

Nextthink Engage

Enhance Satisfaction / Improve Productivity

Give Your Employees a Voice in the IT Process. In Real-Time.

BUSINESS CHALLENGE:

Companies today face a strategic imperative: Embrace digital technologies or risk competitive obsolescence. To meet this demand, the pace of technological change in the workplace has accelerated, and employee frustration along with it. Incidents related to software, devices, printers, wifi/network, VPN and other malfunctions have exploded. Fixing these issues is not a seamless process. The end result? The average employee is spending a whopping 22 minutes dealing with IT-related issues every day.

NEXTHINK ENGAGE SOLUTION

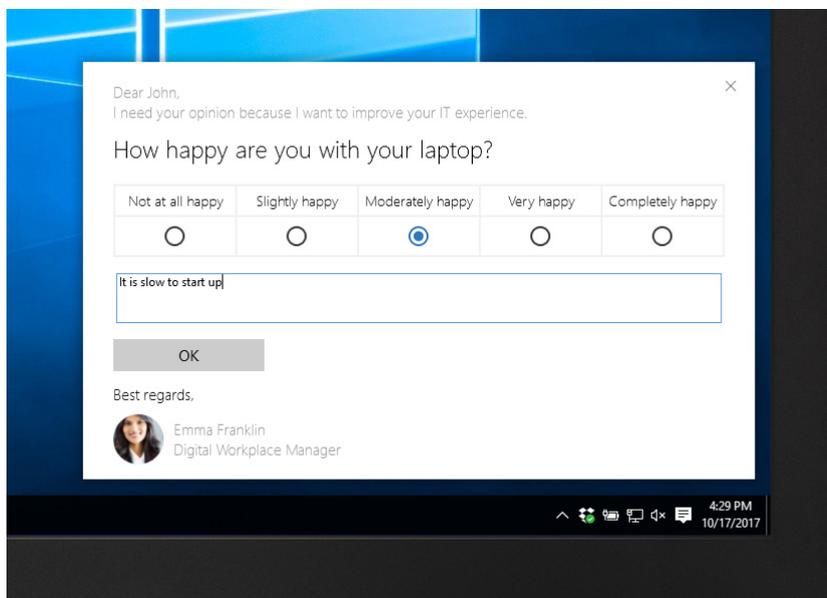
Nextthink Engage, offers a new way for organizations to break down the wall between IT and employees, and better align the business to increase productivity and deliver higher end-user satisfaction with IT.

Nextthink Engage is helping IT in three key ways:

- Gaining real-time feedback to measure the satisfaction of employees.
- Proactively informing and educating employees about critical issues impacting their device.
- Enabling IT departments to understand what needs to be improved, and obtain insights into how to make employees more productive.

PRODUCT DESCRIPTION

With Nextthink Engage, IT departments can ask targeted questions to the right person on a specific device; correlate their responses with technical data; analyze individual responses; and obtain complete visibility of the end-user environment for rapid decision-making.



KEY BENEFITS

- **Understand and improve employee satisfaction** to increase productivity
- **Less disruption and downtime.** Communicate at the proper moment with the right information
- **Alert and Avert.** Communicate with employees proactively before incidents occur
- **Increased employee response rates-** compared to traditional methods

KEY DETAILS

- **User-friendly interface** to import, configure and schedule outreach
- **Free form text fields** to supplement and contextualize fixed responses
- **Custom fields** populated by the campaigns to further enrich the Nextthink database
- **Built-in catalogue** of libraries based on common customers' use cases
- **Internationalization** to translate campaigns to target end users in their native language
- **Workflows** to choose the right question to ask after each answer
- **Branding** to display your logo and brand color
- **Integrated** with Active Directory to dynamically display the end-user name
- **Remediation** support when integrated with Nextthink Act

PRODUCT FEATURES:

Nexthink Engage includes language translation capabilities, options to include weblinks and to communicate with employees through email and instant messaging. Organizations using Nexthink Engage have experienced a 60-80% response rate, compared to the 30-40% average response rate via traditional feedback mechanisms.

With Nexthink Engage, technical metrics are combined with employee feedback for a more complete and holistic view of the end-user experience. Complete visibility with the proper context is the key to making smart real-time IT decisions and quantifying the true business impact of IT issues.

Customized Communications: Weblinks, Email, Messaging Options. Multilingual.

Continuous measurement: Continuously measuring the satisfaction of a population by targeting a random subset every day.

One-off campaigns: Request input after a large project. E.g., after a migration or for a new website.

Recurring campaigns: Request recurrent feedback. E.g., every time an application crashes.

Notifications: Notify employees and monitor their responses.

CUSTOMERS ARE USING NEXTHINK ENGAGE IN THE FOLLOWING WAYS

NEXTHINK ENGAGE		
USER CASES	EXAMPLES	BENEFITS
Continuous Measurement Build key indicators for the average satisfaction of a device, application, usage etc over time.	- Sample Dell computer users and track satisfaction over time	 IDENTIFY Satisfaction Productivity
Change Management Compare satisfaction before and after change management processes. Ensure the right time for deployment.	- Monitor satisfaction before and after a Windows 10 migration - Ask employees to choose a time slot for new deployments	 IDENTIFY Adoption Usability
Security Awareness Educate and inform employees on basic security awareness topics.	- Send a quiz on identifying suspicious emails received. Utilize information to develop targeted training programs.	 DECREASE Risk
Self-Help Proactively bring issues to the attention of users and enable them to take action to remediate.	- Alert users of disk space issues and enable them to remediate.	 DECREASE Incidents Productivity Loss
Notifications Inform employees about upcoming changes and/or deployments.	- Notify scheduled maintenance work, in advance. - Notify outages and be in real-time contact on status.	 AVOID Productivity Loss

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LEARN MORE

Nexthink Engage is an integral component of the Nexthink platform—the most comprehensive solution for digital experience management for enterprises. Discover how Nexthink Engage closes the loop for complete digital experience management.

Visit us at www.nexthink.com