

Nexthink Workplace Experience

See. Diagnose. Fix.

IT Complexity Has Exploded

Proactively resolving user issues is essential, but it can be challenging when constantly firefighting existing problems. Limited bandwidth hinders the investment in workplace transformation projects, especially without complete visibility into the current state of workplace IT.

Unparalleled Visibility and Continuous Improvement

Workplace Experience—powered by Nexthink Infinity, the leading digital workplace observability and automation platform—delivers unparalleled visibility across all environments so IT teams can see, diagnose, and fix digital workplace issues to continuously optimize productivity and cost in a fast-changing IT landscape.



Identify and Diagnose the Most Impactful Issues

Leverage proactive alerting to identify the most impactful issues for employees. Utilize smart diagnostics to uncover problems on either individual devices or multiple devices with the use of Artificial Intelligence. Measure your digital experience and benchmark your environment against millions of devices using the largest data lake in the market.

1. Binary version

8 versions identified in my company

Relevant

Situation in my company

Most unstable versions identified

6.37.15103.0

Insights

Most stable version identified based on data across all companies, with a potential crash reduction of 96%

6.40.15406.0

Key Benefits

- Gain a view into Employee Experience with real-time visibility
- Reduce MTTR of proactive and reactive tickets with AI Driven analytics
- Save time and cost with data backed decision making on assets and workplace transformation
- Scale instant fixes and solve recurring issues with automation
- Engage employees with targeted communication to provide critical information, share a survey, or help them fix issues
- Expand to hundreds of use case with in-product Library
- Quickly integrate with other 3rd party applications and systems

36%

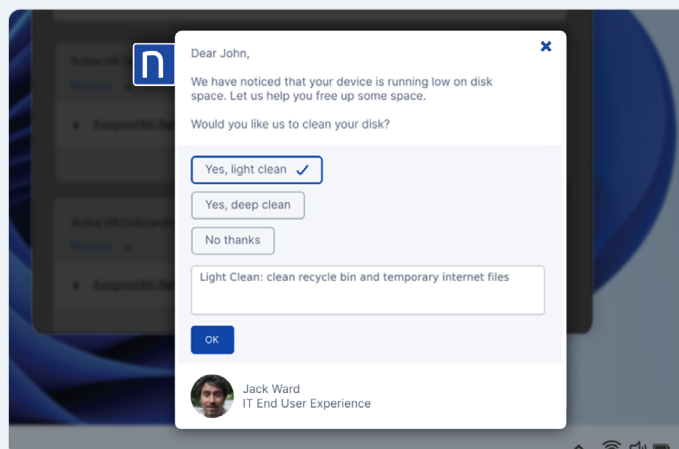
reactive ticket elimination
in first year for U.S. based
technology company

\$2M

saved on delayed hardware
refresh for Sweden based
automobile company

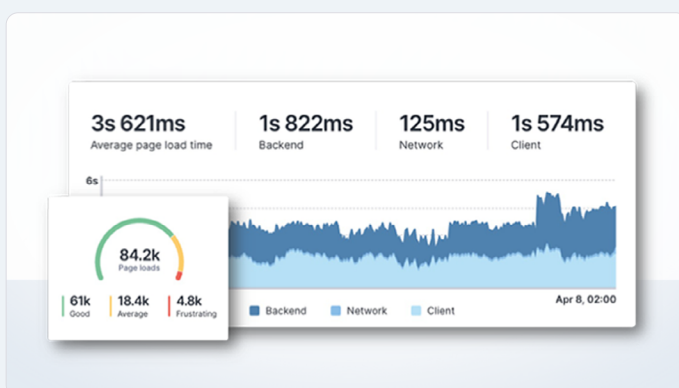
Fix Any Issue with Minimal Disruption

Employ Nextthink's automation features to resolve device issues with or without user input. IT teams can directly communicate with users, achieving unprecedented response rates to boost self-help, gather feedback, or broadcast notifications contextually.



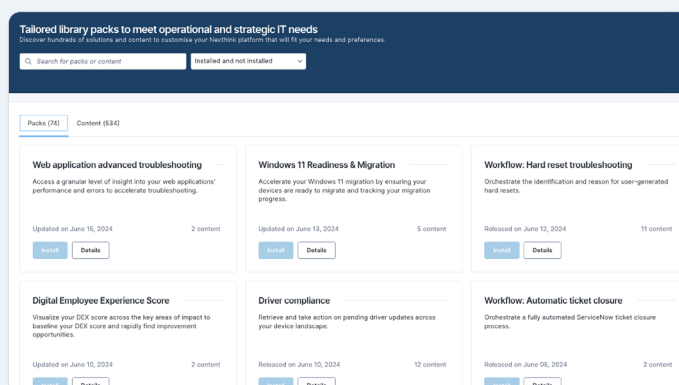
Gain Visibility into Your Applications

Achieve comprehensive visibility into your applications' performance, reliability, and adoption across all employees, their devices, configurations, and locations. Monitor both desktop and cloud applications to swiftly identify user issues and correlate them with infrastructure dependencies, and significantly reducing MTTR.



Speed Up Value Realization with Integrations and Library Packs

Utilize Nextthink data with existing third-party tools via built-in connectors, triggering ITSM events and alerts through web-hooks to personalize and improve business and IT processes. Accelerate value realization with Nextthink Infinity by deploying hundreds of in-app Library Packs for common use cases.



Learn More

Nextthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences at the device and web browser level—freeing IT to progress from reactive problem solving to proactive optimization. Nextthink 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, Nextthink has 9 offices worldwide. Learn more at nextthink.com.