

ServiceNow and Nexthink

Adding unique employee context and visibility to a leading ITSM solution

No matter how good the process, system or solution, a lack of accurate and timely data prevents IT teams from doing their job efficiently. When it comes to modern IT Service Management (ITSM), the absence of employee-centric insight perpetuates common IT challenges such as hidden technical issues, unmet employee expectations, workforce productivity drops or lack of context during diagnosis. These avoidable issues cause unnecessary troubleshooting delays and slower time to resolution.

Nexthink as a data source

Nexthink Integrate allows you to retrieve, share and correlate digital employee experience data across your IT ecosystem. By embedding employee-centric insight into your ITSM processes, you gain actionable visibility into your employees' digital experiences to move from reactive problem solving to proactive optimization. You will reduce mean time to resolution, increase the time between incidents and, ultimately, end ticket escalation across your enterprise.

Enhanced ServiceNow experiences

Nexthink extends your ServiceNow investments to encompass a comprehensive view of your employees' digital experiences,

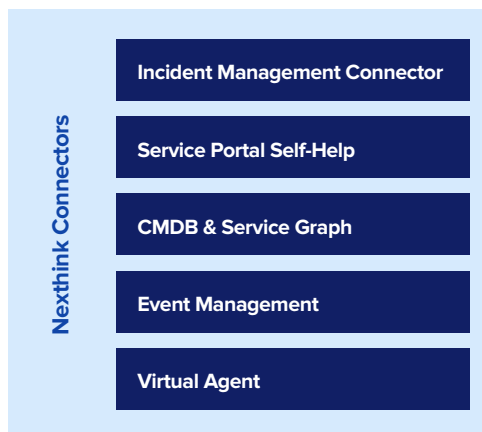
as well as the behavior, performance and compliance of their devices. You can drastically broaden the scope of accessible data by populating your ServiceNow consoles with real-time Nexthink insight, features and capabilities.

Dramatically reduce mean time to repair, cut-down on incidents, optimize CMDB governance, upgrade your Virtual Agent and empower L1 service desk teams to become proactive.

Plug-and-play connectors

Integrating Nexthink into ServiceNow has never been this simple. Nexthink provides official, out-of-the-box connectors available in the ServiceNow Store. These connectors make use of Nexthink's web API and event connector to feed essential data directly into your ServiceNow environment, providing new metrics, insights, tabs and functionalities.

Optimize and scale your IT operations by integrating with key elements of your ServiceNow environment, such as Incident Management, CMDB, Service Graph, Event Management, Virtual Agent and the Service Portal.


“Nexthink’s real-time data enhances the ServiceNow console, giving us an irrefutable inventory of the state of our IT infrastructure and the usage at any moment in time.

We are able to process user requests more quickly and make purchase savings.”

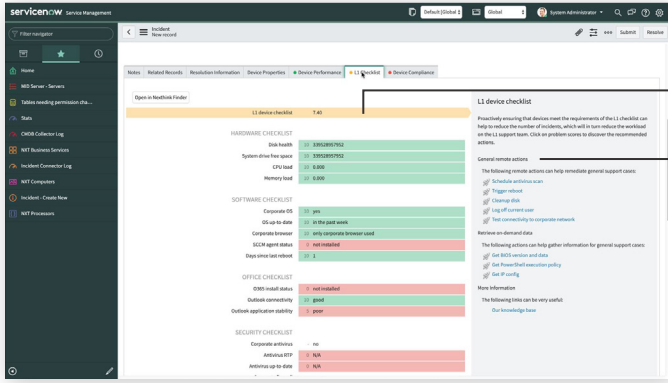
Vincent Donnet

Service Delivery Manager, Hôpital du Valais

Incident Management Connector

Dramatically accelerate ticket resolution with real-time experience data and capabilities

Populate your ServiceNow consoles with real-time experience data from the Configuration Item (CI) to provide your support teams with critical user insight, device scores and instant remote actions to automate and optimize your incident management processes. Empower your L1 teams to resolve more issues faster and proactively prevent unnecessary ticket escalations.

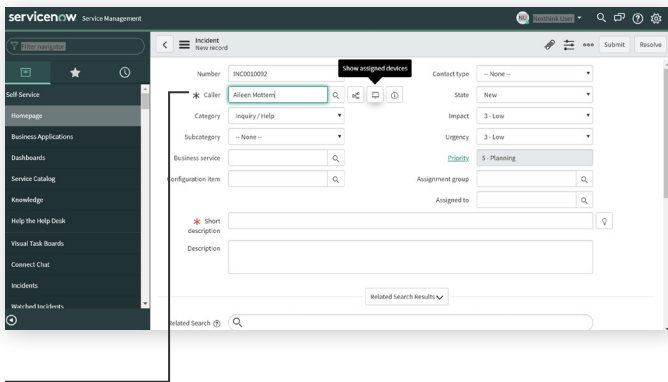


Real-time device checklist

Investigate issues in real-time using Nextthink's configurable device properties tab to access their specific scores and metrics, enabling IT to make quick and accurate decisions. Take snapshots of a device's scores to understand its health and status at the time of the incident.

