



FORRESTER®

Total Economic Impact (TEI™) RedHat Spotlight Study

What is the Forrester TEI™?

A rigorous **cost and benefit analysis** framework that evaluates technology of all kinds.

Forrester interviewed four WalkMe customers at length, aggregated their experiences, and combined the results into a single composite organization shared in this study.

[View Full Study](#)



TEI Methodology

Forrester interviewed four customers with experience using WalkMe, aggregated their experiences, and combined the results into a single composite organization. **The 4 companies were comprised of:**



MODERNIZING
MEDICINE

Modernizing Medicine

SaaS company in
the US with
120,000 users



Christus Health

55,000-person
Healthcare company in
the US



Red Hat

16,000-person
Software company in
the US

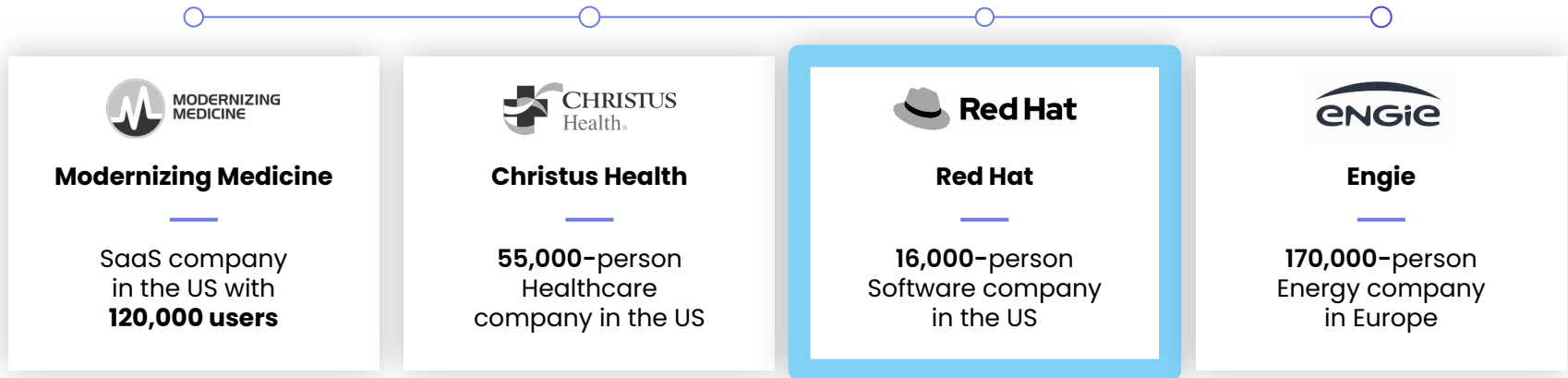


Engie

170,000-person
Energy company in
Europe

TEI Methodology

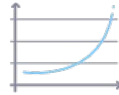
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Digital adoption strategic focus areas



Improve associate
**experience &
engagement**



Enable, drive, and
support Red Hat
growth & change



Maximize ROI of
systems & initiatives

IT Digital Adoption

Creating simple ways to engage, share knowledge, and take action.

Results

Savings from more efficient and effective application usage

Visibility into application usage, improved app customization and optimization.

Overall time saving
worth over \$915K

Improved employee experience and engagement

Streamlining and simplifying tasks enabled employees to be **more productive** and increased their **overall satisfaction**

Expected 20% savings in software licenses

Increased ability to ensure enterprise applications were **used to their full potential**

Results

Onboarding, change management, and training cost savings

Estimated cost saving of **more than \$683K** for design and implementation costs of **training managers** on a new HCM platform

Reduced IT support tickets

39% drop in support and helpdesk tickets for a frequently used app

Digital adoption as a strategic enabler for the CIO of the future

Digital enablement improves employee satisfaction and retention rates, necessary for positive CX and long-term growth.

- Digital enabled employees are happier and more productive at work.
- Highly enabled employees rate their satisfaction and productivity at least 50% higher
- Higher employee retention rates
- Employees will remain with their companies in the long term

walk me

Thank you.

