
NEXT LEVEL THINKING

How to stop IT incidents from killing
employee productivity

nexthink



IT NEEDS TO AIM HIGHER

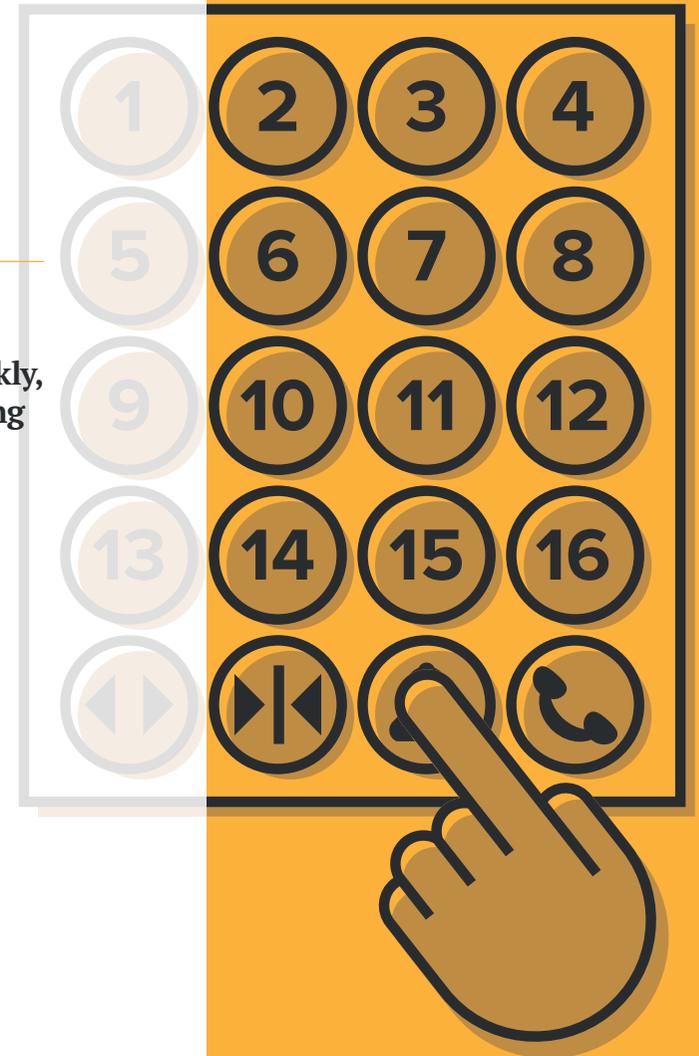
WE ALL KNOW. NOBODY ARGUES ANY MORE. ENTERPRISE IT IS NOT QUITE RIGHT.

When Enterprise IT works, as most of it does most of the time, everyone is happy. Processes complete, customers are satisfied and employees achieve results. There's just one problem. Enterprise IT is so brittle. When things go wrong, as they inevitably do, they do so quickly, without warning and sometimes - spectacularly. Making things worse, they also take way too long to fix.

End users are hugely frustrated with this. They see how technology works in their daily lives, on their mobiles, on social media, throughout their buildings and in their cars. They expect the same at work, but that seems to be asking too much. When IT fails to match their expectations, they are dissatisfied. It's like being stuck in a down elevator when all you want to do is go up.

As a professional responsible for Enterprise IT, you feel their pain. It's complicated because you personally have something to lose. You feel increasingly powerless as Enterprise IT becomes more complex and user expectations continue to rise. You should be known for the innovation you bring, not the disruption employees suffer. Service levels are missed and pride is bruised, it's an endless cycle.

We all agree, Enterprise IT suffers too many issues. Increasing technical complexity, growing importance to the business and significant IT security challenges, mean IT needs to take a new approach and has to act now! Nextthink has thought this through. Together we're going to take incident resolution to the next level.





THE ISSUES ARE KNOWN

80% of all support requests account for one of five basic incident types

GOING UP, DOWN OR SIDEWAYS?

IT has a quality issue. No other service industries would accept the current state of service quality



SAME ISSUE, DIFFERENT MONTH

90% of incidents considered resolved in the past 30 days WILL recur



DIY IS A DAILY REALITY

45% of frustrated users try to solve their own technical issues



HOW DID IT COME TO THIS?

