

# Nextthink Experience.

The cloud-native platform for managing digital employee experience



# Nexthink Experience

Faced with constant change, IT teams are often trapped in a vicious circle – trying to innovate yet struggling to address the resulting employee issues. Nexthink Experience breaks this cycle by providing the real-time analytics, employee feedback and automated remediation IT needs to progress from reactive problem solving to continuous, proactive improvement.

## Stop guessing. Start nexthinking.

Nexthink Experience helps you measure, manage and improve the digital employee experience every moment. By correlating technical performance and employee sentiment, you can see the true experience for the first time. Flexible dashboards provide key insights, while event visibility and visualizations enable rapid problem-solving.

Nexthink becomes your central experience hub with real-time, actionable insights into every employee – across devices, applications, operating systems, locations and organizational units.

- **Proactively improve digital experience:** automated issue identification and remediation
- **Find and fix IT issues faster:** troubleshooting made easier
- **Provide the right technologies to every employee:** successful and efficient IT deployments

When IT is under pressure to make it all work, your next move matters. Nexthink Experience provides the real-time insight you need to prevent and resolve disruptions and continuously improve the employee experience.

### Business Impact

**62%**

Reduction in time for general root cause analysis

*Large Pharmaceutical Company*

**-60 to +12**

Increase in employee NPS in less than 6 months

*US Manufacturing Company*

**\$1.2M**

Cost avoidance for hardware refresh cycle

*Large Healthcare Provider*

“We rely on Nexthink to understand how experience is perceived by the employees within the enterprise, and then drive impactful transformation within the company.”

**Bruno Pinon** • *Future of Work & Digital Workplace* • Fujitsu

# The cloud-native platform for managing digital employee experience

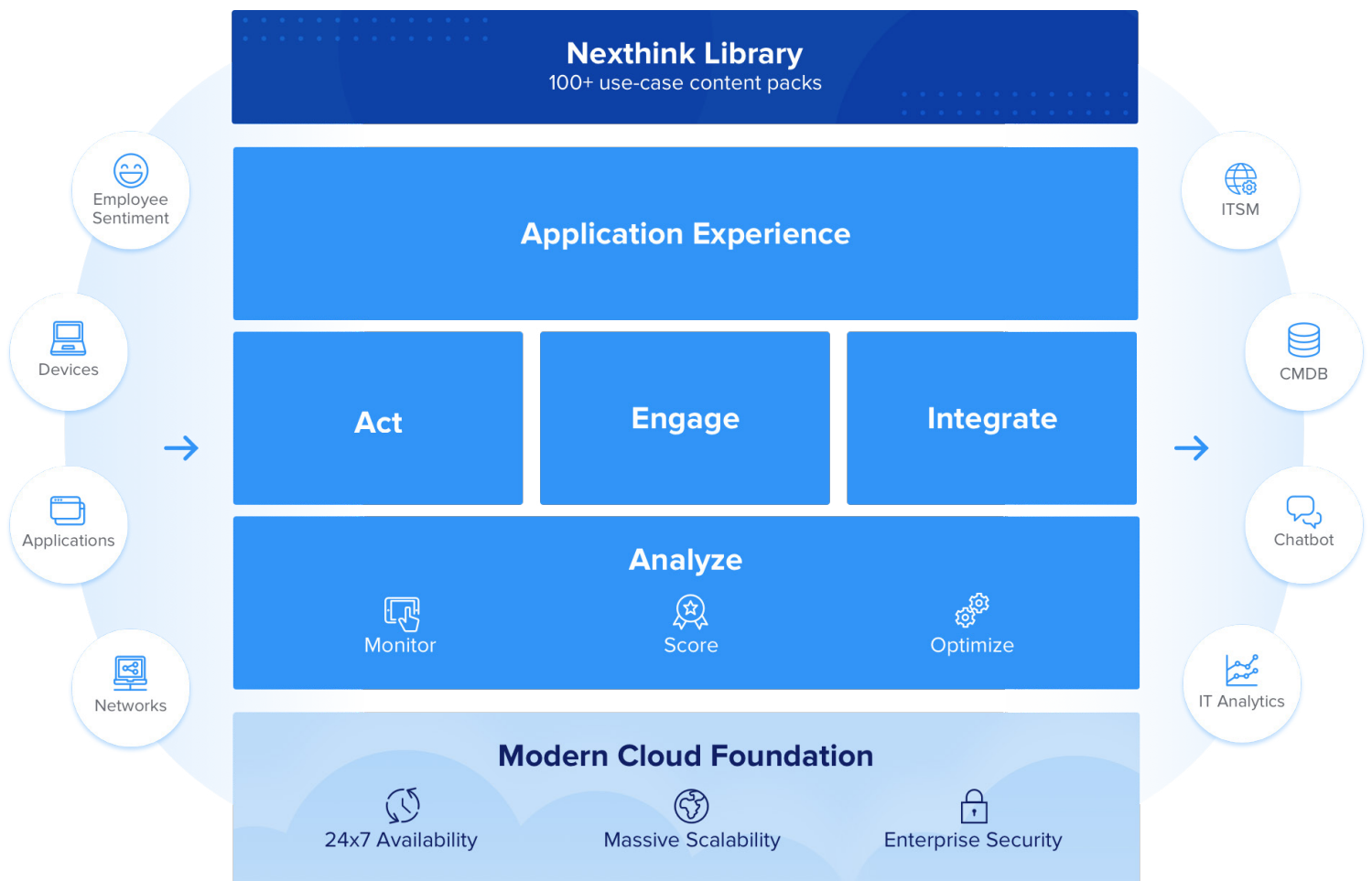
Nexthink Experience provides an employee-centric view of devices, applications, and networks. From pre-built dashboards to detailed event analysis and advanced visualizations, you can measure and manage digital experience in an ongoing, continuous fashion. All with the 24x7 availability, scalability, and global reach you need to support modern business.

