

# Nextthink Overview

See Everything, Fix Anything



## Nextthink Solves the Problems That Plague Your Organization

### Employee Inhibitors:

- Application Stability
- Network Connectivity
- Password Resets

### Organization-Wide Challenges:

- Hardware Lifecycle Refresh
- SaaS License Reclamation
- Operating System Migration

Trusted by  
1,100+ global IT leaders

16+ million endpoints  
under management

Leader in The Forrester Wave™:  
End-User Experience Management

Home to the largest  
interactive DEX community

## See, Diagnose, and Fix with Actionable Insights

### Achieve Proactive IT Management

Stay ahead of issues and escalations. Instantly identify issue context, scope, and impact. Automate issue resolution using remote actions, campaigns, integrations, and workflows.

- Alert hub with alert prioritization, timeline, and drill downs to detect and diagnose faster
- Diagnostics checklists and instant issue remediation to solve issues at scale
- Smart workflows to identify and remediate with branch logic

### Measure and Improve DEX

Unlock key areas of improvement through complete visibility of devices, applications, connections, executions, and employee insights data.

- Telemetry gathered directly from endpoint collectors and integrations
- DEX Score to measure and benchmark employee experiences
- Integrations feed Nextthink intelligence to any third-party tool

### Accelerate Workplace Transformation

Change fast and avoid disruptions using real-time analytics and dashboards, two-way employee engagement, and automated self-help and remediations.

- Powerful investigations that yield technical metrics for insight and action
- Targeted campaigns to drive employee awareness and adoption
- Custom dashboards with historical data to track progress of change

### Create a Cost-Efficient Digital Workplace

Reduce IT costs and build operational efficiencies with hardware asset management, license reclamation, ticket reduction, and service desk efficiency.

- Software metering to monitor applications and track usage for license optimization
- Automated workflows to reclaim unused licenses, prevent tickets, and reduce MTTR
- Pre-built dashboards to monitor hardware usage, performance, and employee sentiment data

# The Digital Employee Experience Platform

Nextthink helps organizations see how employees consume IT services, hardware, and applications. Enabling them to proactively diagnose the root cause of issues and fix them automatically through real-time remediation and employee engagement.

Nextthink continuously delivers better digital employee experiences that drive organization-wide productivity, cost savings, and measurable outcomes.

## CORE PRODUCT

### Workplace Experience

Deliver unparalleled visibility across all environments so IT teams can continually see, diagnose, and fix digital workplace issues.

- Expedite tactical troubleshooting with the alert hub and automated fixes
- Drive strategic initiatives with device timeline and custom dashboards
- Deliver on core KPIs with 2-way employee campaigns and remediations that scale
- Enrich and augment any tool with the latest insights with built-in integrations

## PLATFORM

### Nextthink Infinity

The leading digital workplace observability and automation platform that enables unparalleled visibility into issue detection, diagnosis, and remediation across all endpoint.

## Add-On Products

### Adopt

Drive enterprise productivity with DEX-powered digital adoption including in-app guidance, moment-in-time training, and AI-driven predictive analytics.

### Amplify

Deliver actionable Nextthink insights into any service desk tool to close tickets faster and escalate less.

### Application Experience

Gain visibility into how all applications are adopted and experienced by employees, boosting performance and optimizing costs.

### Collaboration Experience

Ensure dispersed team productivity via deep visibility into employee experience using the collaboration tools they rely upon.

### Employee Engagement

Unlock employee engagement with targeted, attention-grabbing two-way communication.

### Experience Central

Optimize digital employee experience with the strategic and actionable DEX-visibility senior leaders require

### Flow

Improve IT service delivery with a powerful, low code orchestration engine that continuously detects, communicates, integrates, and acts..

### VDI Experience

Eliminate every VDI issue with end-to-end visibility, AI-guided insights and targeted remediation.

## 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](https://nextthink.com).



# Nexthink Workplace Experience

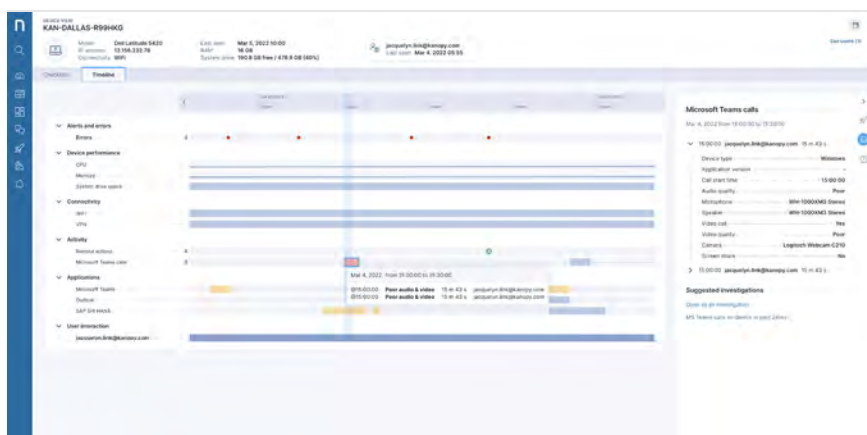
See. Diagnose. Fix.

## IT Complexity has Exploded

Providing support in today's environment puts tremendous pressure on IT teams and many organizations struggle to keep up against leading to poor customer experiences, frustrated employees, and critical business disruptions. With typical monitoring solutions' limited visibility, IT expands their current support model and relies on employees to report incidents, but that's not enough. This visibility gap leads to misused resources, poor IT service delivery and an IT team that can never get ahead.

## Unparalleled Visibility & 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.



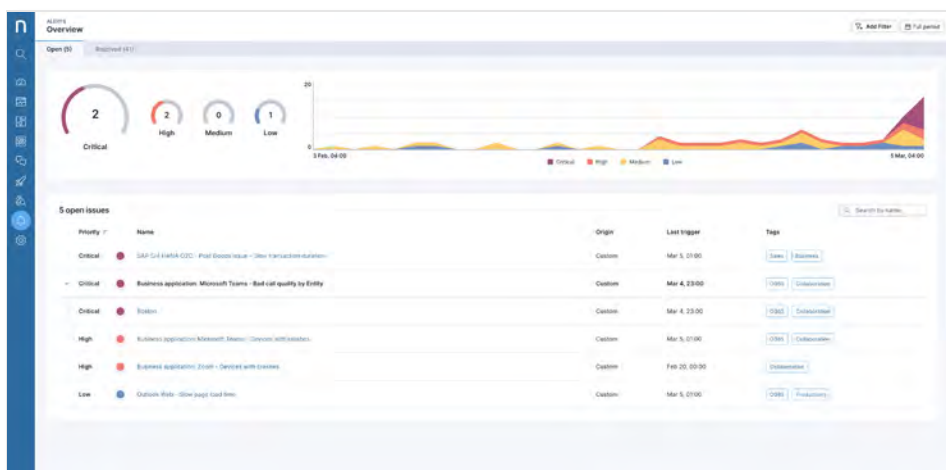
“We can solve the problem, before it becomes a problem for the user.”