Building IT systems fit for today's organizations is tough. The bar is set high, but users don't see it like that. Their workplace IT experience is completely different: it feels slower, more cumbersome and is likely to suffer some type of problem most days.

In a world where IT is a core part of most working lives, why are these two IT experiences so different? Welcome to the typical Service Desk.

THE 'SERVICE DESK' PROBLEM

Historically, IT was the exclusive domain of experts. These technological gurus defined and refined processes, literally in libraries, with volumes of books and training courses to overcome the complexity of Enterprise IT. Small armies of support experts knitted together islands of automation to support business processes, whether the underlying technologies liked it or not.

Mostly it worked, and where it did not, there was the Service Desk. This single point of interaction between dissatisfied users and those who could solve their problems resulted in quick and effective solutions. A rationing process for incident resolution. What could possibly go wrong?

Well, in Enterprise IT a lot can go wrong. Normally when something changes, the surrounding IT architecture is modified. Maybe not a lot, but just enough to add another layer of complexity. Perhaps fixing a software bug becomes the number one priority. Maybe an acquisition adds hundreds of thousands of new endpoints to the network. Just when you thought you were finally upstream of your problems, despite your best efforts, you have to kiss that wishful thinking goodbye.

Today, IT needs to react to business changes much faster than the Service Desk can deliver. Now, understanding how IT service and support is developing and delivering on a vision of what users will demand next from their IT experience feels like a whole new level of thinking. Enter Nexthink.



YESTERDAY'S THINKING



At Nexthink, we believe prevention is not only better than a cure, but can replace it. Being this proactive though clearly requires a new way of thinking and technology, unlike that currently in use in most organizations today. It is time to consider what could be achieved by truly predictive IT.

WHAT THE BUSINESS CARES ABOUT	EXPERIENCE	What CEOs care about	What IT teams see	What employees experience
		Business agility	Availability	Convenience
		↑ NEXTHINK SERVICE DESK ↓		
WHAT IT HAS TO SUPPORT	IT CONCERNS	Device and Application stacks	Network resources and latency	Cloud Service availability
		Patch status (available and applied)	Virtualization sprawl	Outsourcing



LOOKING FROM THE OUTSIDE IN

As IT professionals, can we ever deliver the service our ‘customers’ (employees) expect from us? Their dependency on IT is at its greatest, yet we are still far, far away from this goal. Perhaps IT’s perspective is all wrong. We are looking at IT from the inside out. We need to look at IT from the employee’s perspective. See what they see.