“I’ve always had the question, ‘I wish I knew what was going to happen before it happened’. Now I do.”

**James Young**

*Manager, EUC Solutions Support*

Western Union



# Nextthink Analyze

## Actionable visibility into your digital employee experience

IT decision-making can no longer be based on technical data alone. It requires much-needed context into employees' actual experiences with their routine digital workplace to make a proper business impact.

Nextthink Analyze offers IT teams unparalleled insight into their digital employee experience across every component of the IT ecosystem. Nextthink's experience analytics provides a unique ability to manage digital employee experience and consistently improve the well-being of IT, the business and—most importantly—employees.

### Monitor

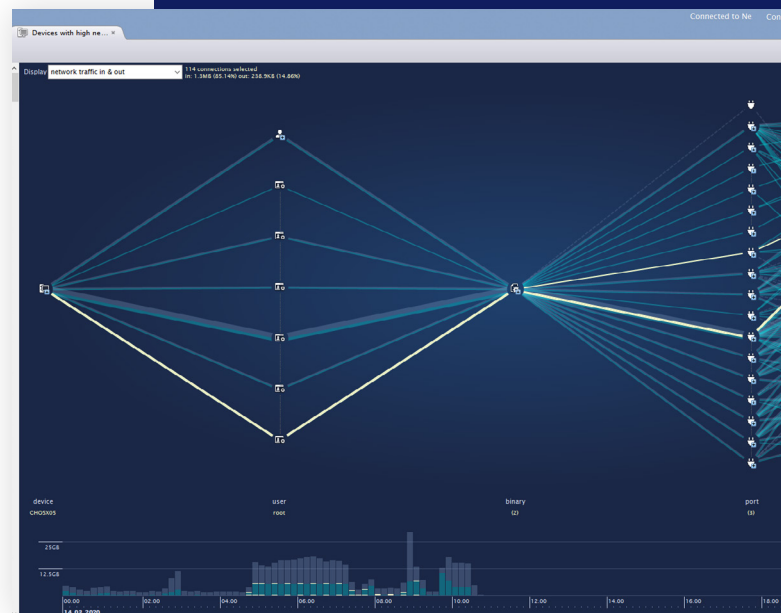
Real-time employee-centric telemetry

Nextthink captures and reports on a massive range of activities in your IT estate—such as network connections, application executions, web requests, hardware usage, employee frustrations, user interactions and machine failures—through an ultra-lightweight collector installed remotely and silently on every endpoint.

This digital employee experience telemetry offers comprehensive visibility across your enterprise. It is then easily leveraged with patented visualization capabilities and pre-built dashboards to gain valuable insight into the actual experiences of your employees and to enhance root-cause diagnosis.