**André Spölming**

IT Lead, Apetito

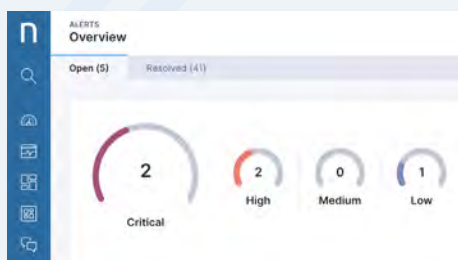
## Key Benefits

- Keep IT teams informed with alerts and a central location to view, manage, and prioritize IT issues
- Continuously monitor with real-time visibility and AI-driven analytics into devices, applications, and networks
- Scale instant fixes and solve recurring issues faster with automated remote actions
- Engage employees with targeted communication to provide critical information, share a survey, or fix issues
- Faster cross-team remediation for application issues using telemetry with advanced AI analytics and diagnostics



## Solve Issues at Scale with Device Insights

Diagnose, communicate, and resolve technical problems simply and reliably with device insights including device compliance, stability, performance, and network insights so IT teams can quickly fix issues and continuously deliver a stable digital workplace for all employees.



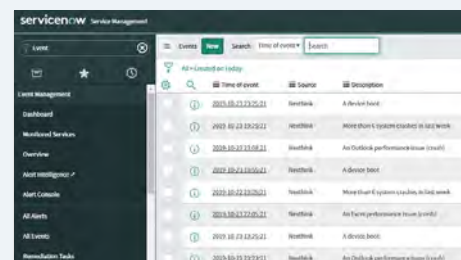
## Detect & Diagnose Faster with Employee Insights

Solve employees' technical issues before they disrupt the business with employee insights using real-time alerting, detailed diagnostics, and advanced visualizations combined with user feedback. IT teams can proactively optimize the employees' digital experience by quickly uncovering and assessing IT issues, communicating directly with users, and measuring how it impacts employees.



## Gain Complete Visibility with Application Insights

Regain visibility into application performance, reliability, and adoption across all employees, their unique devices, configurations, and locations. With the view across all systems, tools, apps, and interdependencies, IT teams can connect the dots and dramatically reduce MTTR with automated asset and application discovery, powerful diagnostics, and instant issue remediation.



## Extend Nexthink Insights with Integrations

Gain new visibility, context, and capabilities by leveraging Nexthink data across existing third-party tools. Share real-time insights by importing and exporting data to and from Nexthink using out-of-the-box-connectors and trigger ITSM events and alerts using webhooks to personalize and enhance any business and IT process.

## Learn More

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# Nexthink Experience Central

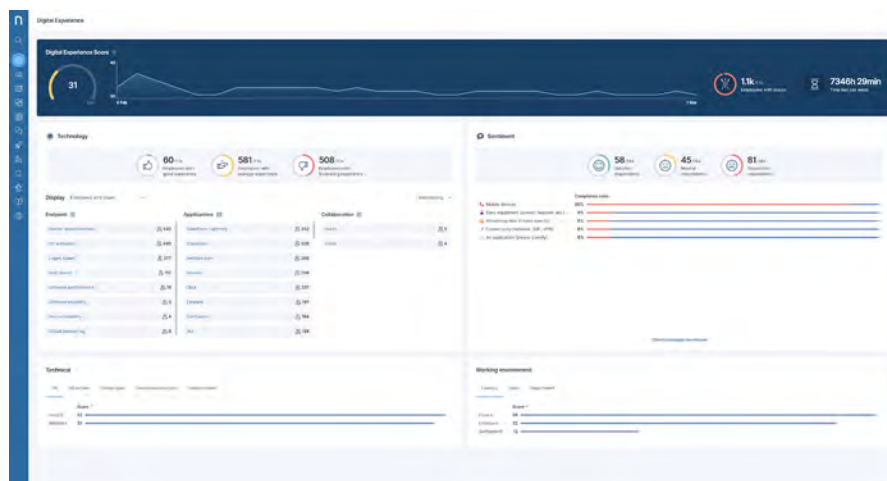
Assure Employee Digital Experience to Proactively Optimize IT

## The challenge of strategic IT management – it is about Experience

Pressure is increasing on IT leaders to demonstrate successful Digital Employee Experience (DEX) management. It is impossible to build a meaningful DEX strategy and proactively optimize IT for employee experience without enterprise-wide visibility into total employee experience - including sentiment - across all underpinning IT technologies. Existing technology-centric IT processes lead to higher operational costs and poor IT reputation, as IT teams react to chasing down REPORTED employee technology issues after the fact, instead of proactively starting with actual employee experience to see, diagnose, in order to see, diagnose, and fix potential experience problems before they become ticket storms.

## Comprehensive DEX Visibility

Nexthink Experience Central gives IT Leaders and their teams the proactive and complete view they need into all aspects of employee digital experience. IT leaders can now measure, govern, and make well-informed strategic decisions about how to best optimize their IT teams and workplace technologies and processes to maximize employee DEX, reduce costs, and improve IT reputation.



By 2025, 50% of IT organizations will have established a DEX strategy, team, and management tool, up from 15% in 2022.