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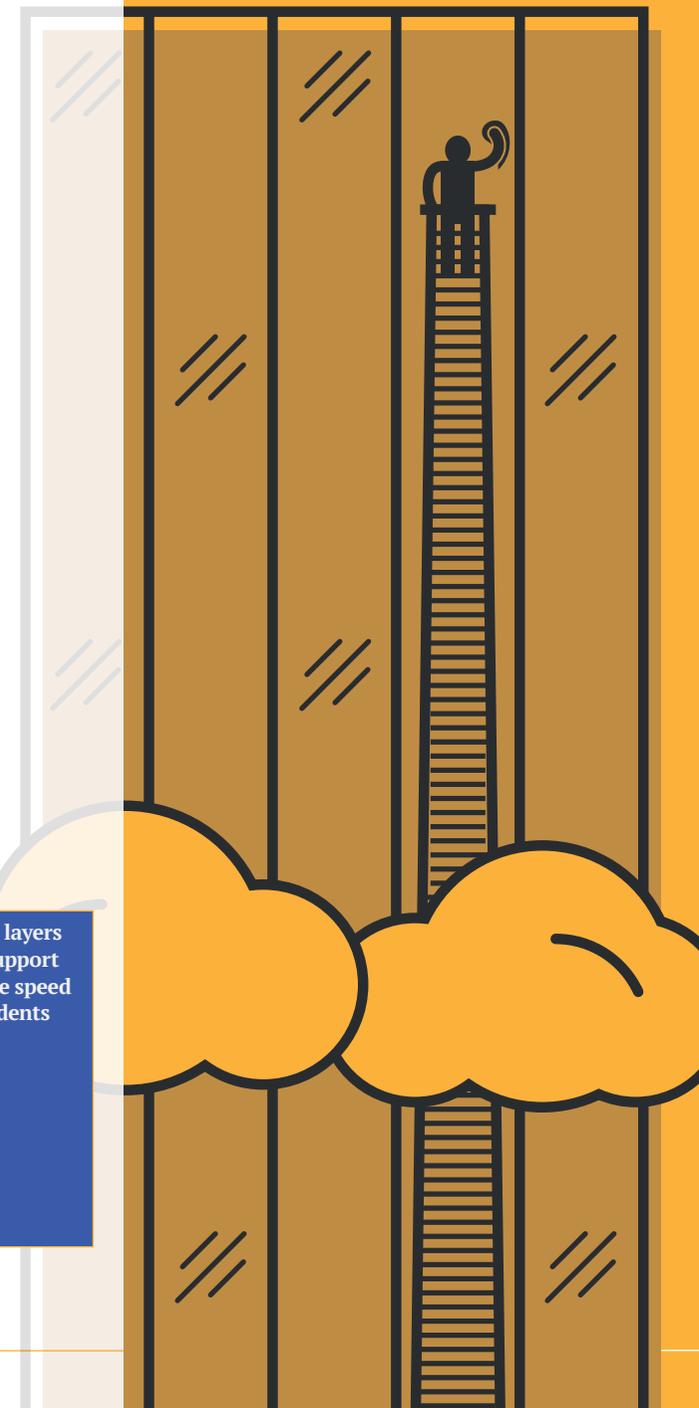
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QoS - WRONG ON SO MANY LEVELS

Traditionally, the Quality of Service (QoS) IT teams deliver is determined by the ‘level’ of technical expertise required to resolve user issues. Password resets are simple, malware infections are not. The rationale is simple, tougher technical problems require more experienced staff, which cost more to employ. Some fixes require large swathes of IT infrastructure to be taken offline, others require a quick reboot.

We all know technical resources are scarce and so need to be rationed. However in today’s world where organizations rely more than ever on IT, this neat ‘solution’ has become a problem because:

1. It presupposes non-technical users can neatly communicate the issues they are experiencing and that, once explained, these ‘incidents’ can be effectively triaged so as to be resolved by the lowest cost support level.
2. It assumes basic or commonly-experienced issues are fixed most efficiently by lower level tech resources, rather than solving them permanently to prevent them from endlessly recurring.
3. This also means inherently harder-to-solve issues, perhaps more business-critical, have to navigate up support levels and systems, which are likely to be opaque to end users, before they are solved. This creates user frustration and potentially hides important learnings for the technical teams.
4. This in turn isolates specialist knowledge at one end of the escalation process (Level 3) once serious incidents are resolved, which can limit upskilling across support teams.
5. Ultimately, adding layers of assessment to support ‘averages down’ the speed at which most incidents are resolved.



THE REAL-TIME EXPERIENCE

A global recruitment company raised 2,500 monthly IT service tickets to its Managed Service Provider (MSP). When the MSP implemented Nexthink, the results were clear.