### Key benefits:

- Move from dashboards to events for lightspeed diagnosis
- Proactively prevent drops in technical performance and employee satisfaction
- Plan, migrate and operate the rollout of new technology
- Reduce software and hardware replacement costs
- Monitor the performance and satisfaction of critical services



## Score

Measure, manage and act on the key drivers of digital employee experience

By uniquely combining technical metrics with employee sentiment data, the Digital Experience Score gives you contextual visibility over the key drivers of your employees' routine digital experiences. From a single overarching view, you can pinpoint and quantify the issues currently impacting employee experience.

## Know where you stand

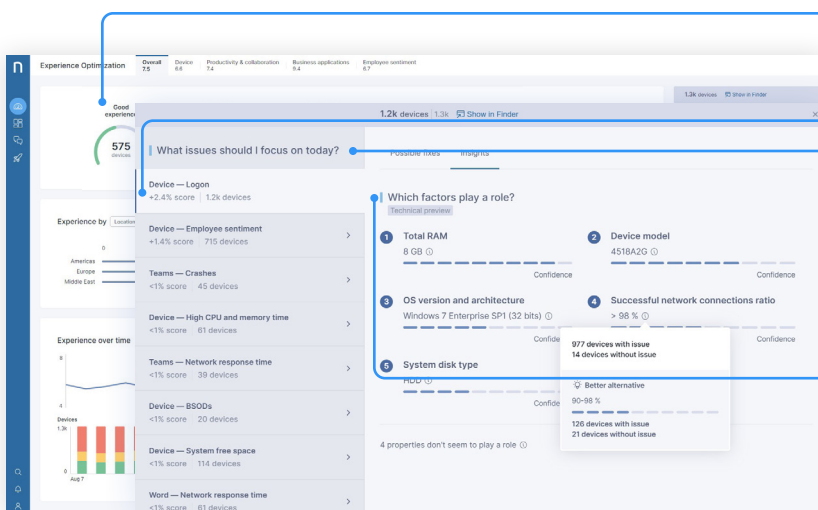
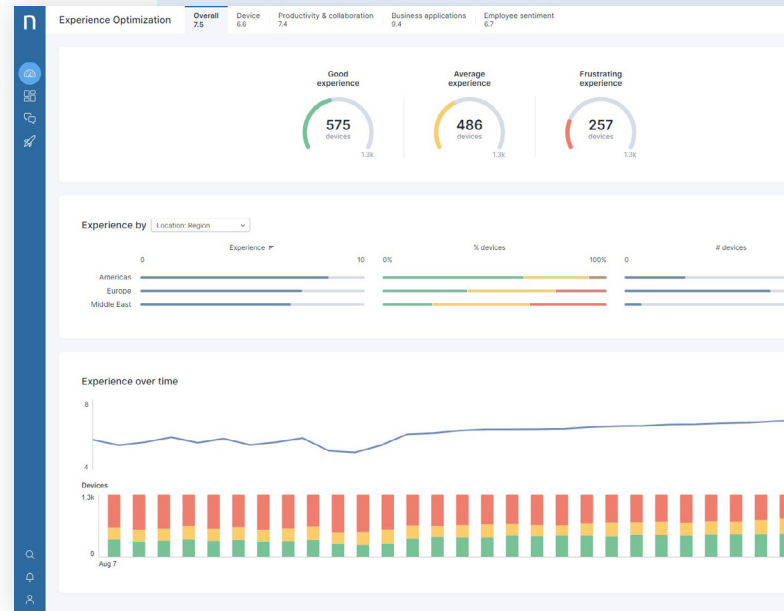
The Digital Experience Score provides a level of visibility to benefit all IT stakeholders – from high-level executive reporting to the operational detail required to drive continuous improvement, and down to granular analysis of individual devices or employees.

Not only can you detect, diagnose and resolve problems quickly, but you also gain a comprehensive understanding of the state of your employees' digital experience, and of opportunities for improvement.

## Optimize

Step-by-step guidance for ongoing improvement of Digital Experience

Focus on the right issues, prioritize the right actions to take, and remediate problems quickly and effectively. Experience Optimization streamlines every stage of the process, enabling you to move quickly, to act efficiently and effectively, and to be proactive.



