

DEX Delivers

+294% Average ROI Net Gain
Across Nextthink Customers

Nextthink's leading Digital Employee Experience (DEX) platform drives IT transformation, unlocking measurable value for 1200+ global customers and over 18 million endpoints.

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| <p>10,000 tickets avoided due to proactive incident management in 6 months</p> <p>PHILIPS</p> | <p>\$400k hardware refresh savings using root cause analysis</p> <p>fhi360</p> |
| <p>\$5.4m saved per annum through disk utilization</p> <p>HCLTech</p> | <p>90% employee engagement rate with desktop pop-ups</p> <p>ABN-AMRO</p> |
| <p>\$300k license savings using software reclamation</p> <p>ABInBev</p> | <p>95% success rate with device health automations</p> <p>CENTENE Corporation</p> |
| <p>19% total reduction in MTTR with proactive alerts and service desk automations</p> <p>KEYSIGHT</p> | <p>\$22,000 monthly savings in deflected IT tickets with in-app self-help</p> <p>INTERFOR</p> |

What can you expect from a proactive DEX strategy?

 **Edward Jones**

10% monthly improvement in employee satisfaction

Reduced employee frustration and improved DEX score by 45% with application performance monitoring of critical apps.

 **Qualcomm**

98% success rate of automated fix

Major business disruption eliminated when automated workflows fixed VPN issue impacting 90% of workforce.



What Nextthink's been able to do is give us that visibility into our world that we never had. What's going to be the biggest bang for the buck? Let's get the big picture and then walk through it and prioritize the work."

Derek Whisenhunt
Head of Field Services
Engineering & Operations
Southwest Airlines



Why DEX now?

- \$25M is the cost of IT disruptions to a company of 10k employees
- 50 hours per employee per year is lost from IT interruptions
- 11-50 apps are used by most employees every day
- 70% of IT teams take 6 to 24 hours to resolve a single employee issue

Sources: State of DEX Industry Report | Forrester Total Economic Impact Study | Vanson Bourne | Gartner Peer Insights