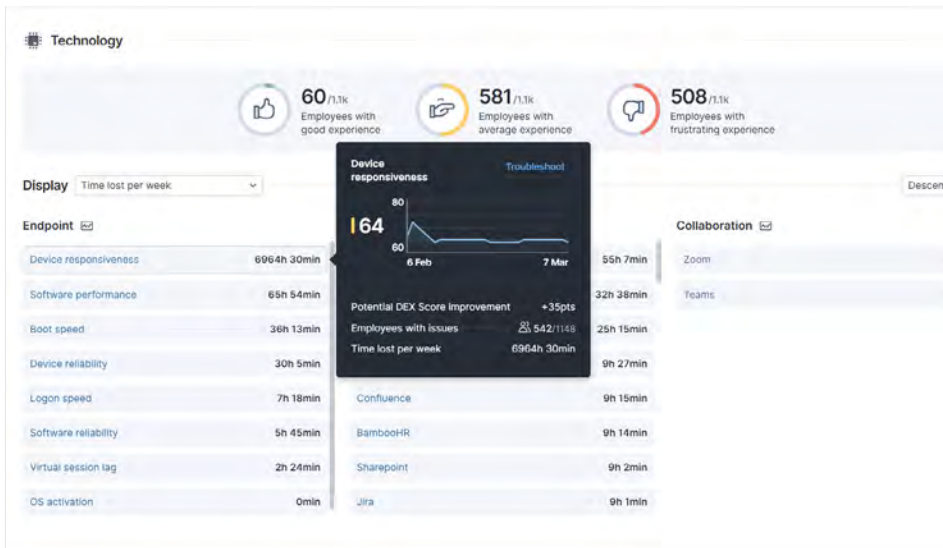
## Gartner

Market Guide for DEX Tools, Dan Wilson, Tom Cipolla, and 3 more, 31 August 2022

## Key Benefits

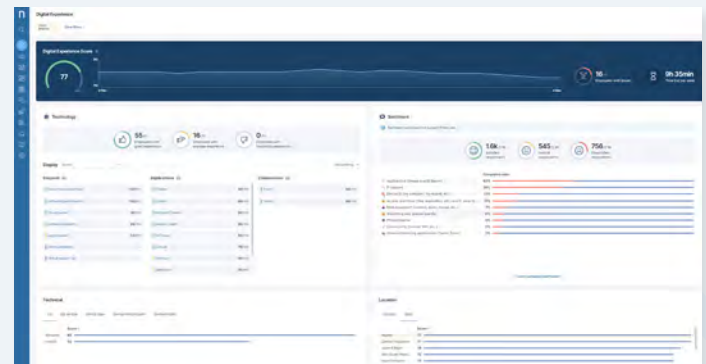
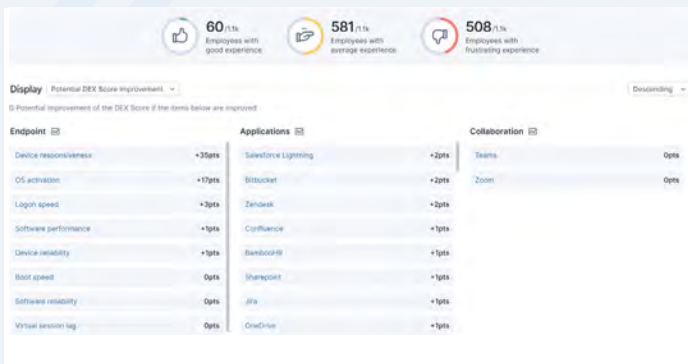
### INFORMATION TECHNOLOGY

- Proactive visibility into building experience issues before employees report any technology issues significantly reduces trouble tickets.
- Using a dashboard that seamlessly combines digital experience scores with device, configuration, application, and sentiment metrics, IT leaders can prioritize IT teams activities based on impact on employee DEX to maximize employee productivity and IT reputation to deliver maximum business value.
- IT leaders can rapidly find arenas where (and why) DEX is good and then replicate them organization-wide.



## Proactive Experience Visibility to Reduce Tickets

Nextthink Experience Central gives IT Teams immediate and continuous visibility into DEX across the organization – spanning Endpoints, Application, Collaborations, and Sentiment. This timeline perspective, coupled with unique and easy to use filtering capabilities, enables early warning to hidden, building issues by enabling rapid investigations before any tickets are ever opened.



## IT leaders can prioritize what matters most

Nextthink Experience Central offers IT leaders unique visibility into the aspects of technology that cost employees the most lost time and productivity, including rapid filtering capabilities to prioritize their teams focus on those aspects of DEX that will yield the most organizational and employee benefit upon remediation – improving IT reputation and employee productivity rapidly.

## Find and replicate best DEX practices

With combined visibility into every aspect underlying DEX, Nextthink Experience Central's unique filtering capabilities deliver rapid visibility into those aspects and locations experience good DEX, and why, so they may be replicated organization-wide – preventing or reducing tickets and enhancing IT reputation as well as employee productivity.

## Learn More

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# Nexthink Amplify

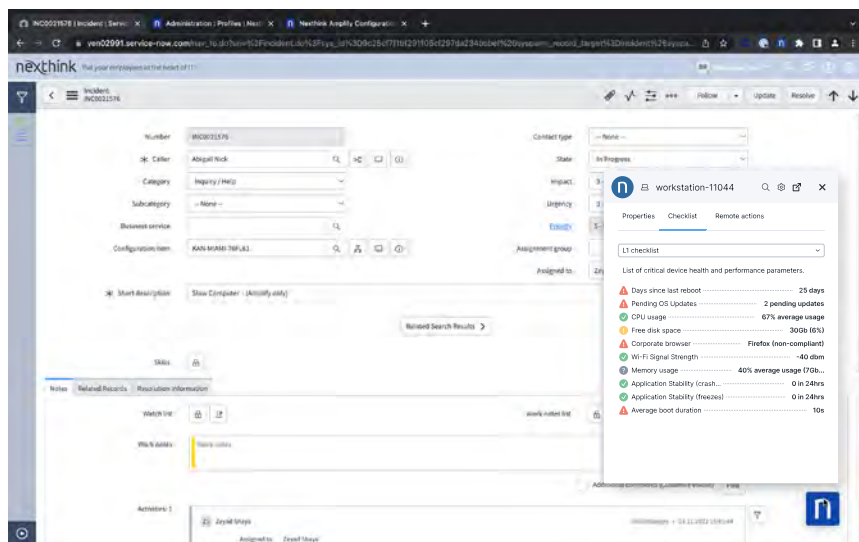
Close Tickets Faster & Escalate Less

## Your Service Desk Is Struggling

Your service desk is struggling because agents rely on end user involvement, are forced to move between dispersed tools, lack the insights to diagnose accurately and the tools to remediate fast. The resulting cost of that inefficiency adds up: Tickets take too long to fix and too many are escalated to more costly teams. All of this drives up average handling time and mean time to resolution - and your bottom line.

## Strengthen Your Service Desk With Complete Insights & Remediation Power

Nexthink Amplify puts incident information, diagnostic checklists, and remediation power at your frontline agent's fingertips – immediately, in one view, without end user involvement. An easy to install, platform-agnostic browser plugin unleashes the power of Nexthink into any service desk tool. L1 agents can close tickets faster and escalate less, leading to a 5-10-minute reduction in call duration, 30% efficiency gains in end user support, and \$5.2 million in 3-year quantified benefits (Forrester Total Economic Impact™ Study, 2021).



**5-10 min**  
Call Duration Reduction

for all level 1 tickets

**10-30%**  
Efficiencies

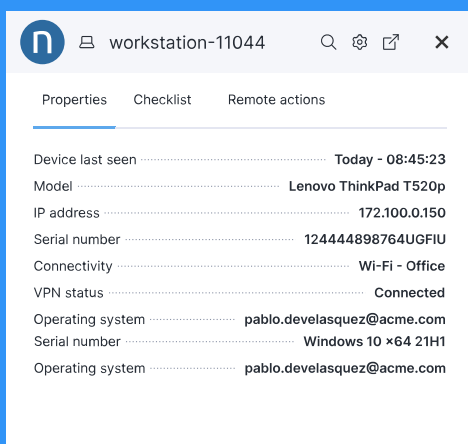
from reallocated headcount  
in end-user support

“The impact on driving efficiencies through reallocating IT headcount has been around 20% to 30%; I would say that at least half of that is attributable to Nexthink.”

VP of Workplace Support

## Key Benefits

- Access complete and unified device and user information in one place
- Equip L1 agents with actionable checklists & remediation power
- Customize checklists for any role or use case
- Link seamlessly to the full Nexthink platform
- Install browser plugin in minutes with zero integration
- Supports all service desk / ITSM platforms

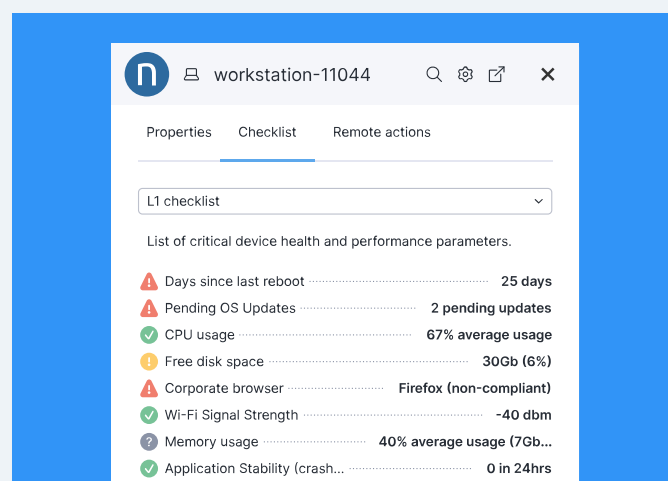


## See Context Fast

Get complete insight in one place. Get an immediate view of the key attributes of the employee and their device properties in a single pane, without end user involvement.

