

“Nextthink’s End-user IT Analytics help us prioritize our IT projects and work more efficiently. Using Nextthink, in less than a year, we have successfully implemented 12 major IT transformation projects on-time. We can now elevate IT from a cost center to a business enabler, and ultimately make IT a business differentiator.”

Sébastien Piller
Head of IT Infrastructure, Protectas

IT Transformation—Having the End-User Perspective Before, During, and After Any IT Transformation Is Crucial

INTRODUCTION

It has been said, “The only constant in the technology industry is change.” We all know that while change may be a constant and has the potential to bring enormous benefits to an organization, change can also be incredibly disruptive. Technology trends such as consumerization, BYOD, virtual applications and desktops, and mobility have resulted in increasing data volume, variety, velocity and complexity, and have turned IT operations management into an overwhelming challenge.

IT transformation projects are notorious for having high failure rates. There is a new category of IT software products that can help IT departments bring order to the practice of transformation. Industry analysts, such as Gartner and Forrester, have named the product segment IT Operations Analytics.

ITOA is an approach whereby software is used to gather vast amounts of availability, performance, security, and other types of data and then attempts to filter out the “noise” to discover significant complex patterns within the data.

Many of products making up this new segment of IT software rely on traditional paradigms regarding the monitoring and gathering of data. The traditional method is to set up monitoring systems, define what you are looking for, and establish parameters or thresholds to govern notification. The problem with the products that use the traditional paradigm is they requires significant work to set up, you have to know exactly what you are looking for to configure them correctly, and they fail to gather or consider data relating to the end-user experience.

Nextthink’s unique, real-time, ITOA approach – called End-user IT Analytics – represents a new and innovative form of analytics that sets Nextthink apart from competitors and addresses the problems found in the traditional paradigm.

Nextthink End-user IT Analytics gathers and analyzes data from the perspective of the end-user. This means Nextthink can see the user, the device, the processes running on the device, and correlate this data with knowledge of the network services, resources, latency, and other factors, amounting to the most complete IT operations analysis available.

Not sure what to look for – Nextthink uses patented self-learning technology and visualizations which allows Nextthink to see and interpret data that no other products see. Our End-user IT Analytics is simple to install and will guide you to the area’s in your environment that are causing the most issues for end-users.

“Nextthink is an essential tool for CSO’s. As a security officer, I need to have a complete vision of all workstations in our environment.

The IT analytics provided by Nextthink including all executables, software, connections, the network, etc. provide a comprehensive real-time view of our IT infrastructure.”

Paul Franquart

Qualified Security Authority
for Information Systems,
Grand Port Maritime of Marseille

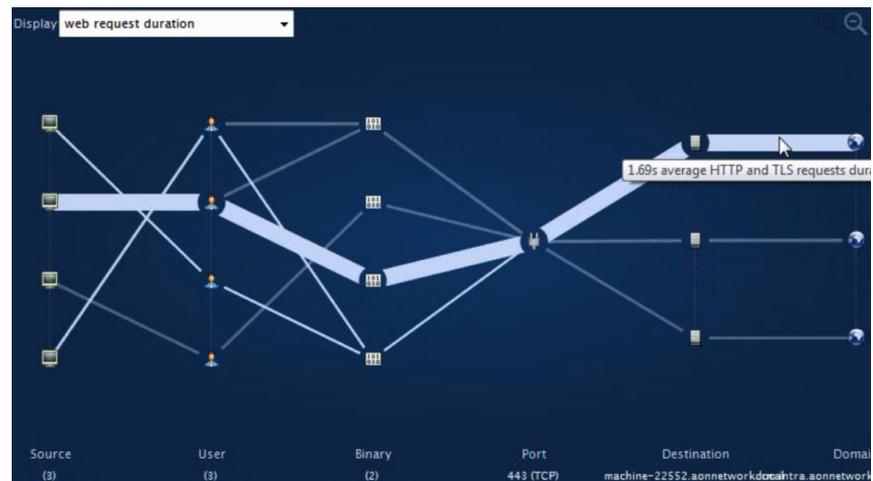
This will allow you to manage change and deliver more business value through your transformation projects. Nextthink’s approach has resulted in Nextthink being named a Gartner Cool Vendor in ITOA.

BYOD, MOBILITY, AND CLOUD

Mega-trends—You Can’t Stop Them

Several trends in IT are so disruptive that we give them a special title—Mega-trends. Every IT department is currently grappling with at least one of three current mega-trends. They are Bring Your Own Device (BYOD), Mobility, and Cloud.

