

Technology Optimisation Solutions

Technology Optimisation helps organisations move from technology ownership to technology performance. It creates visibility across the workforce technology landscape, improves the performance of priority platforms, strengthens reporting and analytics outcomes, and establishes an ongoing model for adoption, innovation, AI-aware vendor partnering and optimisation.

Why Technology Optimisation Matters

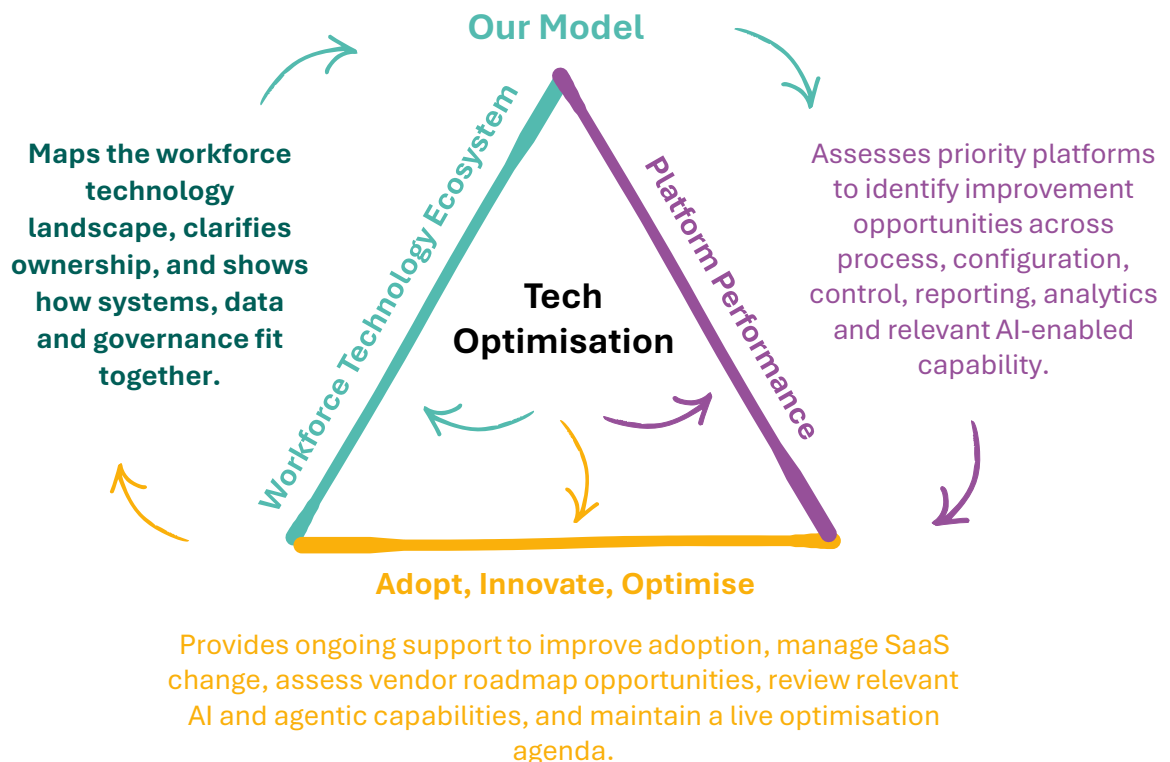
Most organisations already own significant workforce technology capability, yet many platforms operate below their potential. Licensed functionality is often underused, reporting and analytics are not delivering the insight leaders need, configuration is misaligned to process, governance is fragmented, and SaaS change moves faster than internal teams can absorb. As workforce platforms rapidly add AI and agentic capabilities, organisations also need help determining which use cases are relevant, how they should be governed, and how they can be adopted safely and practically.

40% of tech spend underperforms due to user adoption challenges

WalkMe State of Digital Adoption Report 2026

Our Solutions

Our solution operates as a continuous improvement cycle: Workforce Technology Ecosystem → Platform Performance → Adoption, Innovation & Optimisation. Insights generated at each element inform the next phase of improvement, creating a feedback loop that continually strengthens how technology supports workforce operations.



Solution Offerings

The solutions combines strategic visibility with practical deliverables that help clients understand the current state, prioritise action and manage ongoing improvement.

Service	Offerings	Outcomes
Workforce Technology Ecosystem	<ul style="list-style-type: none"> • Workforce Technology Heat Map • Workforce Technology Architecture Map • Workforce Technology Governance Model • Ecosystem Roadmap 	<ul style="list-style-type: none"> • Improved utilisation of workforce technology platforms • Greater operational efficiency and automation • Stronger governance and visibility across the technology ecosystem
Platform Performance	<ul style="list-style-type: none"> • Platform Process & Capability Map • Platform Capability, Reporting & Adoption Diagnostic • Process & Configuration Realignment Assessment Report • Operational Control & Efficiency Assessment • Platform Optimisation Roadmap 	<ul style="list-style-type: none"> • Better alignment between technology capability and business process • Improved reporting, analytics and workforce insight • Improved user experience across workforce platforms
Adoption, Innovation & Optimisation	<ul style="list-style-type: none"> • Release Impact, Vendor Roadmap, AI & Innovation Plan • Adoption & Enablement Plan • Process & Configuration Improvement Plan • Annual Optimisation Roadmap 	<ul style="list-style-type: none"> • Stronger return on workforce technology investments

Engagement Model

Technology Optimisation is delivered as a subscription service that combines one-time assessment with recurring optimisation support. Typical engagement components include workforce technology landscape assessment, platform performance diagnostics, quarterly optimisation reviews, vendor roadmap and release monitoring, AI and agentic capability review, feature adoption analysis, process and configuration improvement planning, user enablement guidance, reporting and analytics optimisation, and annual roadmap refresh.

Why Clients Choose This Model

Many organisations do not need more workforce technology; they need a better way to govern, optimise and continuously improve the technology they already have. Technology Optimisation provides that operating model. It gives leaders a clearer view of the landscape, a structured way to improve priority platforms, stronger reporting and workforce insight, and an ongoing mechanism to work with vendors and ensure workforce technologies, including relevant AI-enabled capabilities, continue to evolve with the needs of the business.

Contact us

