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

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 as 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.