Continuous Real-time End-user Analytics for Superior IT Visibility

Unwind complexity in your environment with end-user analytics

Nexthink helps IT departments discover complex patterns in high volumes of "noisy" IT system availability and performance data. The goal is to discover and make IT aware of things that matter most – things that affect the end-user and end-user services – so IT can be preemptive, proactive, and improve IT security and end-user service levels.

Nexthink maps all the IT services, how they are being consumed and how the IT infrastructure is operating from the end-user perspective. What makes Nexthink unique is the continuous real-time analysis of all endpoint activity and network connectivity presented in real-time visualizations that provide new visibility and insight into what end-users are experiencing. Nexthink's unique approach to real-time end-user IT analytics has resulted in Nexthink being named a Gartner Cool Vendor in ITOA for 2014.

Key Challenges

- Malicious web and cloud monitoring
- Real-time end-user context provides faster threat detection and investigations
- Crash and performance investigation
- Complete visibility of virtual application and desktop delivery
- Integration with SCCM and LANDESK endpoint management for automated problem and incident remediation
- Support for physical, virtual, and mobile endpoints and devices

A simple and modular platform supports your IT goals

The Nexthink platform for end-user IT analytics raises the bar to new heights introducing a simple modular product architecture:
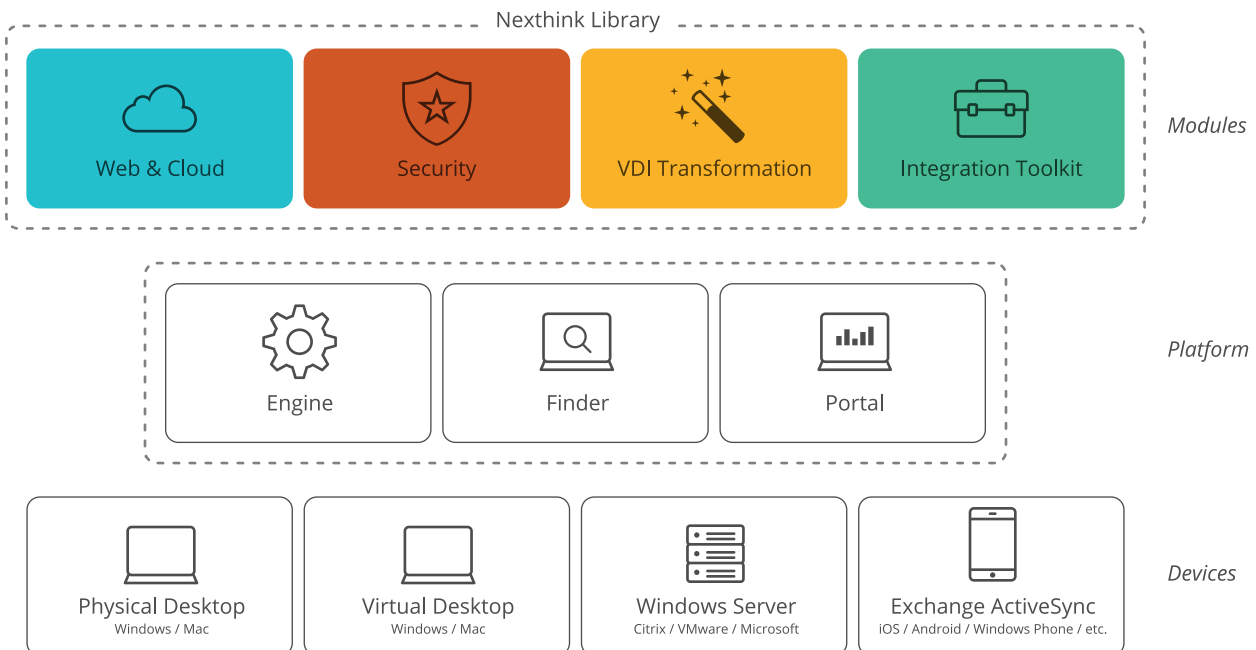
Web and Cloud

Analyze all web applications activity (HTTP, HTTPS, internal, and cloud) from browsers and all non-browser based web applications, including application web service activity. In ad–dition, extensive privacy configuration options are available to discard specific data or make it available only to specific roles.

Security

Nexthink analyzes every application / binary execution and associated network connections from the endpoints to help IT departments detect non-compliant usage and un–usual activity.