15 Mins

AVERAGE RESOLUTION TIME REDUCED TO REAL-TIME

6 Days

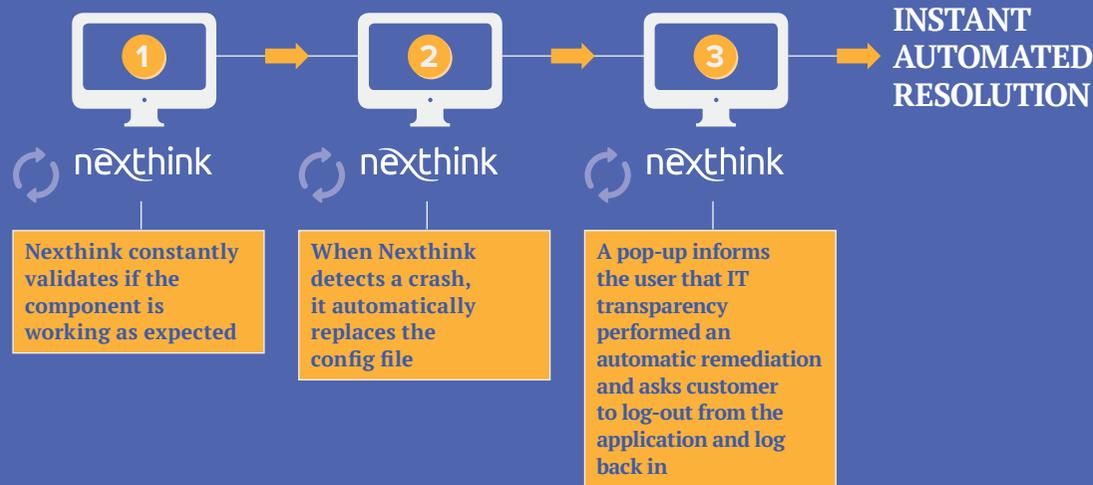
A MONTH SAVED FOR THE IT TEAM

22 Mins

OF WASTED TIME ELIMINATED PER DAY

CASE STUDY

A large insurance firm faced a significant challenge - to ensure its call center could stay responsive to the outside customer. Nexthink was selected to provide real-time visibility of the IT infrastructure and endpoints from the end-user perspective, to improve the end-user experience and to reduce time spent on IT issues.



TIME TO SHIFT LEFT

Once the stuff of science fiction: Self-driving cars, hand-held supercomputers and wristband communicators are here and now. In a world of Tesla, iPhones and Apple watches, almost anything seems possible to users.

For IT-empowered employees on the frontline, it is no longer enough to fix their problems. IT incidents need to be resolved lightning fast. These employees are not concerned about security patches or network latency. They've seen skateboards which magically levitate in a video they watched on their way to work. They have seen the future.

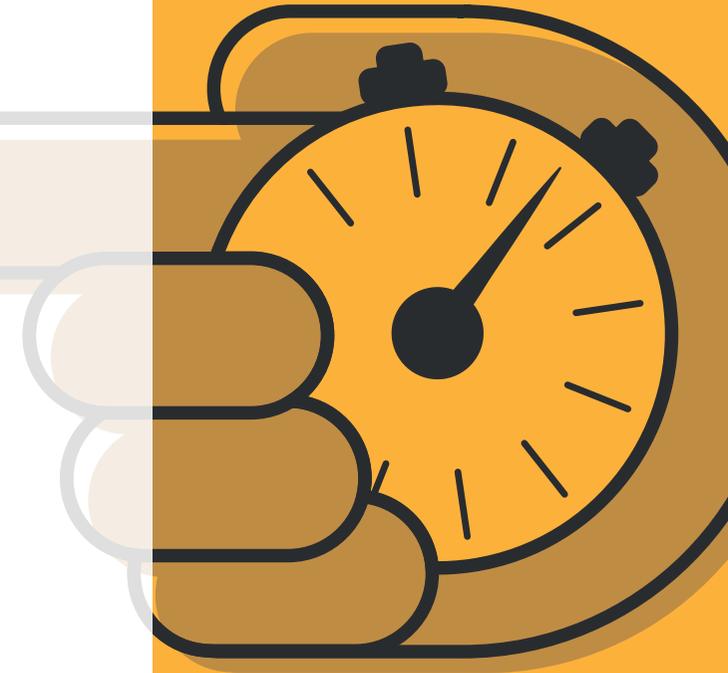
You're watching a different movie, starring washed-out tech and overexposed networks, where each and every endpoint can and likely will, let you down, just when you least need it to.

SHIFT LEFT - A RADICAL ALTERNATIVE

With Nexthink, IT teams can move to a Shift Left approach more easily because incidents are viewed differently. Rather than problems created by a lack of expertise, only to be solved by technical gurus, incidents are viewed from the user perspective. Where possible, users should be empowered to help themselves, with the ultimate aim to reduce the volume of incidents and the time taken to resolve them.

With such high expectations of IT, it is hard to see a happy ending. There is however, a solution which is predicting and thus preventing IT issues from disrupting business-as-usual. It involves the empowerment of users and fully automated incident resolution. This concept is often referred to as 'Shift Left'.

