Microsoft Viva Nextthink Qualtrics XM ThousandEyes UberAgent 	<h3>Representative snapshot of WEM solution provider profile</h3> <table border="1"> <thead> <tr> <th colspan="3">Market adoption and capability overview</th> </tr> <tr> <th>Description</th> <th>2021</th> <th>YoY Growth</th> </tr> </thead> <tbody> <tr> <td>Number of clients (individual logos)</td> <td></td> <td></td> </tr> <tr> <td>Number of licenses supplied to date</td> <td></td> <td></td> </tr> <tr> <td>Number of Service Provider Partners/Resellers</td> <td></td> <td></td> </tr> <tr> <td>Product Revenue</td> <td></td> <td></td> </tr> </tbody> </table>	Market adoption and capability overview			Description	2021	YoY Growth	Number of clients (individual logos)			Number of licenses supplied to date			Number of Service Provider Partners/Resellers			Product Revenue		
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Product Revenue																			

Research calendar

Digital Workplace

■ Published
 ■ Planned
 ■ Current release

Reports title	Release date
Digital Workplace Service Provider Compendium 2022	January 2022
Ultimate Guide to Deciphering the Employee Experience Conundrum	May 2022
Enterprise Pulse Report: Aggregated Analysis of Enterprise Feedback on IT Service Providers Gathered Over CY 2020	June 2022
Workplace Experience Management (WEM) Market Study	August 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – Europe	Q3 2022
Digital Workplace Services PEAK Matrix® Assessment 2022 – North America	Q3 2022
Digital Workplace Service Provider Compendium 2022 – Europe	Q3 2022
Digital Workplace Service Provider Compendium 2022 – North America	Q3 2022
Workplace Experience Management Solutions PEAK Matrix® Assessment 2022	Q3 2022
Workplace Experience Management Solution Provider Compendium 2022	Q3 2022
Workplace Communication and Collaboration Services PEAK Matrix® Assessment 2022	Q4 2022
Workplace Communication and Collaboration Service Provider Compendium 2022	Q4 2022
State of the Market 2022: Workplace Communication and Collaboration	Q4 2022
Tech Vendor Report – Workplace-as-a-Service	Q4 2022

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