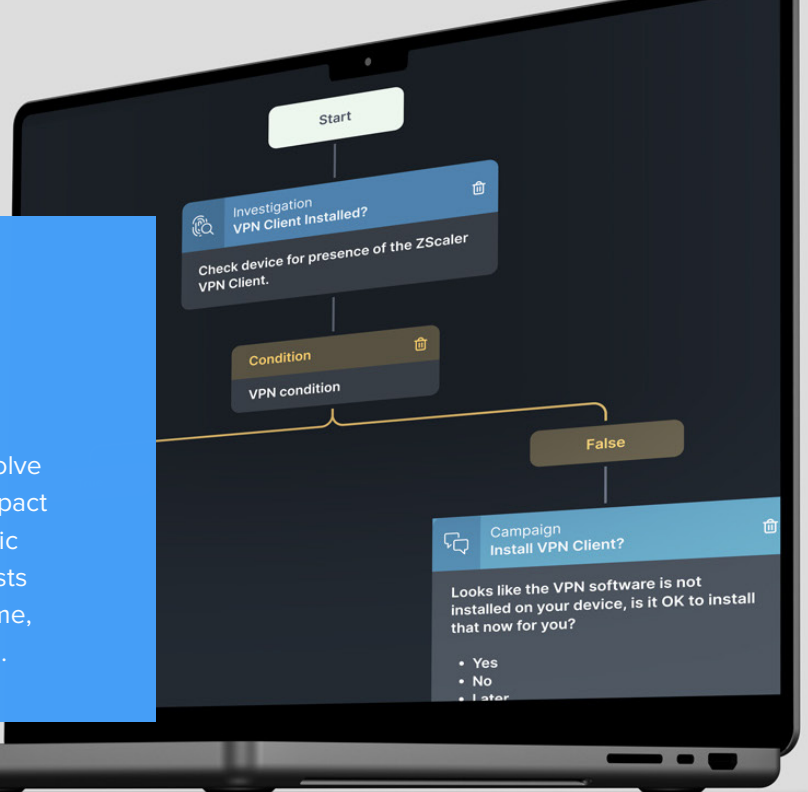# Nexthink Flow
Eliminate Repetition and Accelerate Outcomes

Nexthink Flow delivers proactive automation to resolve time-consuming and costly IT issues before they impact end users. Flow turns reactive support into strategic impact to scale IT teams. Reduce the hours and costs required to resolve recurring tasks, reduce downtime, and improve overall efficiency of IT and employees.

Improve IT Efficiency

Nexthink Flow detects end-user computing issues in real time, automates root-cause diagnosis and remediation across devices, applications, and networks, and eliminates repetitive tickets and manual firefighting. Flow's functionality is further enhanced by:

- 3rd party chatbot and virtual agent integrations for real-time natural language diagnostics and remediation
- Visibility into employee experience of services, hardware and applications
- 30+ pre-built workflow library packs for most common issues
- Customizable dashboards that display workflow outcomes and execution level drill downs

Increase Productivity

3,796 hours saved per year across every 100k devices.

Achieve Greater IT and Employee Productivity

With real-time monitoring and proactive automation, Flow stops disruptions before they spread. Reduce manual work, save costs, and scale the power of your IT organization with:

- Use cases such as software license reclamation and hardware refresh
- Reduced reliance on experts and PowerShell coding
- Reduce ticket count with end-to-end automated workflows
- Achieve MTTR and SLA targets without costly L2 and L3 escalations

Proven Customer Outcomes

SOUTHERN COMPANY
75% Reduction in Engineering Time

- Sought to remove highly manual, fragmented support workflows that generated excessive ticket volumes
- Executed 747,000 workflows and 225,000 total actions for over 40,000 devices affected
- Gained 382 days of productivity

AG INSURANCE
Increased DEX Score by 12 Points with Flow

- Failed SCCM remediation process threatened endpoint compliance
- Achieved 80% improvement in patch updates in one week
- Saved 519 hours of work across 2,243 devices

> **Nexthink Flow saves us time and money by embedding and automating repeatable workflows. It enables our teams to scale and automatically resolve issues before costly tickets are raised."**
>
> **Robin Nash**
> Specialist, ITGEO—WD, AXA

nexthink.com