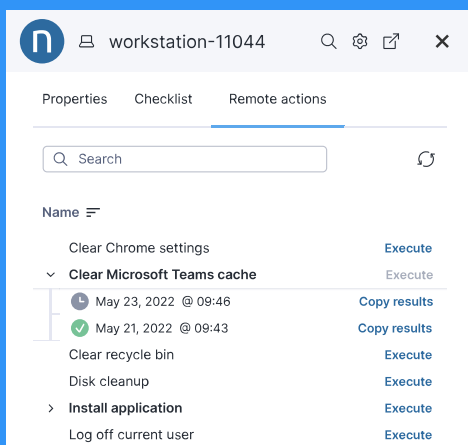
## Diagnose With Checklists

Troubleshoot on the spot. Understand root causes quickly via L1 checklists with clear callouts on problem areas, as well as customizable checklists for all other service desk roles.



## Fix With Remote Actions

Remediate more, escalate less. Remote actions help L1 agents close tickets faster, while a seamless link to the Nextthink platform enables L2+ agents to launch more complex and proactive fixes at scale.



## Learn More

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# Nexthink Application Experience

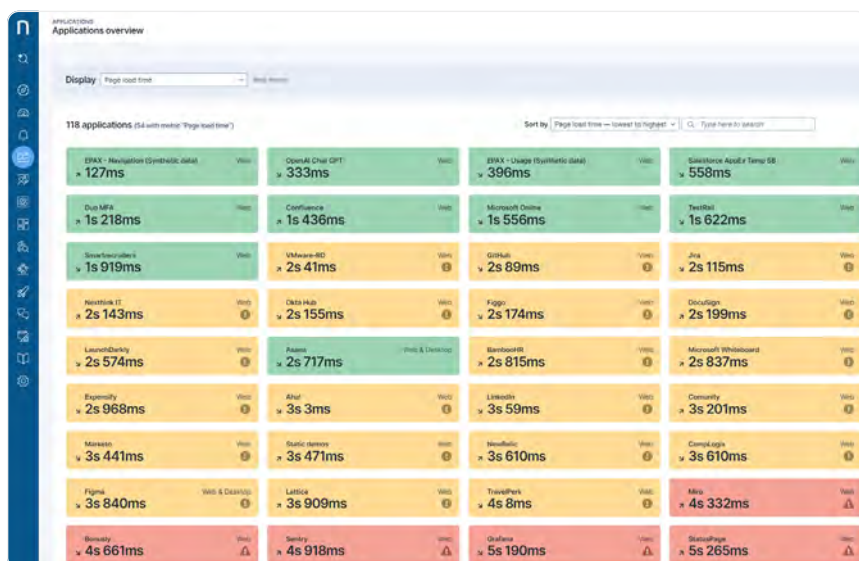
Optimize Every Application Experience

## Missing Application Visibility

IT is responsible for exploding numbers of applications, yet can't see how those applications are performing for employees. Forced to rely on employee submitted tickets, your team has the impossible task of monitoring an environment they can't see. Working in the dark to identify the scope and scale of issues before guessing at resolutions.

## A Single View for Every Application

Nexthink Application Experience gives you comprehensive visibility into the performance, reliability, and usage of every application, ensuring positive digital experiences and cost-effective digital transformations projects.



“

This level of visibility into web application performance and adoption from the employee's perspective was never possible before.”

**David Paul**

Director, IT User Experience,  
TRC Companies

## Key Benefits

- Blind spots eliminated with comprehensive performance and reliability metrics for all types of applications—hybrid, desktop, custom web, and commercial SaaS
- Optimized cross-team workflows and faster complex issue resolution with comprehensive, full-stack metrics from user clicks to backend services
- Save money by rapidly optimizing software license reclamation projects with real-usage telemetry about employee adoption and use of every application
- AI-powered performance insights speed root-cause analysis and remediation of the most complex issues



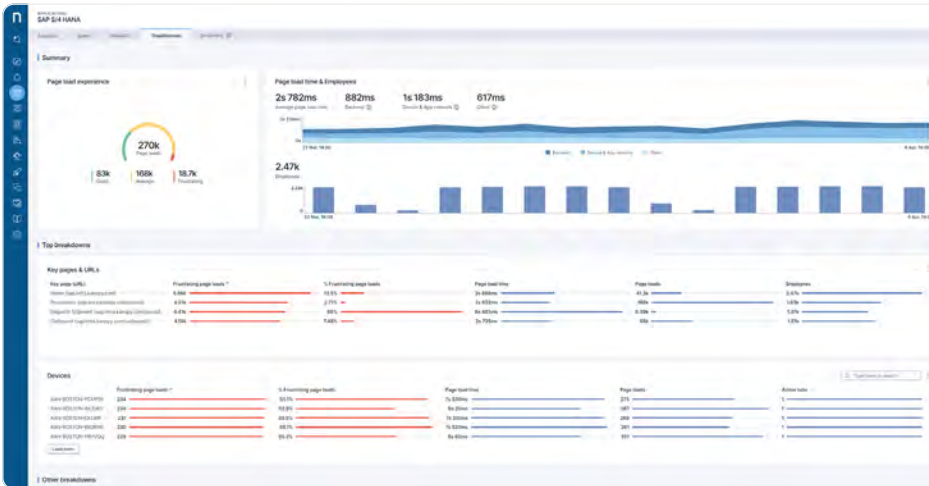
**\$1.8m**  
saved harvesting  
un-used CRM  
plug-in licenses



**12k hours**  
productivity gained  
from speeding web  
applications

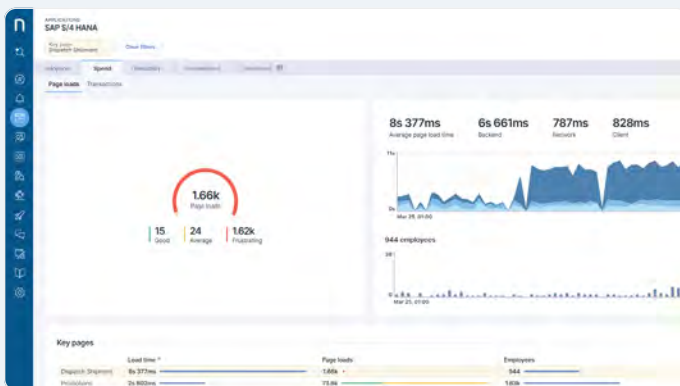


**4 hour**  
solution to 6  
month problem  
with SaaS vendor



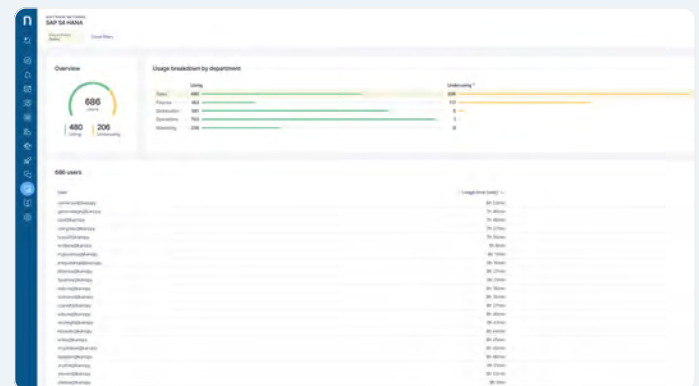
## Proactive Experience Visibility to Reduce Tickets

Rapidly understand the most likely root cause of issues impacting employee application performance and availability. Nextthink Application Experience AI-powered insights gives the centralized, proactive analytic view of degrading application performance and reliability needed to speed and resolve issues long before employees even notice.



