PROHANCE

BUYING GUIDE FOR
WORKPLACE
ANALYTICS
TOOL

The workplace analytics market is still in a nascent stage. Per Gartner, workplace analytics is on the "innovation trigger" stage. What this means is that there are no clear market leaders but a plethora of solutions available. While having options is good, too many become confusing and don't help in the buying process.

If you are in the market looking for a workforce analytics tool, here are 10 points to consider when evaluating a solution:

10 Points to Consider When
EVALUATING A SOLUTION:

01   Is the Product Modular?

Workplace analytics is a journey, your requirement for data, reports, and analyses will evolve with time and use cases that need to be supported. Buying a packaged (all-in-one) product that is not fully used will create confusion and increase costs. A mature tool will be modular and support your requirement and the adoption journey.

02   Can the Product Be Gamed?

It is essential to ensure that the workplace analytics tool cannot be gamed. Repeated keystrokes, aberrant mouse movement, and soft keyboards will game the system and generate data that will do more harm than good.

03   Does It Support Multiple-mode Deployment?

The tool should support multiple modes of deployment–SaaS, Private SaaS, and On-Prem.

The tool should also support multiple modes of deployment from an accessibility perspective – open/interactive mode, anonymous mode, or hybrid. This capability will enable you to determine the level of data-depth people will have access to and also align with your corporate culture.

04 Does It Support Integration With Other Tools?

A tool that does not support integration with other enterprise applications for authentication, single sign-on, import of data for correlation, or export of data to a tool of your choice for reporting will not be easy to scale.

Not having the flexibility to export data will mean being forced to use inbuilt BI tools and learn new tools/capabilities thus increasing time to value and TCO.

05 Does It Align With Your Business?

The tool of choice should be flexible and align with your way of working. If the adoption of the tool requires drastic change management, there will be resistance to adoption.

The tool should not restrict the ways you want to capture and analyze the data. Furthermore, the tool of choice should support hybrid and matrix organizations to reflect the way you run your business.

06 Does It Add Value to Every Stakeholder?

In the long run, you would want every stakeholder to be a user of the tool so continued value creation can be achieved. Every employee at every level should be able to leverage the tool to deliver their KPIs/ KRAs. A tool made only for managers will eventually face resistance to adoption.

07 Easy to Use-Does It Support Notifications and Nudges?

Employees and teams do not want additional work or additional tools to log in to, so the tool you choose should be easy to use and adopt. One critical feature to look for is the capability to send notifications, nudges, and reports. Access to data at your fingertips will significantly increase adoption across the organization.

08 Is it Privacy and GDPR Compliant?

It will be essential to have a tool that will be compliant with various privacy laws and does not increase your liability. Another vital feature is to have buy-in/opt-in from the users, this is a must-have to ensure transparency and compliance.

09 Does it Support a Complex Enterprise Network?

With the remote/hybrid work models, it is essential to ensure that the tool supports VDI deployments. From a security perspective, the tool should support non-persistence VDI and not capture data of users that are not part of the deployment. The tool should also be proxy aware, so it functions flawlessly as employees move between home and office.

10 Does it Support Flexible Billing?

A mature tool will support modular billing, which means you can pick and choose which modules you need for each team and are not forced to buy for all users. The modular approach to billing will ensure your TCO is low, and you get more value from the deployment.

About ProHance

ProHance is a cutting-edge, workplace analytics & operations management platform that provides insights for smarter decisions in complex, distributed, and hybrid workforces. Various Fortune 100 companies use ProHance to improve efficiency and productivity within their organizations by unlocking the true potential of their Human Capital.

Our SaaS-based modular product with over 100+ customizable reports enable enterprises to effectively measure work patterns, effort, identify operational bottlenecks, and ensure regulatory compliance.

A rapidly expanding organization with 250,000+ users across 24+ Countries.

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