Workplace Employee Experience Management (WEEM) Platforms PEAK Matrix® Assessment 2023
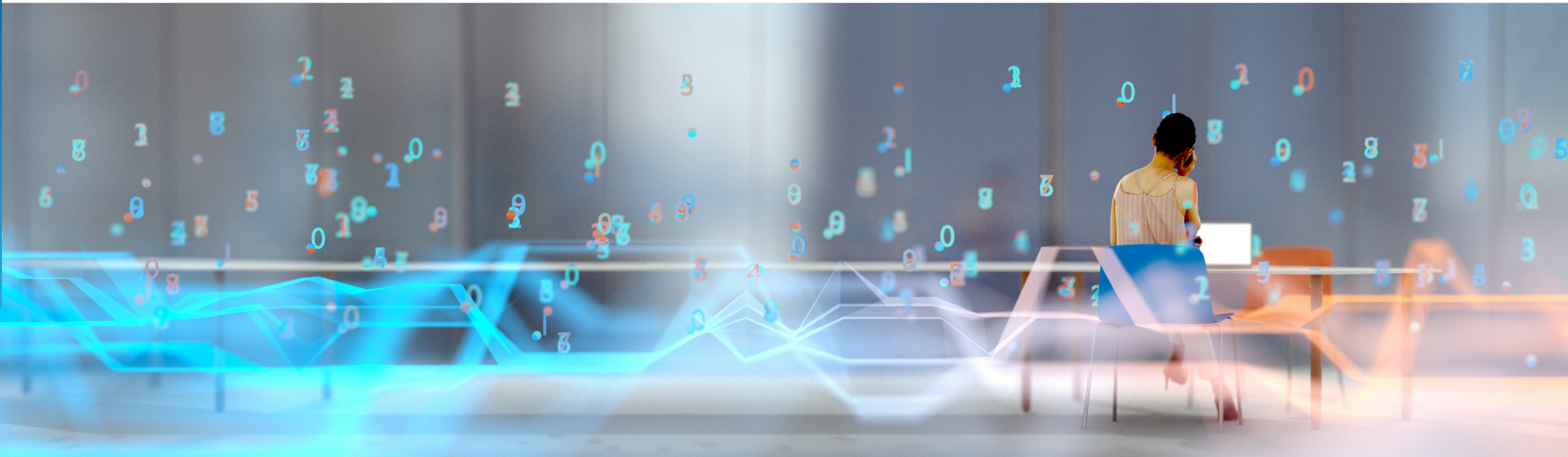
April 2023: Complimentary Abstract / Table of Contents

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- Amazon Web Services (AWS)
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- Life Sciences Information Technology
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Introduction

In an era where enterprises have acknowledged that hybrid and remote work will continue to persist for many years, a superior workplace Employee Experience (EX) is crucial to ensure higher productivity, engagement, and satisfaction. This necessitates a constant need to measure holistic EX including both transactional data such as user, endpoint, and application data as well as elusive employee factors, such as employee sentiment, connectedness, and employee engagement. Both have a significant influence on the overall experience. The cornerstone of successful WEEM lies in enterprises' ability to first define EX and then continually measuring the EX to identify limitations to make necessary course corrections.

Enterprises globally are continuously seeking capabilities that will help them in monitoring and management of the overall workplace EX and help resolve any disruptive issues. WEEM providers are also evolving rapidly and upgrading their platform capabilities in terms of EX focus, platform features, interoperability, partner ecosystem, training and support, and commercial models to meet enterprise expectations and global traction in this domain.

In this research, we present an assessment and detailed profiles of 10 WEEM platform providers featured on the WEEM platforms PEAK Matrix®.

This report includes the profiles of the following 10 leading WEEM platform providers featured on the WEEM platforms PEAK Matrix:

- **Leaders:** Lakeside SysTrack, Nexthink, Riverbed Aternity, and Whatfix
- **Major Contenders:** 1E, Citrix Analytics, ControlUp, and Qualtrics XM
- **Aspirants:** eG Innovations and uberAgent
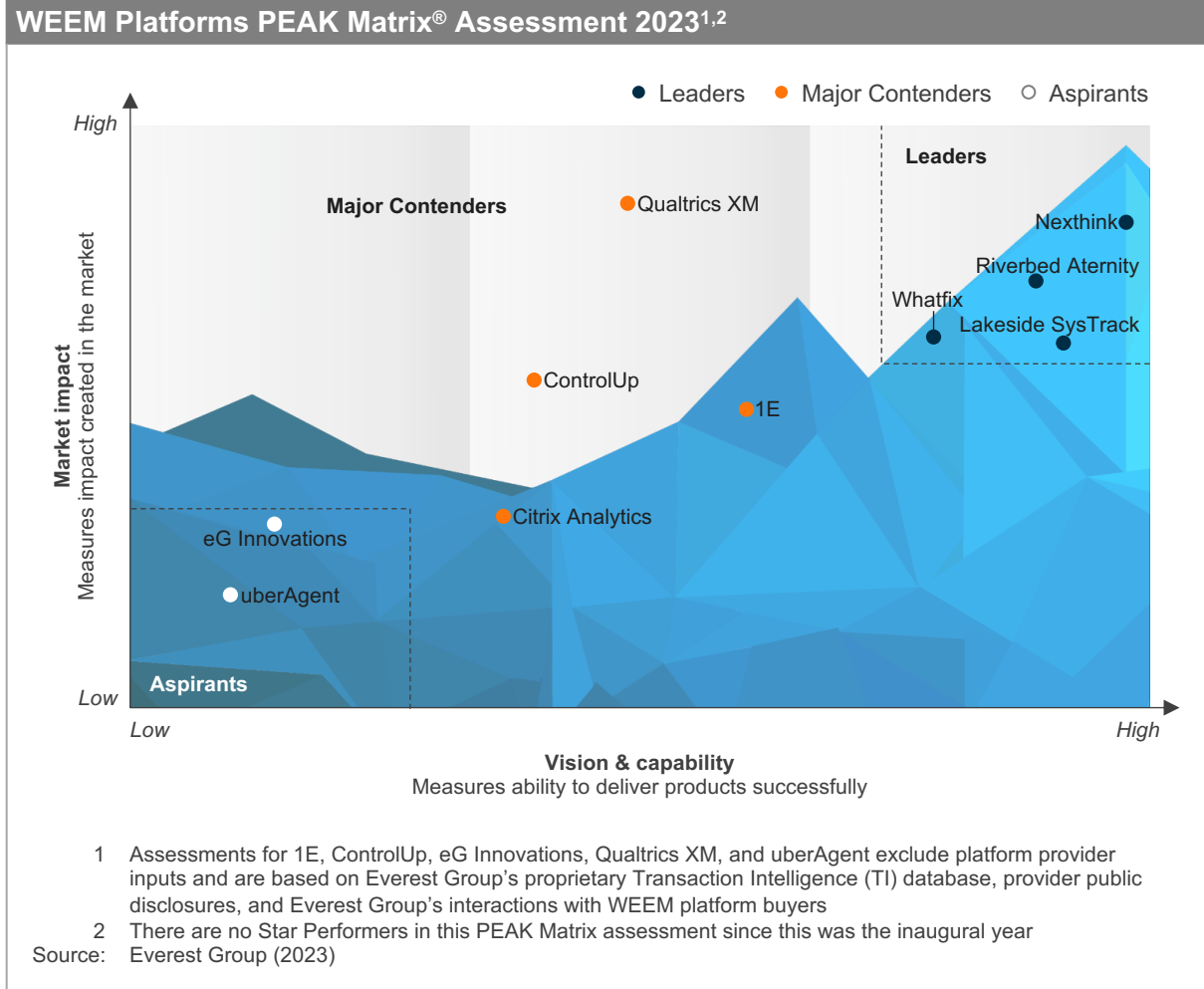
Scope of this report

Geography
Global

Providers
10 leading WEEM platform providers

Provider offerings
WEEM platforms across the segments defined

This study offers four distinct chapters providing a deep dive into key aspects of WEEM market; below are three charts to illustrate the depth of the report

WEEM Platforms PEAK Matrix® Assessment 2023[1,2]

Illustrative example

● Leaders   ● Major Contenders   ○ Aspirants

Market impact
Measures impact created in the market

High

Low

Leaders

Major Contenders

● Qualtrics XM

Nexthink ●

Riverbed Aternity ●

Whatfix

Lakeside SysTrack ●

● ControlUp

● 1E

● Citrix Analytics

○ eG Innovations

○ uberAgent

Aspirants

Vision & capability
Measures ability to deliver products successfully

Low → High

1 Assessments for 1E, ControlUp, eG Innovations, Qualtrics XM, and uberAgent exclude platform provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with WEEM platform buyers

2 There are no Star Performers in this PEAK Matrix assessment since this was the inaugural year

Source: Everest Group (2023)

Capability assessment

Illustrative example

Measure of capability: ◐ Low ● High

Providers	Market impact				Vision & capability					
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement and commercial model	Support	Overall
Provider 1										
Provider 2										
Provider 3										
Provider 4										
Provider 5										
Provider 6										
Provider 7										
Provider 8										
Provider 9										

Everest Group's remarks on providers

Illustrative example

Measure of capability: ◐ Low ● High

Market impact				Vision & capability					
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Technology capability	Flexibility and ease of deployment	Engagement nd commercial model	Support	Overall

Strengths

● Provider 1 has an EX-centric vision, innovation focus, cloud-native capabilities, and inter-operability with key enterprise applications, which is resonating well with enterprises

● It provides customizability by enabling users to create Tableau-based custom dashboards, which resonates well with enterprise preferences

Limitations

● Provider 1 needs to be more cognizant of its customers' requirements while planning its product roadmap or launching new features in the platform

● Its clientele is skewed toward the BFSI and manufacturing industries; enterprises belonging to other verticals should do further due diligence on its capabilities and market impact in their respective verticals

Research calendar
Digital Workplace

Reports title	Release date
Codifying Sustainable Workplaces: Journey to a Better Future	December 2022
Workplace Communication and Collaboration (WCC) Services PEAK Matrix® Assessment 2023	December 2022
Workplace Communication and Collaboration (WCC) Services – Provider Compendium 2023	January 2023
Workplace Communication and Collaboration (WCC): Enabling Employee Engagement and Belongingness with Metaverse Adoption	March 2023
Digital Workplace Enterprise Pulse 2023: from Provider to True Partner – the Road not Taken	March 2023
Workplace Employee Experience Management (WEEM) Platforms PEAK Matrix® Assessment 2023	**April 2023**
Workplace Employee Experience Management (WEEM) Platforms – Provider Compendium 2023	Q2 2023
Digital Workplace State of the Market	Q2 2023
Moving from SLAs to XLAs: Market Report	Q2 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – North America	Q2 2023
Digital Workplace Services PEAK Matrix® Assessment 2023 – Europe	Q2 2023
Digital Workplace Services Provider Compendium 2023 – North America	Q3 2023
Digital Workplace Services Provider Compendium 2023 – Europe	Q3 2023
Exploring the Business Case for Workplace Transformation	Q3 2023
Cognitive Service Desk Specialist PEAK Matrix® Assessment 2023	Q4 2023

Note: Click to see a list of all of our published Digital Workplace reports

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