360-degree visibility of enterprise-wide digital experience

IssueRank™ prioritized guidance enables laser-focused decision making

Remediation playbooks provide step-by-step guidance

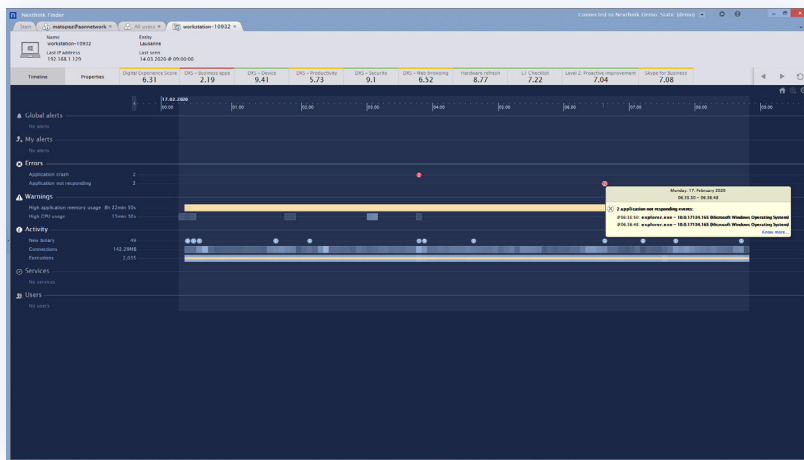
CauseDetect™ AI-driven recommendations deliver rapid & effective root cause analysis

# Nexthink Act

## Powerful troubleshooting and remediation

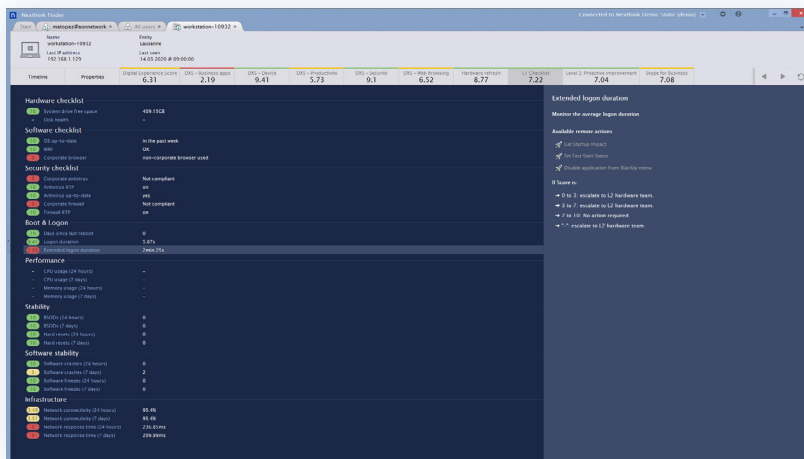
Everyday issues can put your IT team and service desk under significant strain and frustrate your employees. But it does not have to be this way.

Nexthink Act combines powerful data retrieval, diagnosis and remediation capabilities to deliver dramatic results in compliance and incident management. Not only can you greatly reduce the time needed to resolve IT tickets, but you can also proactively prevent them from occurring in the first place.



## Powerful, versatile and scalable

Nexthink Act provides the capabilities you need to go from problem to solution in a matter of seconds, regardless of employee location. A user-friendly interface allows you to import, configure and schedule scripts for execution on any employee endpoint.



## Proactive remediation across the IT landscape

### RETRIEVE

#### The right data at the right time

Powerful custom data retrieval enables your support teams to retrieve case-specific data in a matter of seconds, giving less specialized staff the insight to make informed decisions. Configurable triggering supports rapid information retrieval from one to thousands of selected endpoints.

### DIAGNOSE

#### Lightspeed troubleshooting

Gain a granular level of insight into the health of any device across Windows and Mac platforms. Enhance the diagnosis of complex incidents to drastically reduce ticket count and give valuable time back to your support teams.

### RESOLVE

#### Remediation made simple

Give your support desk the ability to take instant action remotely using an extensive catalog of one-click and automated actions to fix common IT issues, install important software, update critical services and much more. Quickly extend your capabilities by adding your own customized remediation scripts to the catalog.

### EMPOWER

#### Help your employees help themselves

Empower your employees to automatically resolve common IT issues through targeted campaigns delivering self-help information and automated remediation guidance.