This simple change is powerful, because incidents are the manifestation of poor user experiences. From an individual user's perspective, incidents are not so easily categorized into degrees of seriousness. For them, issues which are trivial from a technical perspective, can entirely halt all their productivity. Giving IT professionals the means to 'Shift Left' can redefine the experience of IT in the workplace.

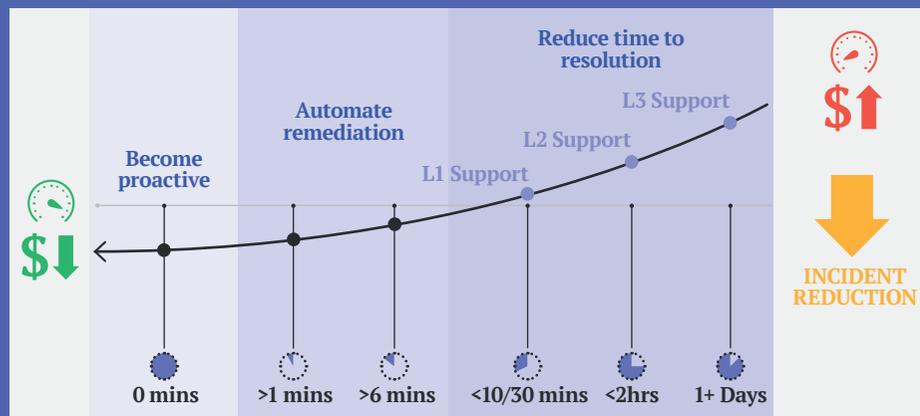


FIVE BENEFITS OF 'SHIFTING LEFT'

- 1 **Smoothen digital transformation** - Moving to the latest technology speeds up when rollouts work the first time. Mergers and Acquisitions can realize cost-savings faster when fewer incidents need to be dealt with.
- 2 **Higher User Satisfaction** - With higher productivity and the ability to self-service, fewer incidents inevitably means less reasons for users to complain.
- 3 **Lower and more transparent IT costs** - With reduced downtime and a reduced workload on specialized IT resources, IT budgets can be spent on innovation rather than patching up existing systems.
- 4 **Better Regulatory Compliance** - With regulations like the General Data Protection Regulation, speed of response to data breaches is a prime performance measure and one which can cost, or save, an organization up to 4% of global turnover.
- 5 **Tighter Cyber Security** - With more regular, automated, software updates, security vulnerabilities are fixed faster, allowing less time for malware to infiltrate IT infrastructure.

CASE STUDY

A leading international contractor and provider of integrated offshore solutions to the oil and gas industry selected Nexthink's Digital Experience Management software to provide end-to-end infrastructure management, to improve end-user support and to address the root cause of incidents. Nexthink helped the company move from a reactive to a proactive model, adopting a Proactive Problem Management Process with automated remediation.



NEXT LEVEL THINKING

At Nexthink, we believe in three core tenets which lie at the heart of great IT Service Management:

1. IT needs to look at its success or failure from an end-user's perspective
2. The best tickets are the ones that don't exist
3. IT productivity improves business productivity

But principles are useless without actions. Our four levels of incident response illustrate our commitment to genuinely looking 'outside in' at employee IT experience, reducing ticket volumes and making business productivity gains a realistic possibility for today's IT services teams.

INCIDENTS RETHOUGHT AND SHIFTED LEFT

1. Self-Help

In our everyday use of our own technology, typically using smartphones and tablet devices, most of us are used to resolving issues ourselves. A smartphone reboot solves most issues. Enterprise IT assets, though typically more complex and more bespoke, may also require minimal intervention to restore service.

Nexthink encourages and supports user self-help via the Nexthink Act and Nexthink Engage modules running on top of Nexthink Analytics. Users are given guided support for self-resolution using pop-up menus, which allows them to resolve incidents without any service desk intervention.

2. Enhanced Self-Service

While basic self-help is a means of driving significant cost savings and reducing the burden on the IT department, it has its limitations. However, as we have seen, most IT incidents are repeats of previous incidents, so a standard means of resolving them is both extremely valuable and a logical way to reduce service desk costs.

