Everest Group®

Workplace Employee Experience Management (WEEM) Platforms – Provider Compendium 2023

July 2023: Complimentary Abstract / Table of Contents

EGR-2023-66-CA-6007

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Locations: costs, skills, sustainability, portfolios

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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 Workplace Employee Experience Management (WEEM) Platforms PEAK Matrix® Assessment 2023.
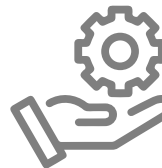
This report includes the profiles of the following 10 leading WEEM platform providers featured on the WEEM platforms PEAK Matrix:

- **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

The WEEM platform provider compendium report has 10 provider profiles

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Workplace Employee Experience Management (WEEM) Platforms – Provider Compendium 2023

Platform provider 1 | workplace employee experience management profile (page 1 of 3)
Overview

Company mission/vision statement

Provider 1's vision focuses on providing a holistic, trusted, and versatile WEEM solution. It aims to assist clients by collecting the employee experience telemetry to deliver valuable insights and Digital Experience (DEX) knowledge while:
- Reducing the noise of monitoring data and increasing the signal of its information through purpose-built workflows and data refinement
- Increasing the business orientation of its data through productivity, cost, sentiment, and delivery through executive dashboards and BI tools
- Increasing the insights available from its data with AI-/ML-based recommendations

Its focused investments in the areas of DEX packs, self-service reporting, introduction of personalization, and user-centric health scores is in line with its vision to provide its clients with a holistic WEEM platform.

Scope of coverage
- Total number of users served – ~4.4 million
- Total number of clients/engagements – ~520
- Total number of partners/resellers – ~220

Workplace Employee Experience Management platform revenue (2022)

<US$20 million	US$20-50 million	US$50-200 million	>US$200 million

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Workplace Employee Experience Management (WEEM) Platforms – Provider Compendium 2023

Platform provider 1 | workplace employee experience management profile (page 2 of 3)
Key capabilities and recent developments

Key Capabilities

Segment	Capability details
Digital adoption	• The solution provides visibility into the usage of SaaS vs on-prem • Hardware personalization based on real usage of the application • The data can be viewed estate-wide for specific end-user person
Sentiment analysis	• The platform collaborates with IBM Watson for surveys to gather • Collects feedback through real-time surveys, push notifications, a • A self-help portal for direct employee feedback submission, foste
Application performance monitoring and management	• Detailed insights into performance, usage, and adoption metrics • Collects visual maps that show how applications relate to the net • Visibility into user license utilization to optimize license managem • Tracking of patch compliance and software versions to ensure up • Insights into dependencies between hardware, software, and net
End point monitoring and management	• The solution prioritizes high-impact DEX issues based on severit • Provides scores to assess IT environment's overall performance • Enables proactive issue resolution based on priority, addressing • Collects comprehensive data on 3,000 attributes across 175 clas
Infrastructure & security monitoring and management	• The solution provides out-of-the-box DEX packs for infrastructure users, and other risk factors for migration projects • Provider 1's 10,000 data points capture every 15 seconds and st error information, performance information, connection and disco
Others	• The offering also provides a sensor engine that constantly runs 1 • It offers executive reporting for IT and business leadership to ass themselves against Lakeside's extensive community database

Recent developments

Event/offering name	Type of event	Details
Appointment of senior leadership	Corporate leadership	In the year 2022, provider 1 has undergone several changes in c organization's growth.

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Workplace Employee Experience Management (WEEM) Platforms – Provider Compendium 2023

Platform provider 1 | workplace employee experience management profile (page 3 of 3)
Everest Group assessment – Leader

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 and commercial model	Support	Overall
◓	◔	◕	◕	●	◕	◕	●	◔	◕

Strengths
- Enterprises seeking proactive support for their L1 to L3 level resources in incident resolution, automation, and root-cause analysis will find platform provider 1 to be an ideal WEEM platform. It offers end-to-end EX visibility through EX scores and insights
- Enterprises from the BFSI and manufacturing industry verticals will find it to be a relevant choice owing to its significant presence and proof points in these verticals
- Enterprises looking for a partner which can enable them to meet their sustainability objectives might find confidence in platform provider 1 , owing to its offerings such as Green IT DEX pack
- It offers user-friendly training with self-paced courses and certifications, empowering IT resources to gain a deeper understanding of the platform with ease
- Enterprises struggling to gain executive buy-in for a WEEM platform can leverage platform provider 1's RoI calculator that highlights benefits across themes such as service desk augmentation, EX improvement, and asset optimization along with its flexible pricing constructs
- Clients have expressed satisfaction with platform provider 1's senior stakeholder management

Limitations
- While platform provider 1 offers more than 10,000 telemetry data points to enable EX analysis, enterprises might find the dashboard containing all the metrics inconvenient and cumbersome
- Although its on-premise solution is mature, enterprises looking for cloud-based SaaS solution should exercise caution due to its relatively limited maturity and infrequent updates
- Small and midsize businesses should run further due diligence on platform provider 1 before onboarding it as their WEEM platform provider, considering its higher focus on large clients
- Clients have expressed that there is limited proactiveness from platform provider 1 on feedbacks on its platform features and have experienced gaps in its support services
- Clients have also expressed displeasure over lack of transparency around pricing structure for add-ons for its platform

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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	**July 2023**
Digital Workplace State of the Market 2023	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

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

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