# Nexthink Engage

## Rich two-way employee engagement in context

Bridge the IT-Employee gap by keeping employees up to date with personalized notifications sent to the right people, at the right time. Make employees aware of any changes to their digital workplace, and send educational campaigns to drive new service adoption or to minimize the effects of shadow IT.

Nexthink Engage breaks down the wall between IT and employees through targeted sentiment gathering and analysis – revealing hidden issues and helping IT achieve higher employee satisfaction.

## Tune into employee sentiment

Technical data is only half the story – only your employees can tell you about their actual digital experience. Gather sentiment feedback and correlate it with technical metrics to truly understand the employee experience and detect previously unreported employee frustrations and IT issues.

## Continuous improvement with targeted engagement

Deliver non-intrusive engagement campaigns to targeted employees experiencing an IT issue or digital dissatisfaction. Automatically deploy pre-built or personalized campaigns with key IT information or self-healing capabilities to keep employees informed and empowered to resolve issues themselves.

## From campaign idea to results in record time

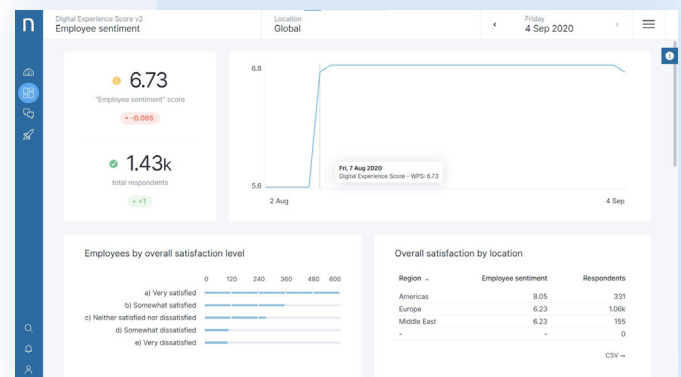
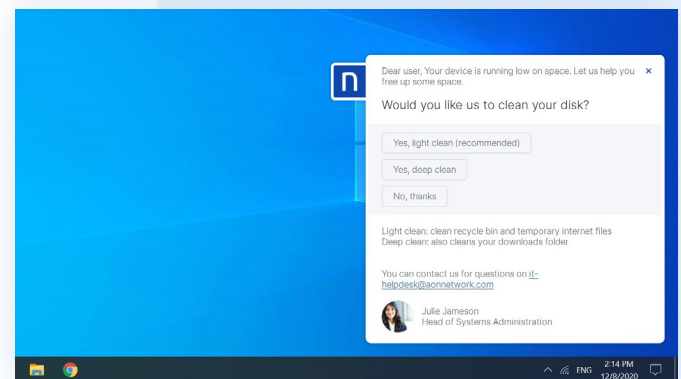
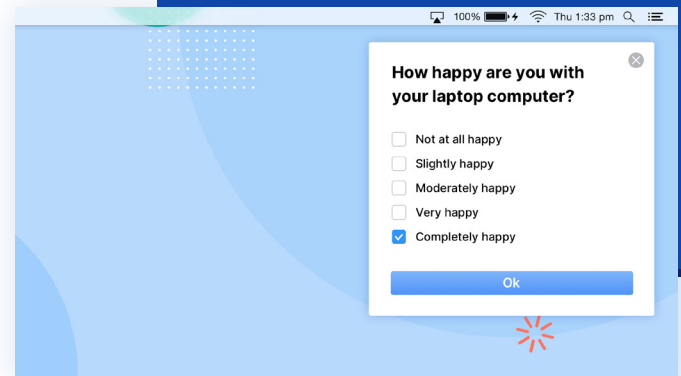
- User-friendly interface allows you to easily import, configure and schedule outreach
- Built-in catalog of campaign content based on common customer use cases
- Support for one-off and recurring campaigns
- Intuitive workflows and detailed reporting guide you through effective campaign design
- Customizable branding allows you to reflect your existing corporate look and feel

“Nexthink’s combination of hard metrics with user sentiment is key to our being able to improve our employees’ digital satisfaction.”