Nexthink empowers employee self-service actions by combining the Nexthink Act and Nexthink Engage capabilities with pre-existing self-service portals. The L1 service desk is offered 'fix it now' options which can trigger remote actions and call APIs to resolve issues in a standardized and safe way, on end-user machines without real-time service desk support.

3. Self-Healing

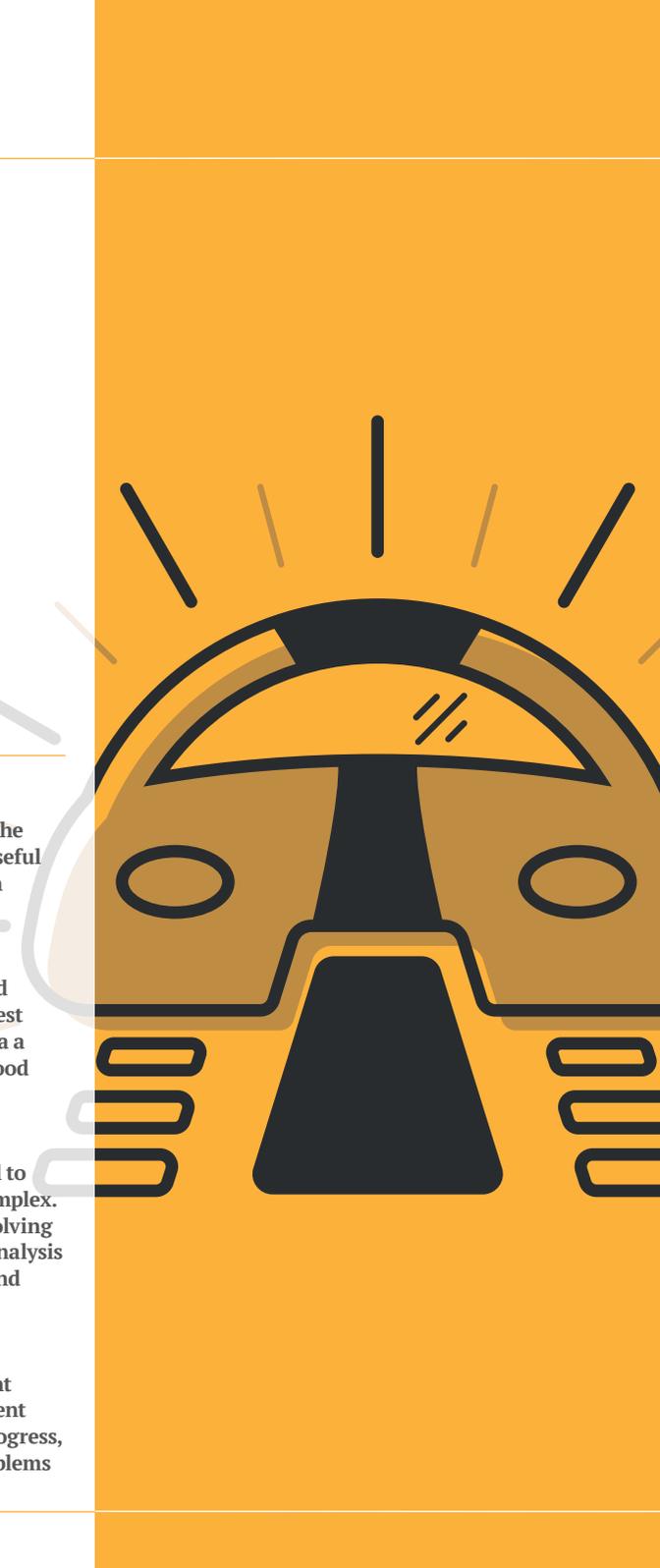
In some cases, it is more efficient or desirable to apply fixes without the user being aware, at the time that a remediation process is underway. The ability to resolve issues with zero manual intervention is particularly useful for wide scale and urgent service issues, like updating patches across an enterprise. Such actions can flood a service desk adding considerably to the risk an enterprise is exposed to.

Nexthink Act can detect issues from an enterprise catalogue of recorded incidents and trigger a wide range of remediations based on previous best practices. Users can then be optionally informed of the actions taken via a Nexthink Engage pop-up window, a neat way to let them know of the good work of their IT team.

