panagenda ConnectionsExpert is the solution
for accelerating adoption, powerful monitoring
and usage analytics for IBM Connections

ConnectionsExpert™

Get continuous and accurate insights into user behavior in order to maximize the potential of your IBM Connections environment.

Key Benefits:
- Extensive usage analytics to continuously assess adoption and utilization
- Vital insights into system health and End-to-End application performance simulations
- Automatic identification of inconsistencies as well as clean-up and optimization potential
- Smart notifications for community managers and administrators

Highlight Features:
- Application status and end user performance simulations
- Continuous verification of search functionality and database connections
- Application usage summaries, metrics and historical evaluation
- Community analytics on individual activity, inconsistencies and beyond
- File library analytics on size, utilization, orphans and more
- Community Analytics Dashboards as widgets directly in IBM Connections

Competitive Advantage:
- The all-in-one package for adoption, analytics and monitoring in one solution
- Stunning web interface that is easy to use on browsers and mobile devices
- Simple implementation with a turn-key virtual appliance and minimal setup work
- Immediate results with zero configuration effort inside the application
- Access to the ConnectionsExpert Data Warehouse for business intelligence solutions such as Tableau or Power BI

Interview with Franz Walder

Franz Walder
Product Manager for panagenda Analytics

On what idea is ConnectionsExpert based?
ConnectionsExpert (CE) was initially envisioned as a response to the many challenges that our amazing IBM Connections consultants have faced over the years. It started with an operational approach to understand if and in what quality, the Connections environment was available. It quickly extended to questions around how to ease user adoption and support adoption campaigns.

Who benefits from using CE?
A quite diverse array of roles and departments benefit from the information CE provides. We try to give insights into the workings of IBM Connections from several different angles. Some are relevant for management while others are aimed more at technical audiences.
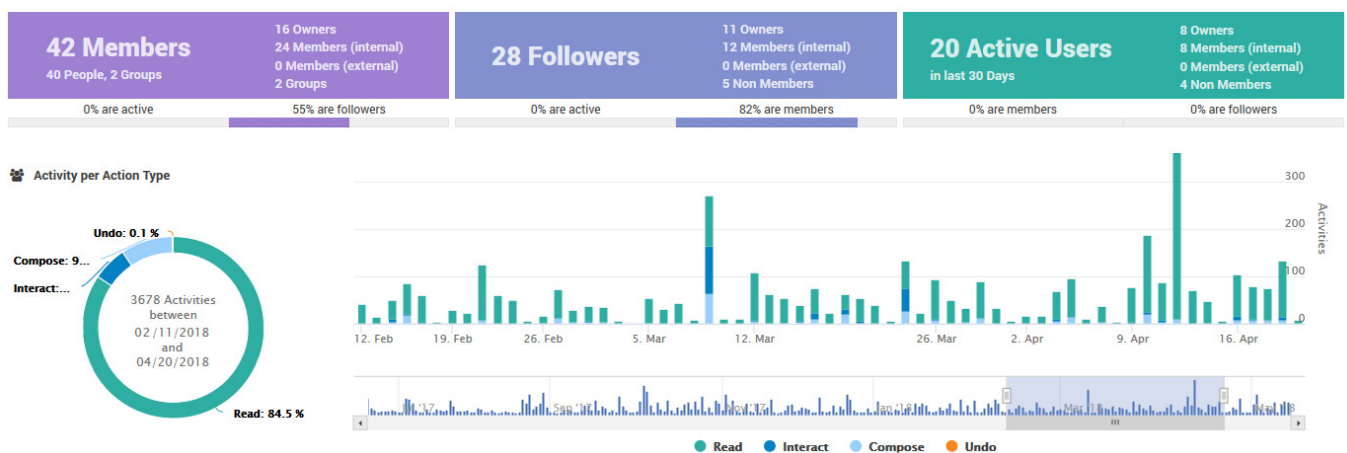
How do they benefit?
One of the most valuable things we do, is show what is being used and how it's used. That information is important for IT management to have another angle on judging the return of investment for the IBM Connections infrastructure. Social Adoption consultants use this information as the foundation for their adoption campaigns and a way to measure success. IT admins will find details on operations and quality of service, ensuring availability and performance are up to the high standards that so many of our customers expect.

Agile adoption management

Companies all too often have the problem that an already implemented Enterprise Social Network (ESN) does not get used as intended. In order to increase the acceptance of an ESN solution such as IBM Connections, adoption managers must first understand the key areas where usage is problematic. Targeted measures to increase acceptance and user experience requires precise knowledge of system usage as well as the ability to correctly evaluate the success of the adoption measures!

ConnectionsExpert collects and analyzes all relevant usage data from IBM Connections and prepares it in an insightful way. Adoption managers can base their project management decisions on key metrics with constant access to reports on user activity, application usage, community usage and more. ConnectionsExpert even provides access to its extensive data warehouse through industry standard tools such Excel as well as business intelligence solutions such as Tableau or Power BI.

Proactive information and system management

Inactive IBM Connections communities are problematic not only from a social business perspective, but that inactivity can often lead to further complications. System resources are unnecessarily used, important information is left underutilized or even worse, outdated or irrelevant information is still available and as a result can potentially skew search results for social network users.

With ConnectionsExpert, selected people such as community owners can be automatically notified when there is no activity in a community over a given period of time. Community managers can react immediately, taking necessary action, for instance closing a temporary project community. System administrators also benefit from automatic notifications in ConnectionsExpert. Early response to technical issues and proactive quota management can help prevent many complications before they occur.

Make Your Data Work For You

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