**Arnaud Pire**

*Senior Manager,  
IT Service Delivery and Operations*

Toyota Europe



# Nexthink Integrate

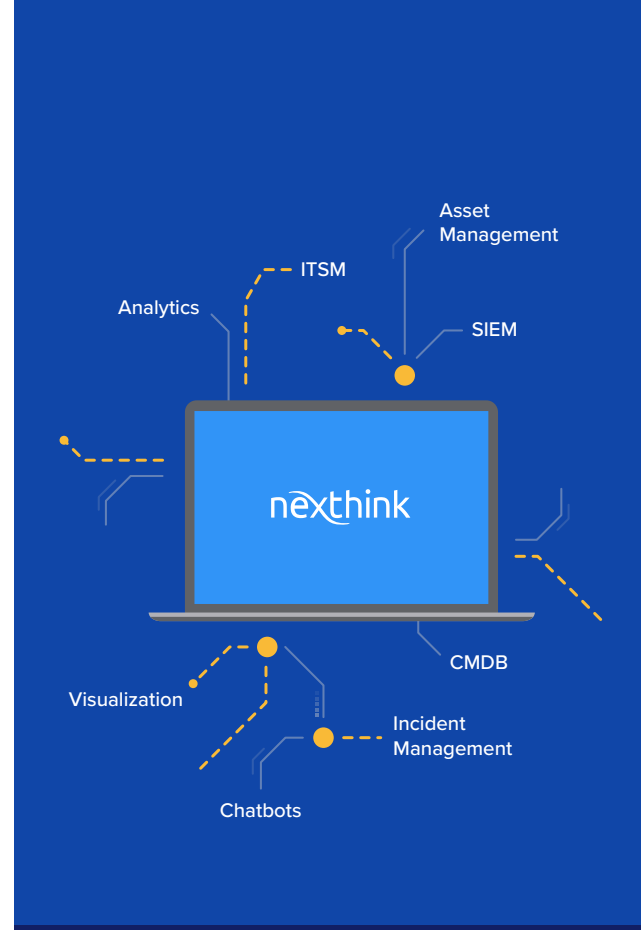
## Embed Nexthink as a data source across your IT estate

Data should not live in isolation. To optimize routine IT efficiency, all collected data must be conveniently combined, shared and accessed across every IT tool and solution.

Nexthink Integrate allows you to interact and share all your Nexthink data with any 3rd party tool. Bi-directional integration is delivered through a built-in Web API, allowing you to build advanced queries to support seamless integration across your preferred IT solutions.

### Pre-built connectors for major IT solution providers

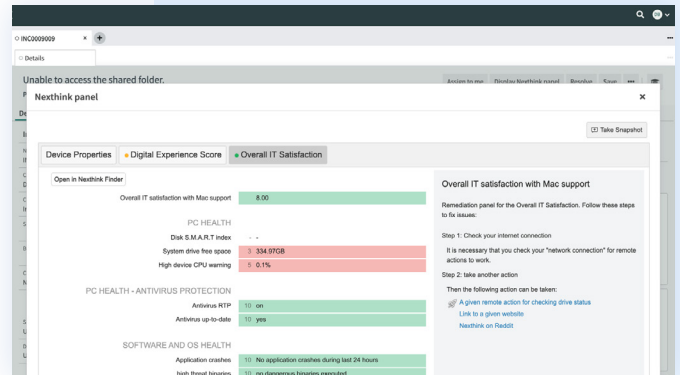
Nexthink has worked with ServiceNow and Splunk to release official pre-built connectors. These connectors allow you to share your Nexthink data across these platforms with minimal effort.



### Supercharge your ServiceNow solution

Populate your ServiceNow consoles with real-time employee-centric intelligence through official pre-built connectors to enhance ServiceNow's most valuable elements, including:

- Incident Management
- Event Management
- Agent Workspace
- Virtual Agent
- CMDB

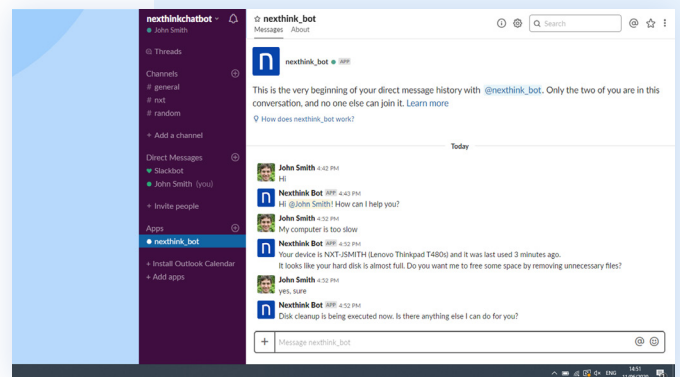


### Nexthink for Chatbots

Integrate Nexthink intelligence into your preferred chatbot technology and extend its features with robust analytics and remediation capabilities to deliver 24/7 employee self-help and reduced IT strain.