BYOD is an IT model where employees bring non-company devices into the organization and expect to be connected to everything needed to do their job. Leading technology analyst firm says by 2016 over 30% of BYOD strategies will leverage personal devices, applications, data, and social connections for enterprise purposes. Seems like a great idea—let users invest in the tools they want with no capital outlay for the business. The problem with BYOD is it introduces risk into the business in the form of IT governance and compliance, mobile device management, and security.



The mobility mega-trend introduces a number of huge benefits to the business but also creates some huge risks. Devices can be lost or stolen. If data residing on devices is mobile, the business has significant risk in the form of intellectual property leakage and liability in the form of customer privacy. Unfortunately mobile protection has not kept pace with the increased risks introduced by enterprise mobility adoption.

Cloud is the third mega-trend. There is tremendous movement to the Cloud by organizations of all sizes. The benefits are many but exposing internal data hosted in a cloud environment presents IT professionals with significant problems and risks. The threat landscape of the future will feel as if it is constantly widening, but it can be planned for with integrated management and technology choices.

“As Nextthink analyzes all application executions and every network connection, we receive accurate guidance for our transformation projects. We can quickly and easily see the status of what is working well and what areas need improvement.”

Sébastien Piller
Head of IT Infrastructure, Protectas

CREATE VISIBILITY AND MITIGATE RISK

You cannot secure, improve, and change what you can't see (or see too late)! Nextthink understands that IT departments lack the tools to see what the end-user sees. With the rapid growth of new computing paradigms relying on more applications, web services, and mobile devices, complexity is growing while visibility is declining.

Nextthink End-user IT Analytics is a revolutionary real-time solution that analyzes all application executions and network connections giving IT the end-user perspective and assuring visibility with BYOD, mobility, and cloud initiatives. Nextthink will help you discover what cloud services your end-users are accessing. You will be able to see how services are connected, what dependencies exist, what devices are connecting, and what the QoS levels are.

OS & APPLICATION MIGRATION

You Can't Assess What You Can't See

Key to a successful migration project is the process of assessment and planning. Assessment and planning involve understanding network infrastructure, the hardware in the operating environment, the OS being used, and the applications installed on potential target systems and then formulating a plan to systematically upgrade the application or OS. Sometimes this is referred to as a static assessment since it involves identifying the unchanging physical elements contained in your environment. A static assessment is much like a picture – It is a point-in-time representation of what you have. There are many products that can be used to gather this static information but is the data they produce enough to guarantee a successful project?

For administrators to execute a successful upgrade or migration they need more than just a static assessment – they need detail that explains the relationships and dependencies of the discovered inventory over time – much like a movie. They need to understand how the end-user is using the hardware, software, and network resources.

This type of assessment varies from user to user and is referred to as a dynamic assessment. Only Nextthink End-user IT Analytics (EITA) can combine static and dynamic assessments together to provide this combined view. This gives project stakeholders the ability to plan correctly the first time and avoid as many mistakes and surprises as possible along the way. It also allows you to understand existing problems so you don't migrate them, but instead fix them!

Implementation with Minimal Impact

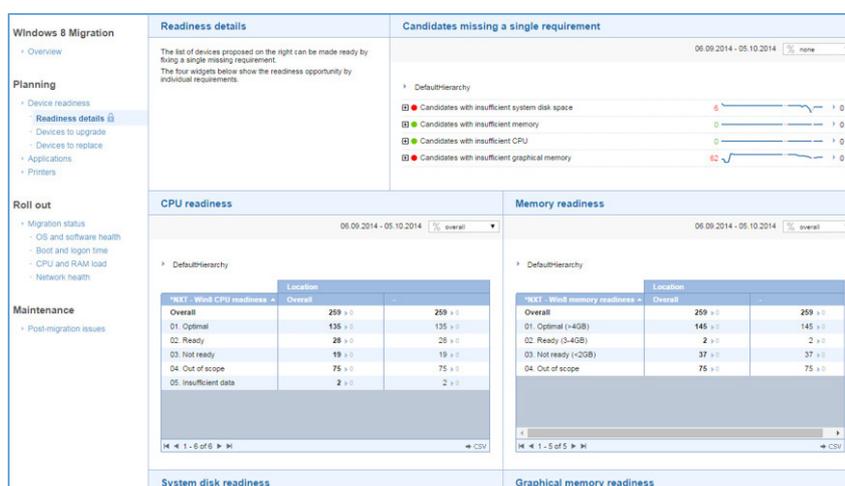
Migration projects are often filled with unexpected surprises. Everyone has experienced an application update, an OS upgrade, or a patch that created unexpected results. Since the end-user is the person most likely to be affected

“With Nexthink I now have realtime visibility of all applications’ utilization and network performance; from client on physical desktops to Citrix servers back to our application servers.”