4. Proactive Problem Management

The ultimate fix. While most IT incidents are relatively straightforward to resolve, predictable and chronically persistent, others are acute and complex. These issues are the last bastion of high costs in many enterprises. Resolving these 'top level' issues requires time consuming and costly root cause analysis led by a problem management team working alongside regular L1, L2 and L3 teams.

Nexthink speeds up root cause analysis for both Reactive Problem Management, where an issue is live and Proactive Problem Management where there are no symptoms at present. Using inputs from existing event monitoring tools, problem management teams can make significant progress, even with poor quality data. With Nexthink, IT teams can often fix problems before the user is aware or even before it occurs.



HOW FAR IS TOO FAR?

Shifting Left is ultimately a way to let IT automation boost efficiency by tackling the recurring and basic IT incidents which clog up enterprise service desks. It leverages Nexthink algorithms, built upon years of experience, to make incident resolution a core competency and offer an alternative to sky-high remediation costs and a way to stealthily reduce IT costs over time.

However, some still have valid concerns about losing control and visibility of their IT operations. Nexthink follows the following four principles:

EXECUTION CONTROL

Set execution policies to decide which script can be executed e.g. "signed by a trusted publisher only".

ROLE-BASED ACCESS CONTROL

Only users with the right permissions can edit remote actions and/or manually trigger them.

ACCOUNTABILITY

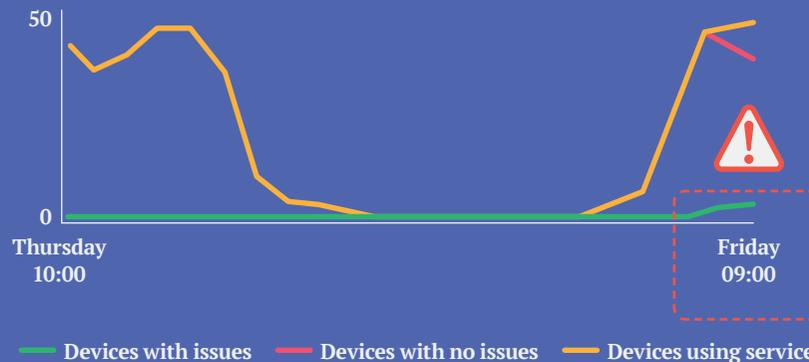
Detailed audit trail including information on the what, where, when, who and how remote actions were executed.

DATA CONSISTENCY, INTEGRITY AND CONFIDENTIALITY

Encryption and other technical mechanisms to ensure scripts and input parameter data is consistent and tamper-proof.

CASE STUDY

A government agency selected Nexthink to improve visibility across its entire IT infrastructure in real-time, all the time. With Nexthink's patented self-learning and detection of abnormal behavior, the IT team can enhance security threat detection and compliance on its end-user endpoints, the most vulnerable link in the IT chain.



DON'T JUST FIX, IMPROVE IT PERMANENTLY - THE NEXTHINK ADVANTAGE

Nexthink is on a mission to repair the relationship between IT and the business, by delivering what the business wants and ensuring users have an experience that isn't solely around incidents. Fixing IT Services

today, frees up budget for better IT tomorrow. Nexthink allows IT professionals to approach boards and funding committees with RFPs they can relate to, because you are improving metrics they care about.

ABOUT NEXTHINK

Nexthink provides digital experience management for the enterprise. Leading global companies know that satisfied employees generate more satisfied customers. With Nexthink, organizations can deliver consumer-grade experiences to their employees to increase satisfaction and productivity. Nexthink combines data collection, monitoring, analysis, remediation, intelligence and communication, to engage with employees and gather the right context for continuous optimization.

www.nexthink.com

WE WOULD LOVE TO TELL AND SHOW YOU MORE

SEE MORE

LEARN

GET STARTED



Nexthink ANALYTICS

Collect, track and analyze in real-time all information from your endpoints.



Nexthink ENGAGE

Real feedback from real users collected in real-time for continuous improvement.



Nexthink ACT

Close the loop on experience optimization with automated remediation and self-help.



Nexthink ENHANCE

Comprehensive analytics with real-time threat intelligence out of the box.



Nexthink INTEGRATE

Certified pre-built integrations with all the most popular tools in your IT ecosystem.