### Azure Data Lake

Nexthink Experience supports the sending of real-time experience data to ADLS Gen2 in a highly configurable way for consumption by third party tools such as Power BI. This allows IT teams to collect and consume vital experience-level data to gain deeper understanding into specific IT and business scenarios.



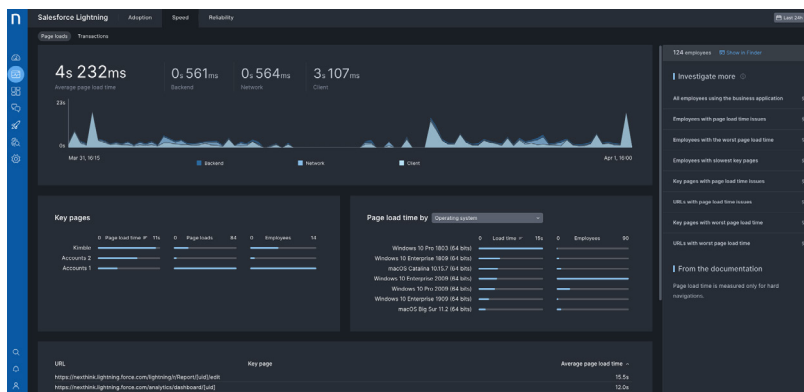


# Nextthink Application Experience

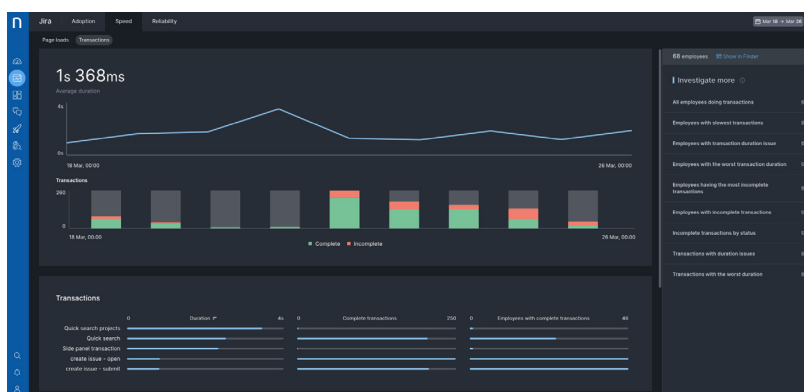
## Accelerating employee productivity with SaaS applications

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.

Nextthink Application Experience delivers comprehensive visibility into employee experience with – and adoption of – SaaS applications. Real-time monitoring allows you to proactively manage application health as experienced by each of your employees. Problems are solved faster with guided troubleshooting and automated remediation – even preventing many issues before employees experience them. And you can fully understand employee sentiment towards usability and performance, accelerating adoption through rich insights into actual usage.



Nextthink Application Experience enables you to achieve higher employee satisfaction and productivity, and tightly align licensing costs with actual usage. Only Nextthink unlocks the true potential of your applications to help employees and the business thrive.



## Full visibility across your entire estate

### 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 issues with application health before employees are impacted.

### Accelerate adoption and reduce deployment risks

Application Experience delivers life-cycle insights into how employees are using your SaaS applications, including which features they are using and how those features are performing. Real-time visibility into employee sentiment also helps you quickly see and address issues that could threaten the success of new application deployments.

### 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.

### Real-time, employee-centric SaaS visibility

With Application Experience, Nextthink Experience provides full visibility 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, better understanding of application usage versus costs, and greater value from your business applications.