Patrick Antonin
IT Manager, Clinique romande de réadaptation - Suva

by problems, it is important to have systems in place that can pro-actively detect unplanned events and alert you with enough information that you can easily understand the issue and take remedial action.

Nexthink has developed a revolutionary real-time solution that gathers and analyzes every application execution and network connection within your environment giving IT visibility other products lack. Nexthink End-user IT Analytics makes sense of the data collected using comparative analysis, statistics, and trends over time, and is able to identify unusual or abnormal events that occur due to the upgrade of an application or OS. Nexthink displays this information using intuitive visualizations, providing intelligence that allows you to make quick and informed decisions so unexpected events don't adversely affect your end-users productivity.



Pro-actively Evaluate and Share Project Metrics

All successful projects have an evaluation and reporting aspect. Effective reporting enables the organization's management team to monitor key project metrics. They may want to know the total number of systems running the new OS/application or more importantly, they may want to know which systems have not been migrated/upgraded and what is being done to remediate the situation. They also are interested in understanding how the migration has improved end-user interaction with systems – problems solved, fewer crashes, better network availability, and higher compliance. The same data also helps project administrators analyze different aspects of the migration ensuring they can keep the project on schedule and on budget.

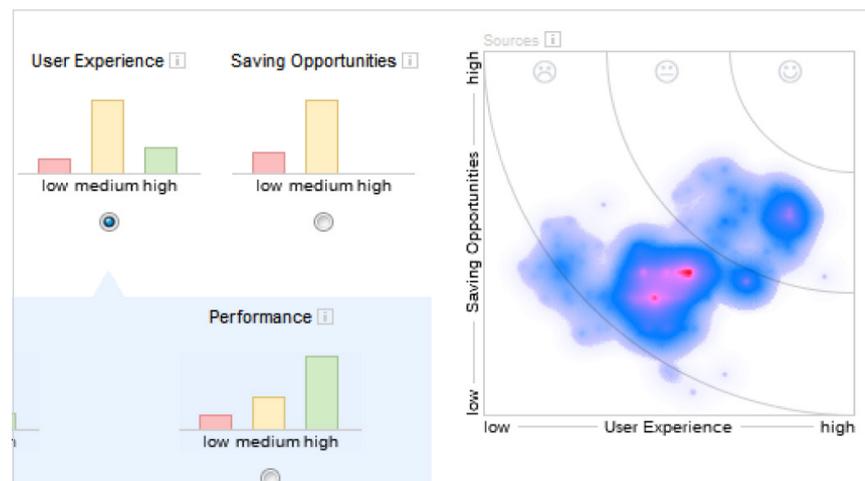
VIRTUAL APPLICATION AND DESKTOP

Readiness Assessment

Virtual Desktop Infrastructure (VDI) and virtual applications offer several benefits to organizations. Virtualization has the benefit of centralization, hardware consolidation, storage consolidation, and security isolation to name a few. Since

virtualization is a major paradigm switch and directly impacts end-users, it is necessary to have tools that can reliably assist in transformation planning and evaluation.

It is essential for every VDI transformation project to begin with a thorough readiness assessment. Nextthink End-user IT Analytics provides readiness assessment reports and capacity planning to make the right choices for a successful virtualization project. Nextthink combines readiness metrics, cost savings analysis, user experience assurance, and capacity requirements. Nextthink's unique analytics provide an accurate assessment that will eliminate costly assumptions and mistakes when implementing virtualization strategies.



Project Evaluation and Reporting

As with any project, after implementing a virtualization strategy, being able to empirically report on whether the desired outcomes and benefits are being realized is very important. Nextthink End-user IT Analytics provides unique transparent data pertaining to end-user runtime through innovative reports and visualizations—all this right out of the box.

Nextthink measures key performance indicators such as response time, throughput and network latency, application anomalies and errors, and software licensing usage. Nextthink's real-time monitoring will shorten the transformation project time line, enable comparisons of before and after compliance, ensure better end-user support, and evaluate performance and service levels—all from the end-user perspective.

CONTACT US

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

NEXTHINK S.A.

Centre Malley-Lumières
Chemin du Viaduc 1
1008 Prilly - Switzerland
info@nexthink.com www.nexthink.com

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