## Optimize Application Performance and Reliability

Comprehensive, detailed application telemetry provides precise details on where application performance issues are really occurring—from desktop or browser, through device configuration, network connectivity, and application backends including all resources loaded on web pages. This information enables IT teams to rapidly boost performance by quickly resolving all non-application related issues, and fully inform application owners and their teams (or vendors) of the specific problem aspect of the application.



## Accelerate Adoption and Reduce Costs

Nextthink Application Experience with SW Metering ensures IT and Application Teams always know exactly who is using applications and their components. Life-cycle insights into feature adoption and usage, combined with tracking of actual usage against license counts gives IT and Application owners the continuous insight they need to easily rationalize their licensing costs and speed adoption with targeted communication campaigns.

## Learn More

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# Nexthink Employee Engagement

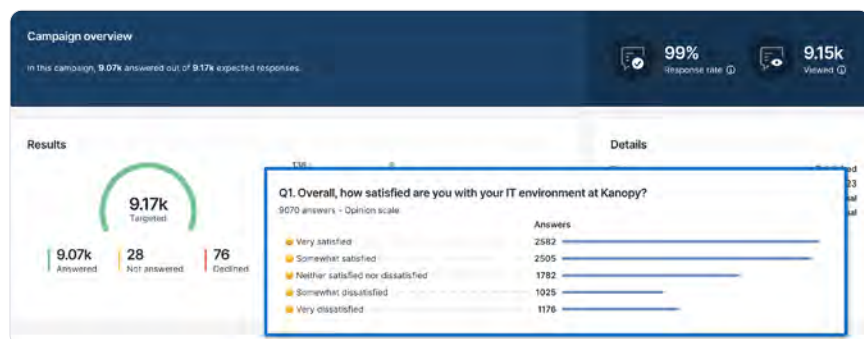
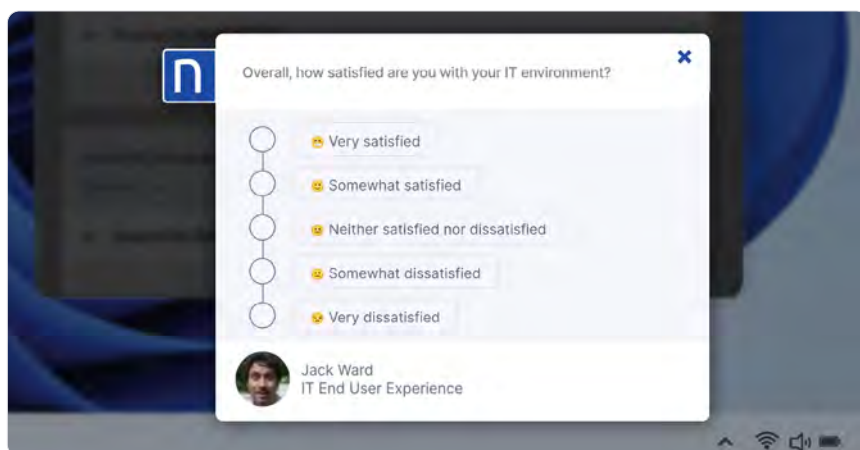
Strengthen Communication and Self-Help

## Communication Barriers Keep IT Reactive

IT needs to communicate timely information, fix issues collaboratively, and understand employees' experience with technology. But waiting on tickets and relying on email keeps IT reactive, disconnected, and with a limited understanding of employee sentiment. IT needs a better way to communicate with employees.

## Supercharge IT Through Engagement

Employee Engagement is a two-way communication tool that cuts through the digital noise with attention-grabbing notifications. Boost response rates by connecting directly with employees with timed and targeted pop-ups to provide critical updates, solicit feedback, or help fix the issues that matter.



**16x**  
higher response rate—  
compared to email

**20k**  
ticket reduction from a single  
campaign

“

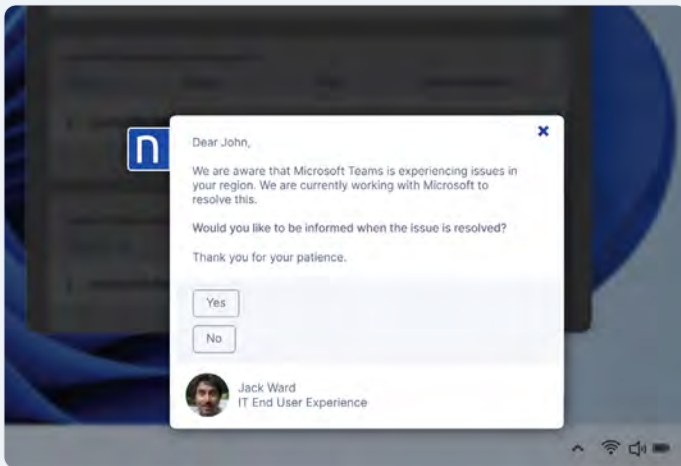
For our password reset campaign, we redirected 21,430 password reset tickets to our IT self-service portal saving \$150,000 in month”

## Geoffrey Wright

Global Solution Owner,  
GenAI and Digital Experience,  
Mondelēz International

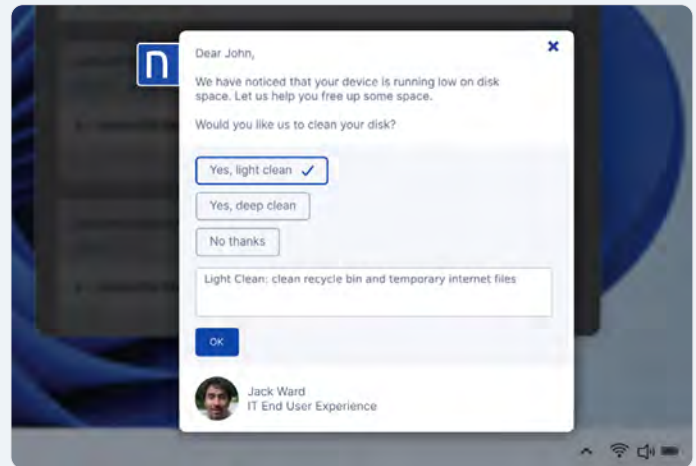
## Key Benefits

- Overcome employee email fatigue with 16x higher response rates
- Get ahead of news and outages by connecting directly with employees
- Understand the impact of issues with real-time, targeted feedback collection
- Save time and money with 1-click self-help fixes without IT interaction
- Bridge the gap between sentiment and technical data for a full view of digital experience



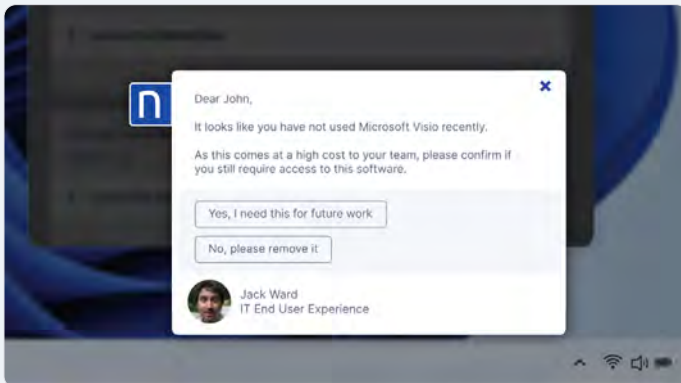
### Ensure Employees Are Informed

Prevent unnecessary tickets. Rapidly notify affected employees of known incidents with targeted pop-up notifications they can't miss.



