

Nexthink Infinity

Power the Energy & Utilities Industry with Great IT

Improve Customer Experience with a Stronger Digital Workplace

Every aspect of modern life relies on the grid. And the people and systems that maintain the grid rely on technology. This creates pressure for IT teams to enable a seamless, reliable, and cost-effective digital workplace, from the call center to the field techs. Get ahead of issues and be the IT hero with Nexthink.

Identify the Patterns and Fixes that Matter

With Nexthink, your IT team can see, diagnose, and fix issues on any endpoint anywhere with intuitive data visualizations, real-time alerting, powerful diagnostics, and automated remediation capabilities. Empower your teams with comprehensive digital workplace data gathered in a single source of truth.

The Infinity platform delivers endpoint telemetry and employee feedback so you can see technology from the employee perspective and deliver the ideal digital workplace, wherever your team is working.

Nexthink Customers See Real Benefits Solving Real Problems

- **Southern Company:** Nexthink uncovered the root cause of a persistent VPN issue and deployed fix for all impacted devices.
- **Eversource:** Nexthink validated the need for additional memory in existing and new computers and provided data-driven justification for upgrades.

Benefits for Key Staff

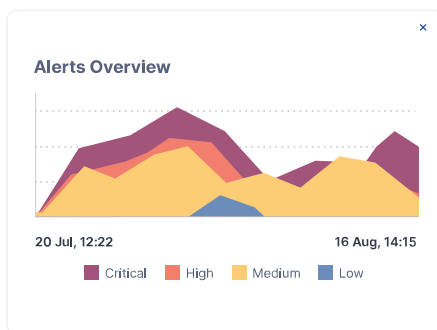
- Ensure consistent performance of critical applications including collaboration
- Consistent performance for field staff with varying connectivity
- Ideal experience for onboarding and continued learning

Benefits for Organization Staff

- Easy issue reporting and self-service resolution for common issues
- Improve collaboration and remote work experiences

Benefits for IT

- Optimized spend: hardware refresh and software reclamation based on need
- Automated issue identification and resolution, reduced tickets and MTTR
- Ensure endpoint security and compliance without user impact



Real-time Alerting

See issues the moment they occur on any device, so staff don't need to open tickets.

Binary version
"1.2.0.8864" is the Binary version with the highest crash ratio (91%)

Version	Crashes	Crash ratio
1.2.0.8864	201	91%
1.2.0.4664	12	14%
1.2.0.7161	4	<1%
1.2.0.19260	1	<1%

Diagnostics & Analytics

Immediately identify the root cause of an issue and find all affected devices across the organization.

Remote action

Name	Supported Platforms
Set Power Plan	Windows
Update Teams	Windows
Get Battery Status	Mac OS, Windows
Update VPN	Windows

[Execute on 33 devices](#)

Automation & Remediation

Easily execute changes on any number of devices in seconds, resolve issues at scale, and measure the improvement.

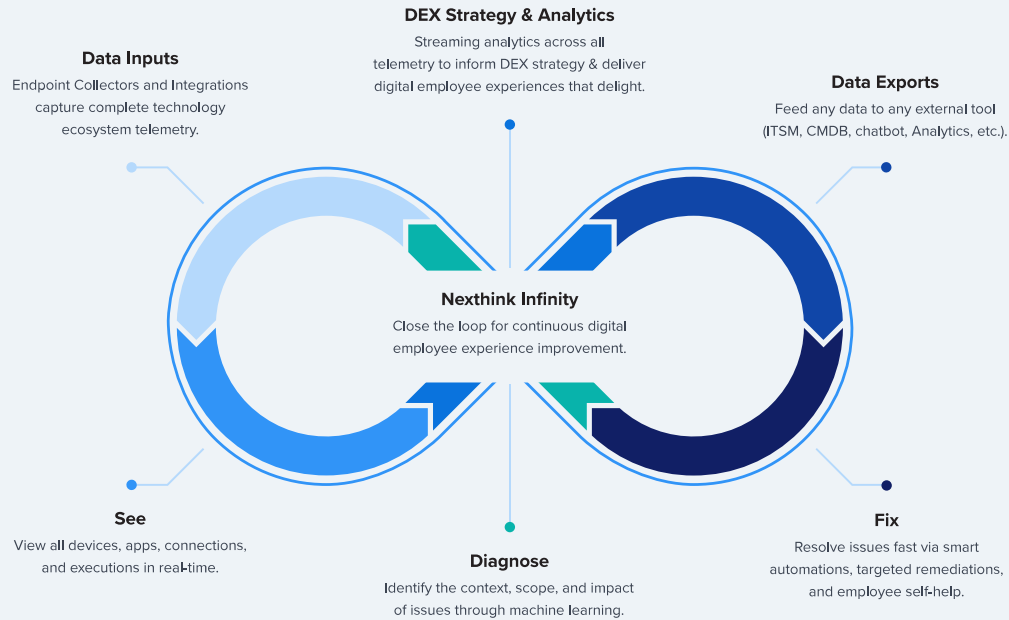
“Our VPN agent was spiking CPU and memory on 20,000 devices. We got a new update from the vendor, deployed it, and saw that the problem went away, which was one of the biggest wins we've had.”

Kelley Watson, Director Workplace Solutions

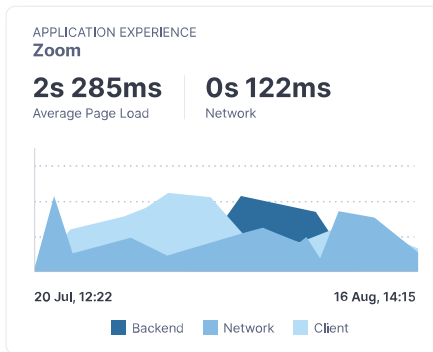
Southern Company

How Nexthink Infinity Works

Infinity is a holistic platform built to iterate and continuously improve experience in the digital workplace.

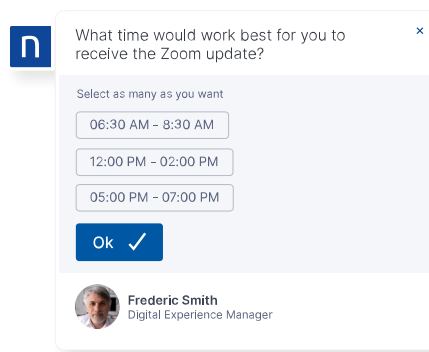


Extend Nexthink Infinity Platform to Address Hybrid Work Challenges



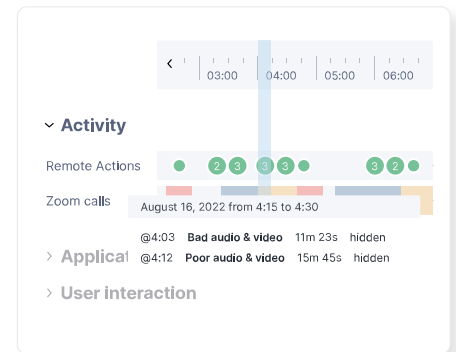
Nexthink Application Experience

Gain visibility into how all applications are adopted and experienced by employees, boosting performance and optimizing costs.



Nexthink Employee Engagement

Unlock employee engagement with targeted, attention-grabbing two-way communications.



Nexthink Collaboration Experience

Ensure dispersed team productivity via deep visibility into employee experience using the collaboration tools they rely upon.

Learn More

Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences at the device and web browser level – freeing IT to progress from reactive problem solving to proactive optimization. Nexthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland, and Boston, Massachusetts, Nexthink has 9 offices worldwide. Learn more at nexthink.com