VDI Transformation

Continuous VDI-centric analysis of your client computing in–frastructure helps you select, plan, deploy, and optimize your VDI infrastructure over time to provide your end-users the best quality of service and support.
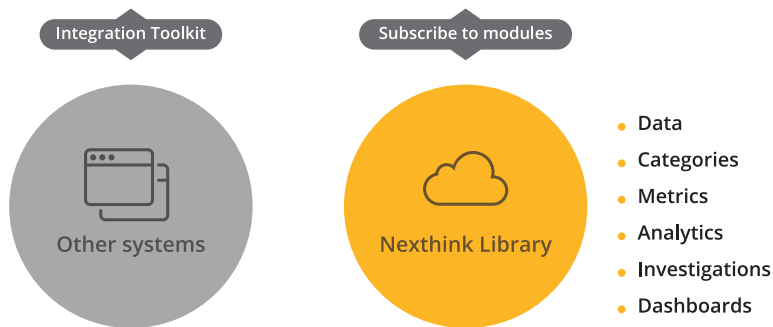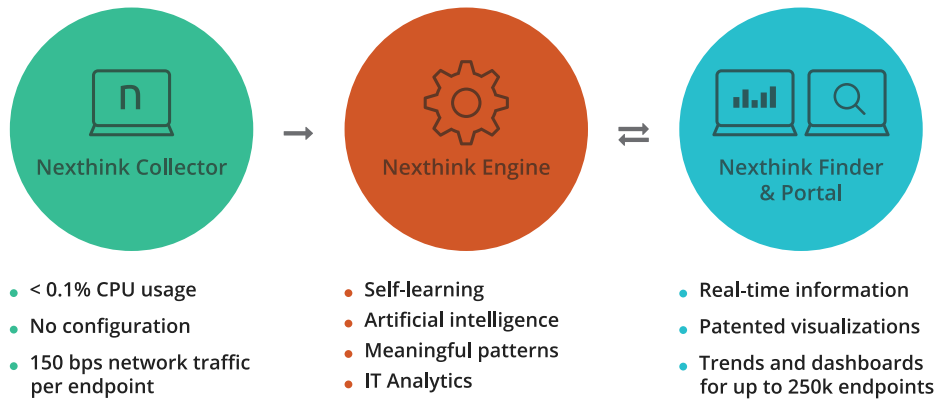
Integration Toolkit

Leverage end-user analytics across all IT departments us–ing APIs, turnkey integration for ServiceNow and Microsoft SCCM, and sample integrations with other leading tools. Re–quired for our Certified Partners to integrate Nexthink with other leading IT systems.

Easy to deploy architecture and wide range of uses means fast ROI

The Nexthink End-user IT Analytics platform is supported by a scalable product architecture that fits small, medium and large organizations. The French Ministry of Defense relies on Nexthink to provide real-time IT analytics across more than 250,000 end-users making it possible to deliver high quality IT governance, risk management, and compliance.

Designed to simplify operations, ensure scaling, and allow for a rapid deployment, the system is composed of five main software components: Collector, Engine, Finder, Portal, and Library in the cloud.

Nexthink Collector

- < 0.1% CPU usage
- No configuration
- 150 bps network traffic per endpoint

Nexthink Engine

- Self-learning
- Artificial intelligence
- Meaningful patterns
- IT Analytics

Nexthink Finder & Portal

- Real-time information
- Patented visualizations
- Trends and dashboards for up to 250k endpoints

Integration Toolkit

Subscribe to modules

Other systems

Nexthink Library

- Data
- Categories
- Metrics
- Analytics
- Investigations
- Dashboards

Collector

The Nexthink Collector is an ultra-light driver-based technology to capture endpoint activity details, network connections, and web requests transparently in real-time from every user device. Patented technology offers remote and automated silent installations with a very low performance impact on local desktops (less than 0.015% CPU usage) while minimizing network traffic (between 0.1 and 0.3 kbps). It collects data for Windows, Mac OS, iOS, Android, Windows Phone, Blackberry, VDI, and hosted and streamed applications (Microsoft, VMware and Citrix).

Works with Windows Vista to 10; Mac OS X Lion (10.7) to Yosemite (10.10); Windows Server 2008 to 2012 R2; any mobile device using Microsoft Exchange ActiveSync is supported but does not require a Collector (Exchange 2010 and 2013).

Engine

The Nexthink Engine is a high-performance analytics engine capable of processing millions of endpoint activities in seconds. Events sent in real time by Collectors populate the Engine with activity data furnishing a rich repository of historical and live IT infrastructure and endpoint usage data. The Engine leverages an in-memory computing database for rapid queries (via the Nexthink Finder) and flexible dashboards (via the Nexthink Portal).

Requires a software appliance deployed on a machine with at least 12GB RAM and 120 GB of disk space; The server can be physical or virtual machine.

Finder and Portal

Nexthink Finder can run investigations across millions of endpoints and events in less than a second. The award-winning, patented real-time visualizations include heat maps, topology maps, and historical event timelines. Nexthink Portal offers a unique blend of long-running trend data and real-time data analytics, which allows for turnkey and custom reporting from a web browser. *Works with .NET Framework for Finder and internet browser for Portal.*

Library

Nexthink Library is a knowledge database hosted in the cloud that gives you access to theme-based files that provide a large set of ready-to-use predefined investigations, reports, templates, dashboards, and application information accessible directly from the Nexthink Finder and Portal. *Requires Nexthink Finder and Portal with access to the internet*

Contact us

To learn more about how Nexthink solutions and services can enhance your IT operations and security, please contact your local Nexthink sales professional or Nexthink partner.

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