# Nexthink Library

## Use pre-built expert content to enhance a wide range of IT initiatives

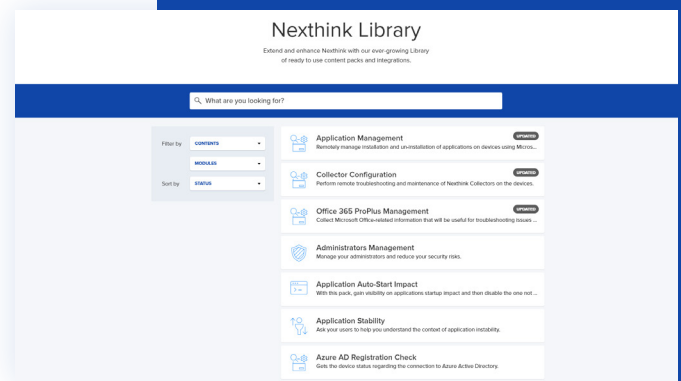
Nexthink offers an ever-growing catalog of over 100 out-of-the-box library packs that deliver Nexthink expertise and best practices to enhance your deployment. These packages allow you to extend the platform quickly and effectively to meet your specific IT, employee or business needs.

### Accelerate critical IT projects with pre-built Nexthink content

Extend Nexthink Experience with library packs specifically developed to guide and support you through complex IT initiatives. These packs make it easier and faster to use Nexthink to help manage the adoption, migration and/or operation of specific IT projects through additional telemetry collection, dashboards, engagement campaigns and automated remediations.

#### Popular Library Packs include:

- **Office 365**  
Manage the seamless deployment, adoption, and patching of the Office suite and its related services
- **MS Teams**  
Ensure the successful deployment and adoption of Microsoft Teams to deliver a great employee collaboration experience
- **Desktop Virtualization**  
Assess migration plans and deliver a consistently excellent ongoing experience for Citrix, Microsoft Windows Virtual Desktop, VMware Horizon, and Amazon WorkSpaces
- **G Suite**  
Understand service performance and ensure compliance across your Google productivity suite
- **Persona Insight**  
See beyond HR-defined roles to gain employee-centric insight into the resources people need to be successful now and in the future



## Featured Library Pack: Remote and Hybrid Work Experience

Hybrid working has risen in both popularity and necessity, but with it comes inherent technical challenges that can threaten employee productivity, collaboration and overall satisfaction.

Nexthink supports IT teams in providing and managing a flexible workplace for employees. The solution includes specialized dashboards, metrics, remote actions and engagement campaigns created specifically to enable a high quality of digital experience for all employees, independently of their location and circumstances.

## Key Remote and Hybrid Working Capabilities

#### Nexthink helps IT organizations:

- Ensure your infrastructure is ready to support flexible work practices
- Effectively manage the hybrid work digital experience by focusing on the right issues
- Monitor and maintain the health and performance of IT services critical for hybrid work
- Engage closely with employees to prevent isolation and to provide guidance and remote support

# The Nexthink Advantage

## Comprehensive experience scoring

Nexthink uniquely quantifies your employees' complete digital experience. With a comprehensive 360-degree score that reflects both hard and soft metrics, you are in the driver's seat to proactively see, manage and improve your workforce's digital experience.

## Real-time, event-level visibility and analytics

Only Nexthink's rich data and visualizations let you quickly move from analysis to action. By applying powerful correlations and analytics to detailed event data, Nexthink helps you pinpoint the issue, the root cause, who it's affecting and how to solve it.

## Targeted employee engagement

With hyper-targeted employee engagement, you can efficiently gather and correlate sentiment with technical data to discover unreported issues and measure overall experience. Nexthink also makes it easy to broadcast messages quickly to large groups and guide employees to solve issues themselves.

## Prioritized recommendations for proactive management

Nexthink Experience guides you on how to proactively manage and improve experience. You see what issues to focus on, understand the likely causes and remediate problems quickly and effectively. With Nexthink, you drive effective problem resolution on a daily basis, and ensure the success of strategic employee-centric initiatives.

Have a question?

[CONTACT US](#)

“

Today we have indicators, we have metrics, we have everything we need. A lot of tools can do this job - Nexthink can do more. That's the most important thing. We are not talking about physical indicators; we are also talking about perception and the way [an employee] feels about the environment.

**Cedric Le Cognic**

*Group IT Technical Project Manager*

MCI Group



# Nextthink Experience.

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digital employee experience

Nextthink Experience helps you deliver the digital experience your employees deserve. Combining rich technical metrics and employee sentiment, you gain real-time visibility across devices, applications, and networks. With Nextthink Experience, you can pinpoint issues and solutions, automate remediation, and continuously improve employee digital experience across the enterprise.

Ready to get started?

[SCHEDULE DEMO](#)

