Nexthink Application Experience

Accelerating employee productivity with SaaS applications

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The need to see and manage application experience

IT departments and application owners lack a true understanding of how employees experience SaaS applications. They also struggle to achieve timely, successful application rollouts and manage applications cost-effectively. This lack of employee-centric insight and actionable visibility into SaaS usage and performance leads to costly over-licensing, delays in adoption, increased incidents, and greater use of shadow IT. This all adds up to higher software costs and greater employee frustration due to loss of productivity.

Contextual, real-time application experience at scale

Nexthink Application Experience delivers comprehensive visibility into employee experience with – and adoption of – SaaS applications. Real-time monitoring means you can proactively manage application health as experienced by each of your employees. Employee productivity is enhanced with guided troubleshooting and automated remediation – preventing many problems before employees experience them. You can fully understand employee sentiment towards usability and performance, accelerating adoption through contextual insights into actual usage. Application Experience enables you to achieve higher employee satisfaction and productivity, and tightly align licensing costs with actual usage. Only Nexthink unlocks the true potential of your applications to help employees and the business thrive.
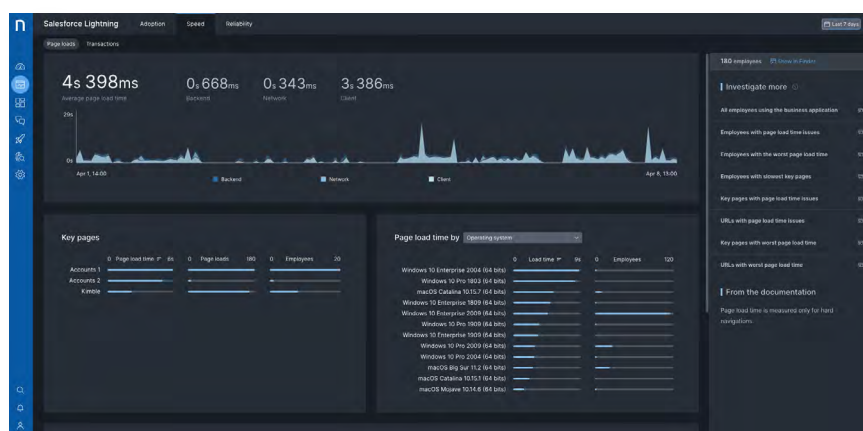
"This level of visibility into web application performance and adoption from the employee's perspective was never possible before."

David Paul
TRC Companies, Director, IT User Experience

Key Benefits

IT

Reduce application tickets with self-help campaigns

Speed troubleshooting with complete employee context

Find, fix and make employees aware of application health problems before they are affected

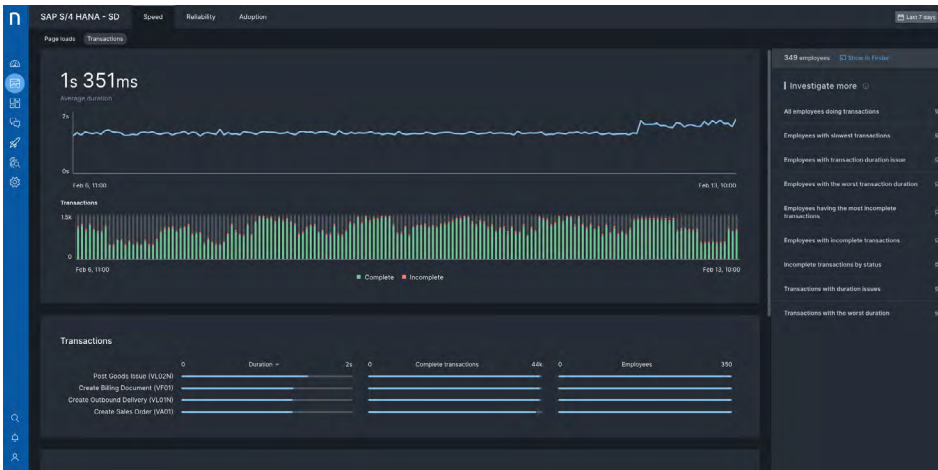**Reduce the costs of shadow IT**

BUSINESS/ APPLICATION OWNERS

Faster and higher application adoption rates by allowing employees to solve issues with self-help campaigns

**Reduced licensing costs by aligning licensing to actual usage needs**

Improved ROI on application investments

Improved employee productivity and satisfaction

Real-time, employee-centric SaaS application visibility

With Application Experience, Nexthink Experience provides full visibility and actionability across your entire estate – Windows and macOS, physical and virtual, on-premises and remote, and endpoint and application, down to the transactional level. The results are dramatic – greater employee satisfaction and productivity, tight alignment between application licensing costs and actual usage, and greater value from your business applications.
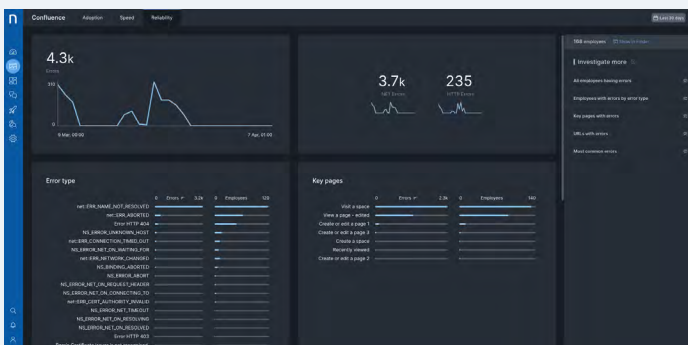
Gain the full picture of SaaS application health

Employee-centric real-time monitoring of application speed and reliability ensures focused remediation efforts. Rapidly find and automatically fix employee experience issues with application health before they are impacted. Know exactly which steps in your applications are performing poorly and the scope of the issue.

Complete the picture with employee sentiment

Technical data is only half the story – only your employees can tell you about their actual experiences with applications. Correlate technical metrics with real-time sentiment data to truly measure and manage employee experience with your business-critical applications.

Accelerate adoption and reduce costs

To deliver maximum value from your SaaS applications, your employees should be using the features you have licensed. Application Experience delivers life-cycle insights into how your employees are using your SaaS applications, including which features they are using, how those features are performing and employee sentiment toward the features. This deep, continuous insight closes the gap between what is actually used and what is licensed. It also reduces the demand for shadow IT – in turn reducing costs and accelerating adoption.

Learn More

Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences across endpoints and applications – freeing IT to progress from reactive problem solving to proactive optimization. Nexthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nexthink has 9 offices worldwide. Learn more at nexthink.com

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