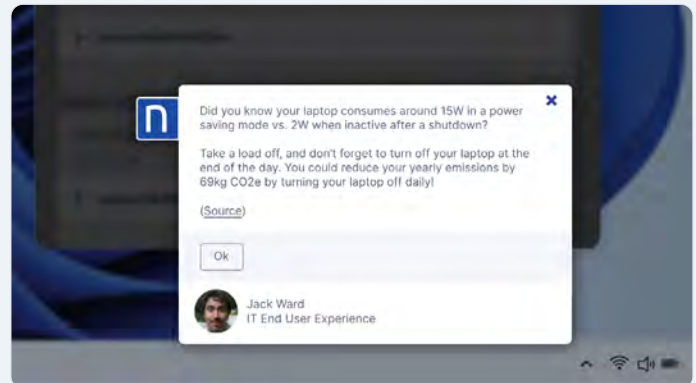
### Deliver Efficient Remediations

Empower employees to resolve issues before they realize they have them with targeted 1-click fixes.



### Transform with Confidence

Avoid changes that frustrate employees. Turbo charge digital transformation initiatives with real-time feedback that puts employees in control.



### Drive Awareness of Company Initiatives

Proactively educate employees of digital workplace best practices, such as Sustainable IT and much more.

## Learn More

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# Nexthink Collaboration Experience

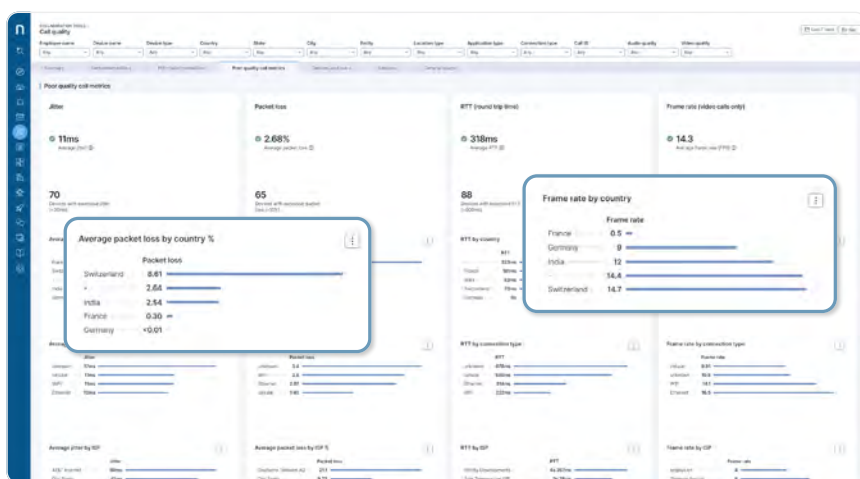
Optimize Every Collaboration

## Missing Visibility for Every Call and Session

Collaboration applications like Teams and Zoom underpin today's productive employee experience, with single-employee issues impacting multiple teams. Because IT lacks visibility into individual employee experience during calls and sessions, they cannot properly diagnose if the problem lies with the application or vendor, or is caused by a multitude of complex inter-relationships between device, video and sound hardware, configuration, or connectivity.

## Comprehensive Collaboration Visibility to Assure Quality

Nexthink Collaboration Experience gives you comprehensive visibility across every element underlying employee adoption and use of leading collaboration applications and hardware. Ensure rapid, proactive issue validation, isolation, and remediation of performance issues impacting employee collaboration experience.



“

I'd sum up the benefits of Nexthink in two ways: visibility and general overview of all resources in the digital workplace. We can see in detail how the data are doing and what the overall situation of our IT operations is in our digital workplace”

**Fabian Ricklin**

Head Digital Workplace and Microsoft, AXA

## Key Benefits

- Blind spots eliminated with comprehensive performance and reliability metrics for every employee call and session—speeding troubleshooting and remediation
- Meeting room support ensures every meeting participant has optimal experience
- Full-stack, real-time intelligent correlations to speed cross-team root cause diagnosis
- Comprehensive, cohort-based filtering and analysis enables delivery of “concierge service quality” levels
- AI-powered recommendations rapidly maximize call and session quality



**35%**

**better call quality**  
across all employees



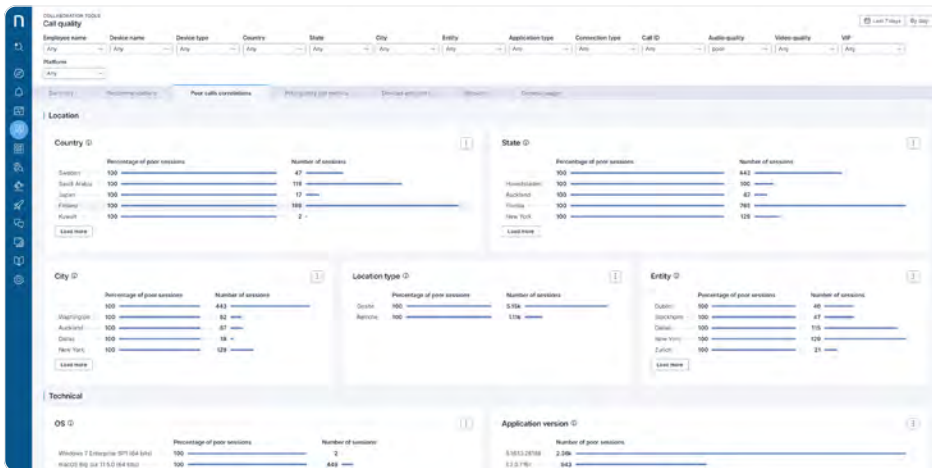
**\$10k/month**

**saved** with automated,  
proactive call quality fixes



**115k**

**call drops eliminated**  
via remote actions



## Global Visibility Across All Calls and Sessions

Rapidly understand all aspects underpinning employee call and session performance. Nexthink Collaboration Experience delivers the centralized, proactive analytic view of degrading performance and reliability needed to speed and resolve issues long before employees even notice.



## Realtime Intelligent Correlations

Quickly see everything going on with respect to every employee's collaboration calls and sessions. Powerful real-time visually aligned and correlated telemetry spanning every potential element underpinning or related to call and session performance informs and speeds issue resolution.



## AI-Powered Recommendations

Achieve big wins quickly with Nexthink Collaboration Experience AI-powered recommendations. Rapidly focus teams to identify which groups of employees require specific remediations to resolve their call and session quality issues.

