# Nexthink End-User Experience Management
## Increase Efficiency. Improve Productivity. Reduce Costs.

nexthink
change your perspective

## Understand Your End-Users – Deliver More Value to the Business

Your business depends on IT for success. Problems with application and device performance, connectivity issues or bad experiences with the service desk can impact the business in a variety of ways. It is critical to meet end-user's needs to avoid poor allocation of limited IT resources, increased IT support costs and lost employee productivity. The external effects of not meeting end-users' needs include decreased revenue, poor customer satisfaction and diminished company reputation.

*Nexthink's unique analytics and visualizations provide new insight and enable IT to be more proactive, reduce costs and ultimately, enhance end-user business productivity.*
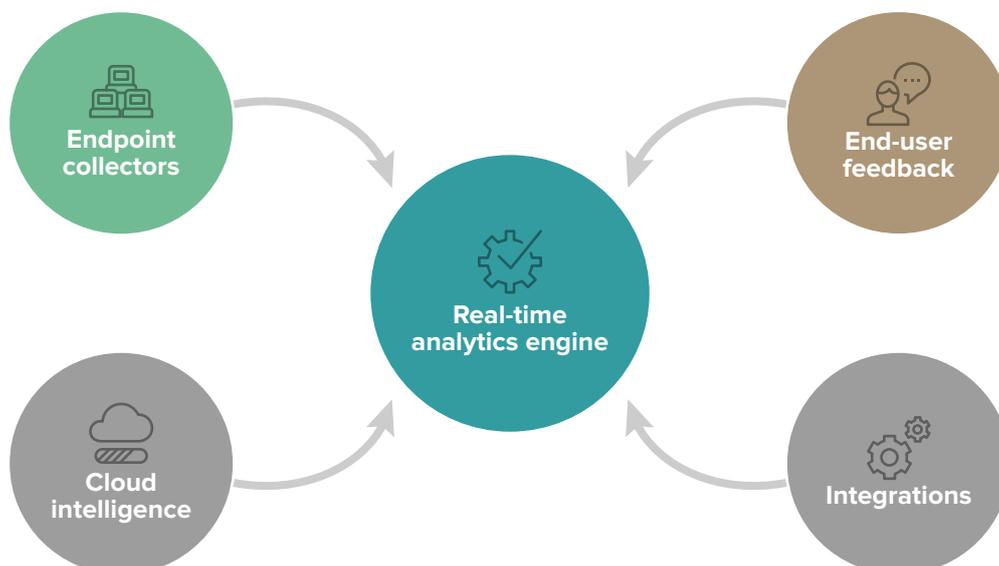
### Nexthink Benefits

- Dramatically increase visibility of unseen and unreported issues allowing IT to be more responsive to end-users challenges.

- Reduce hard and soft costs associated with providing services and supporting the end-user computing environment.

- Improve business productivity by enabling IT to see and stay ahead of issues that slow end-users down and inhibit their ability to get work done.

According to a recent study, more than 90% of IT executives admit that their end-users encounter problems that they have no way of detecting. The study also found that 40% of end-users do not take the time to report issues to IT – primarily because they lack the time and confidence that IT will solve their issue in a timely manner. The result: end-users live with issues which impact their productivity and affect the ability of the business to remain competitive.

What IT needs is a new perspective on end-user experience. One that expands visibility, increases IT efficiency and improves end-user productivity while reducing costs.

Nexthink is a leader in end-user experience management. By combining real-time endpoint analytics and end-user feedback Nexthink helps IT improve business impact. Our unique analytics and visualizations provide new insight and enable IT to adopt proactive operations, reduce costs and ultimately enhance end-user business productivity.



**Endpoint collectors** → **Real-time analytics engine** ← **End-user feedback**

**Cloud intelligence** → **Real-time analytics engine** ← **Integrations**

**www.nexthink.com**

## Increase IT Efficiency

Supporting end-users and their multiple devices in today's hybrid environment means IT faces a relentless pace filled with change — both seen and unseen. Unlike data center tools which only monitor applications or the infrastructure, Nexthink's unique approach helps IT discover issues from the point of view of the end-user. Nexthink collects technical metrics from the endpoint related to the device, applications, connectivity and services being used, as well as direct feedback from the end-user to provide a new perspective into the end-user experience. With Nexthink, you will find and fix issues faster, deliver more reliable services, be more efficient and proactive resulting in more satisfied end-users.
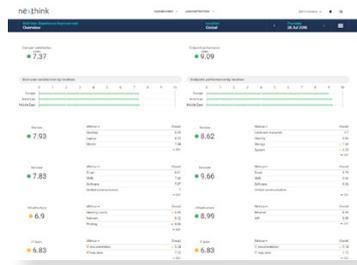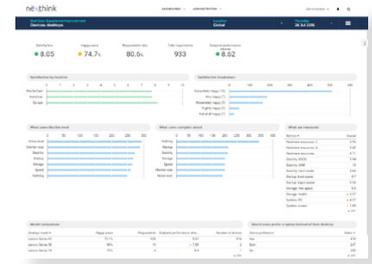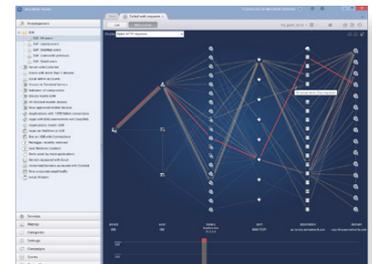
## Improve End-User Productivity

End-users care about fast devices, reliable apps and services that are always available. It matters to their productivity. By using real-time data collected on the endpoint and feedback from the end-user, Nexthink enables IT to: understand end-user experience in real-time, know when devices are slow, when users are having issues with an application or service, or are dissatisfied. With Nexthink, you can have a positive impact on end-user productivity by being more informed, more agile and more proactive.

## Reduce Costs

IT is constantly under pressure to do more with less. Nexthink gathers comprehensive data about your endpoints, who is using them, how often they are being used and whether they are meeting the needs of the end-user. Nexthink also tracks information about how often services such as printing are used. Armed with this information, IT can quickly make data-driven decisions about how to effectively allocate IT budget, as well as identify areas where money is being wasted.

**By implementing our innovative end-user experience management solution, you will increase IT efficiency, improve end-user productivity and reduce IT service delivery costs.**

**To learn more about how Nexthink solutions and services can enhance your IT operations, please visit www.nexthink.com.**