How to Improve Success of IT Initiatives

Experience Level Agreements

Businesses use a variety of metrics to monitor the success or failure of projects and initiatives.

But there is a big question:

Do your chosen metrics show what you think they do?

Are you collecting data that helps to improve business performance?

Or are you generating meaningful insight that can make a big difference to business outcomes?

Here are 3 reasons why you should embrace experience level agreements (XLAs):

XLAs work in conjunction with SLAs to improve digital experience

90% of C-level reports that digital employee experience is a high to very high priority

Traditional service level agreements (SLAs) are designed to improve technical performance, whereas XLAs look at employee experience and outcomes.
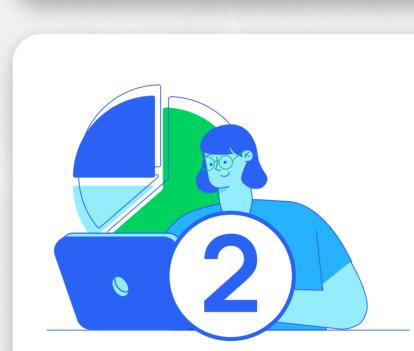
Together, there is a synergy, allowing more complex analysis and understanding of the business and its performance.

1

A great EUX attracts and retains top talent

49% of U.S. workers say they are likely to leave their job if they're unhappy with the technology they use at work

An organization that improves end-user experience (EUX) through XLAs displays a commitment to the well-being of its workforce by ensuring any frustrations with IT issues are dealt with quickly, so that employees can focus on the jobs they are employed to do.

2

EUEM facilitates proactivity

12% less employee downtime from tech interruptions across industries with the best digital employee experience

Lakeside Software's Digital Experience Cloud, an end-user experience management (EUEM) solution, enables IT to be proactive by identifying and rectifying potential issues across the entire digital environment before they become major problems. This ensures a consistent, positive experience for end users.

3

Don't just think. Know.
SysTrack knows.

Lakeside Software is a leader in cloud-based digital experience management. Lakeside's Digital Experience Cloud, powered by SysTrack, gathers and analyzes data on everything that may impact end-user experience and business productivity and provides the unmatched visibility IT teams need to design and support rapidly changing digital workplaces. Customers use Lakeside's technology to perform end-user experience management, digital workplace planning, IT asset optimization, remote work management, and proactive service desk operations.

For more information, **visit www.lakesidesoftware.com**

Service Level Agreements (SLAs)

- Details
- Technology-centric
- Process-focused
- IT outputs
- Consequences when goals aren't met

- Expand IT visibility across digital environments
- Provides breadth and depth of data needed to develop organizational goals
- Can be used in tandem to drive better outcomes

Experience Level Agreements (XLAs)

- Big Picture
- User-centric
- Value-focused
- Business outcomes
- Incentives/rewards to meet goals