## Learn More

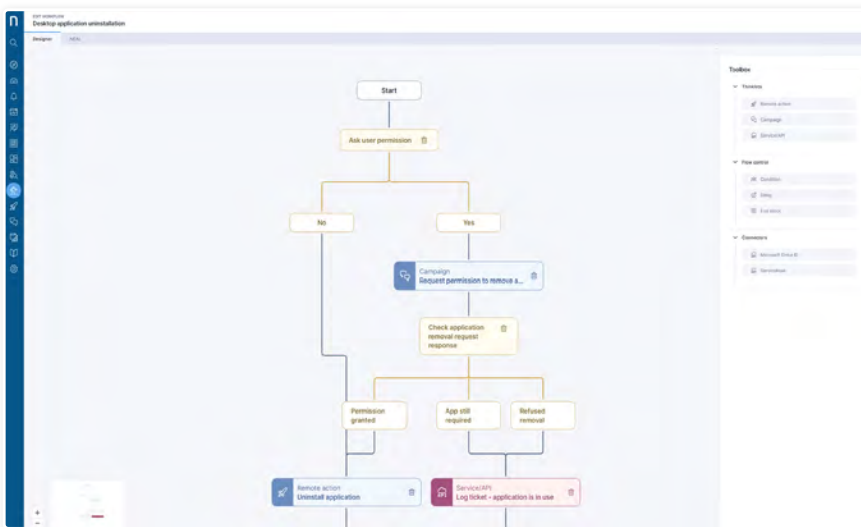
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# Nexthink Flow

Improve EUC Efficiency with Powerful Orchestration

## Never-Ending and Increasingly Complex IT Problems

Overworked EUC teams must do more with less. IT Teams exceed MTTR because troubleshooting requires human intervention and decision making at every step. Writing lengthy PowerShell code takes time and expertise not always available. While task automation can solve simple issues, the more complex IT issues require too much intervention and coding. This inefficiency hinders forward progress and slows down productivity.



## Deliver Continuous Orchestration with Automated Workflows

Nexthink Flow combines AI-powered data with a real-time, low code orchestration engine to continuously optimize complex workflows, monitor progress, handle exceptions, and ensure that all tasks are completed as intended. Repurpose hours spent on recurring issues to optimize resources, save costs, and improve IT and employee productivity.

### Increase Productivity

**781**  
days saved  
per year with  
PC Health  
workflow.

### Reduce Open Incidents

**306**  
days saved  
per year with  
Device Compliance  
workflow.

### Decrease Downtime

**1,406**  
days saved  
per year with  
SCCM Agent Health  
workflow.

Based on Nexthink Technical Preview Program forecasts across 100,000 devices.

“

Nexthink Flow saves us time and money by embedding and automating repeatable workflows. It enables our teams to scale and automatically resolves issues before costly tickets are raised.”

**Robin Nash**

Specialist, ITGEO – WD, AXA

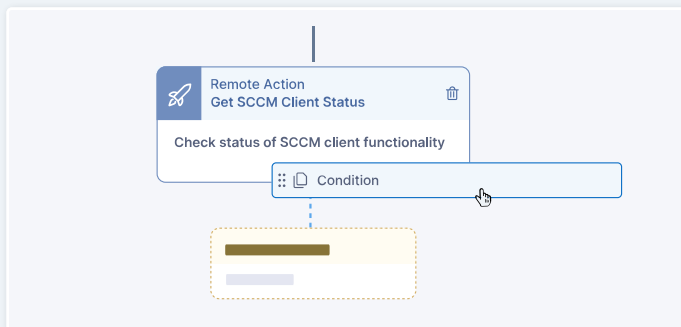
## Key Benefits

- Achieve proactive IT with real-time event monitoring and workflow triggering
- Improve productivity with a low code visual designer that can be used by a wider team
- Innovate with the time back from less PowerShell coding and manual intervention
- Resolve complex issues with smart automations with built-in logic and decision making
- Cut costs with software license reclamation and hardware refresh use cases using 3rd party API connectors

## Anyone Can Build a Workflow

Free up specialists and remove hours of writing lengthy code with a low code visual designer with step-by-step workflows that L1 and L2 agents can create themselves.

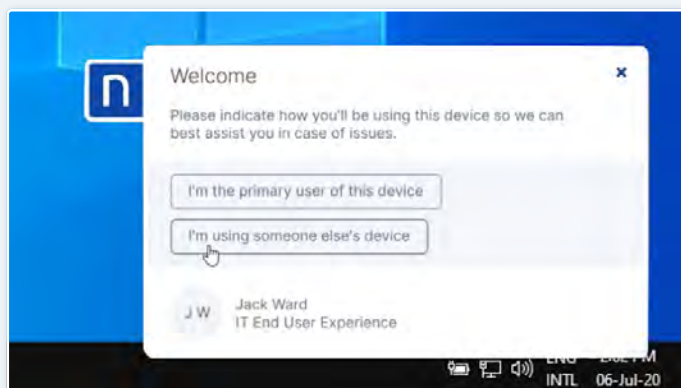
Get more out of your team with fast and easy configuration, drag and drop functionality and a visual designer that reduces time spent coding, fixing human error and overcoming team inefficiencies.



## Real-Time Remediation

With visibility across the entire digital workplace, identify, diagnose, and remediate issues instantly. Auto-respond to events with smart workflows with logical steps that contain unlimited triggers and powerful remote actions and integrations.

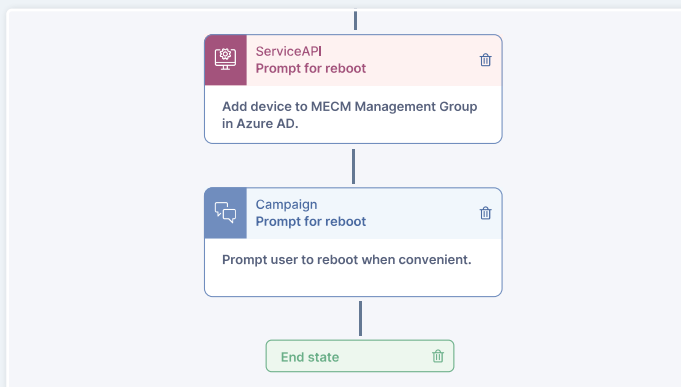
Save time and reduce incidents with real-time event triggers, dynamically targeted schedules, and event-based calls to Nextthink's API to trigger workflows to act without anyone lifting a finger.



## Integrate into a Larger IT Ecosystem

Extend and better leverage your team with seamless integrations to directly impact digital employee experience and continuously improve IT service delivery.

Simply drag and drop integration Thinklets into any workflow to infinitely boost your options to deliver an outstanding employee experience.



## Learn More

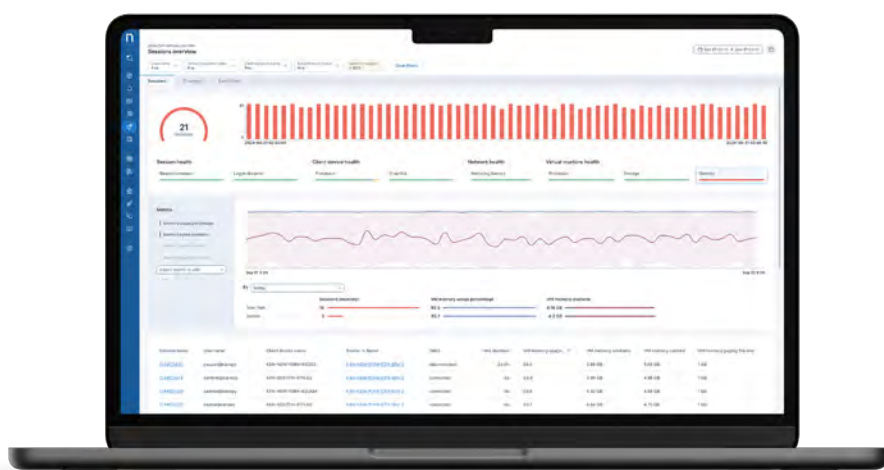
Nextthink is the leader in digital employee experience management software. The company provides IT leaders with unprecedented insight allowing them to see, diagnose and fix issues at scale impacting employees anywhere, with any application or network, before employees notice the issue. As the first solution to allow IT to progress from reactive problem solving to proactive optimization, Nextthink enables its more than 1,200 customers to provide better digital experiences to more than 15 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nextthink has 9 offices worldwide. Learn more at [nextthink.com](https://nextthink.com).

# Nexthink VDI Experience

## Eliminate Every VDI Issue

### Everything Is Seen as a VDI Problem

Ensuring your VDI solutions are performant and cost-effective is a daunting task on its own. Even with excess resources, employees may not be able to work effectively. If a network connection is unstable, or an application is unresponsive, you are blamed. With so much out of your control, it's impossible to know what to change, issues take too long to resolve, and employees suffer. You need end-to-end visibility to pinpoint the source of issues, so you can make changes with confidence.



### Proactive VDI Issue Resolution

Take control with continuous real time monitoring of all aspects of virtual desktop experience. Gain clarity on every VDI session and employee interaction with AI-guided insights and alerts that quickly identify the impact and scope of issues in your environment so you can fix them forever.



#### Increase Productivity

**89%** of organizations regularly escalate issues to VDI teams



#### Reduce Escalations

**31%** of organizations escalate issues daily



#### Fix Issues Faster

**54%** of VDI issues are caused by applications

Based on Nexthink *Death (and Rebirth) of the Service Desk* Report, October 2024.

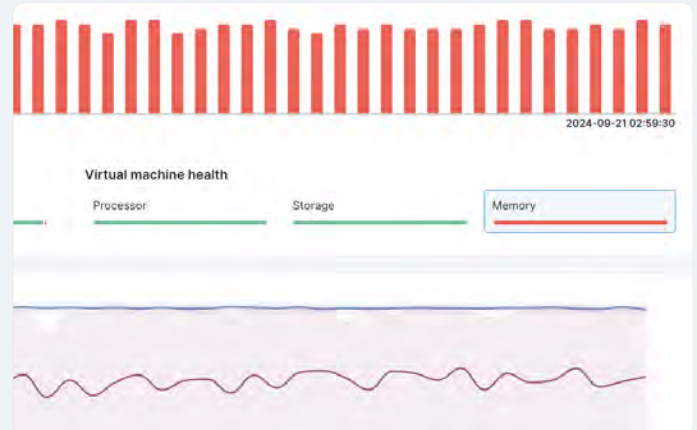
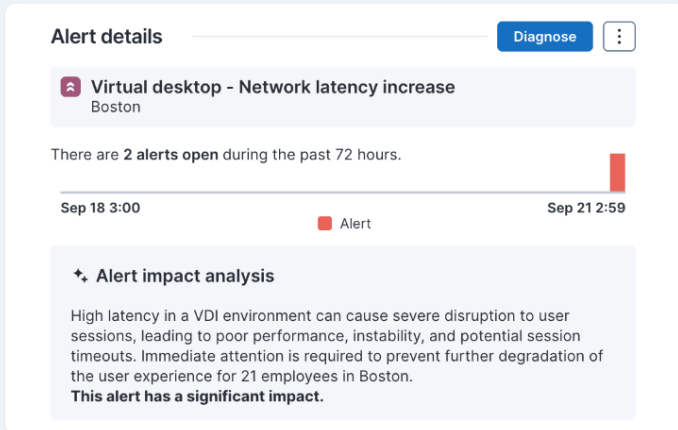
“

99% of problems we see come from business applications. We need to prove that it's not VDI.”

**U.S. Healthcare Company**

### Key Benefits

- Minimize escalations with real-time proactive detection of emerging issues
- Reduce support tickets with end-to-end VDI visibility
- Prioritize improvements with AI-guided insights and recommendations
- Fix VDI issues in real time with targeted automations and intelligent workflows
- Optimize costs with usage, performance and capacity insights

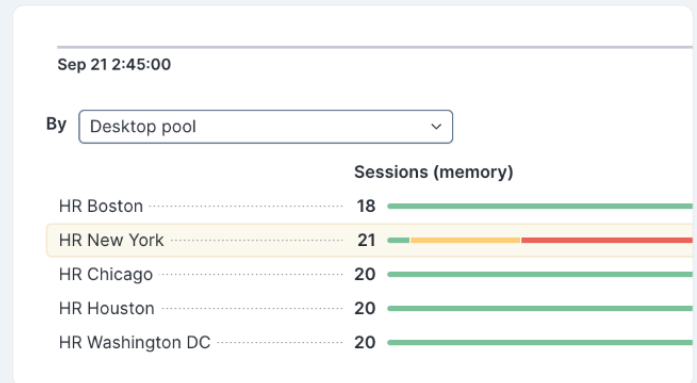
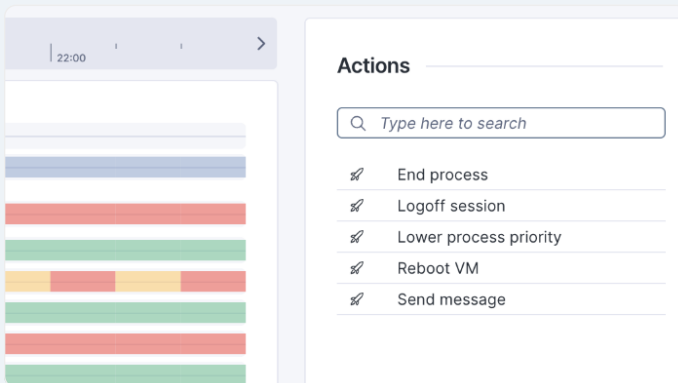


## Prevent Issues

Don't let the complexities of VDI force a reactive approach. Stay one step ahead with AI-powered insights, anomaly detection and alerting, informing you of issues impacting your employees.

## Troubleshoot Effectively

Quickly identify issues and compare environments with a unified view of all VDI solutions. Remove the guesswork with end-to-end visibility of how employees are connecting, the applications they use, and how virtual desktops are performing.



## Automate Intelligently

When action is required, target remediations at device, session and process level to fix issues. Fully automate complex and time consuming issues with intelligent workflows.

## Right-Size Confidently

Continuously assess the usage, performance and capacity of your VDI deployments. Right-size your environments based on facts, identifying opportunities to optimize costs.

## Learn More

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