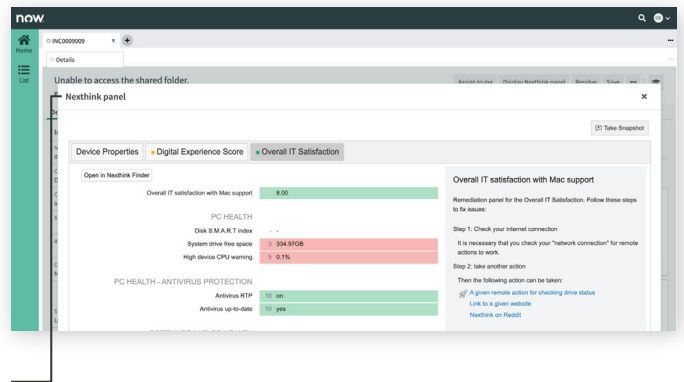
Instant investigation and remediation

Refer to a dynamic L1 checklist in your ServiceNow console to access a range of remote actions to execute on the device. Retrieve specific data or deploy one-click fixes on a device to proactively ensure it meets L1 requirement and reduce the number of future incidents.



Automated discovery of user and device information

Speed up diagnosis with the automated population of callers' device information. Instantly access a wide range of user, service and device data to facilitate incident processing.



Agent Workspace optimization

Access checklists, snapshots, investigations and automations directly in your Agent Workspace console. Optimize your incident management process with faster, more accurate and actionable data.

Enhancing Incident Management with Nextthink

Detect & Record

- Access real-time, accurate device & user experience data
- Leverage key experience scores and metrics

Precise input for rapid processing

Classify

- Review detailed device health checklist
- Set priorities based on service consumption

Faster problem diagnosis and troubleshooting

Investigate

- Drill-down into hundreds of real-time attributes
- Retrieve forensic device and connection history

Resolve

- Remediate issues in a single click
- Engage with users to notify them of potential issues

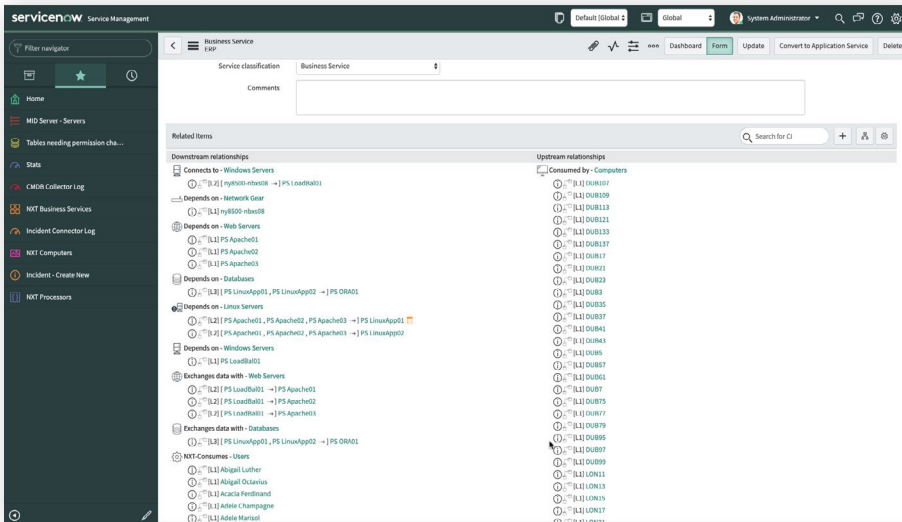
Instant resolution

CMDB Connector

End-to-end visibility to understand the impact of change, beyond just the device

The Nexthink ServiceNow CMDB Connector enables you to synchronize Nexthink-managed Configuration Items through ServiceNow to access highly accurate IT asset and dependency information about devices, services, software and users. You can then easily browse the relationship between these components and their attributes directly from ServiceNow for complete and up-to-date infrastructure context and visibility.

No more time-consuming data hunting and cross-checking from incomplete information.



Actionable Visibility at Scale

Understand the link between users, devices, and software to enhance change management.

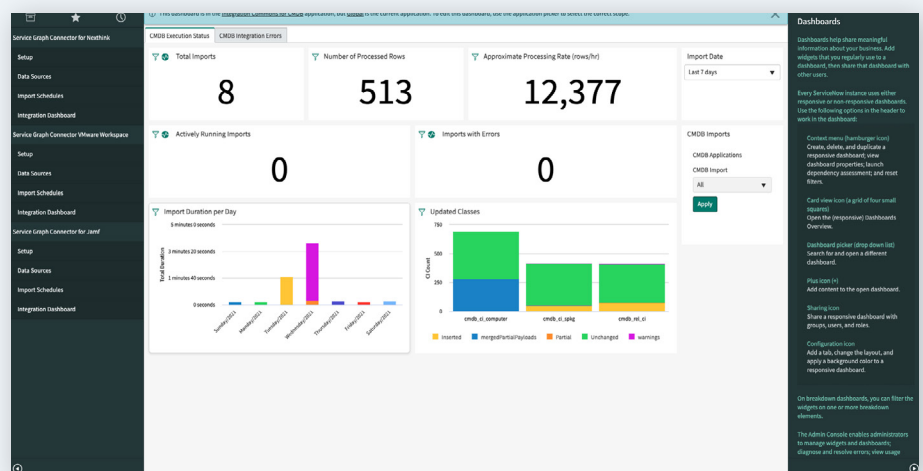
- Build custom reports to analyze adoption and usage trends.
- Support new software or latest Windows version migrations.
- Use device performance scores to target hardware refresh.
- Enforce compliance standards with simplified auditing.
- Speed-up root cause analysis and understand the impact of service outages.

Service Graph Connector

The Nexthink Service Graph Connector allows you to easily, rapidly and reliably load Nexthink DEX intelligence into your ServiceNow CMDB.

Enable Data Quality, Timeliness and Scalability

- Easily maintain a healthy CMDB with a large number of records.
- Access prescriptive configuration guidance to guarantee data quality.
- Dramatically reduce time to value and facilitate the data ingestion process.
- Align your CMDB with your Common Service Data Model (CSDM) to fit your specific needs.



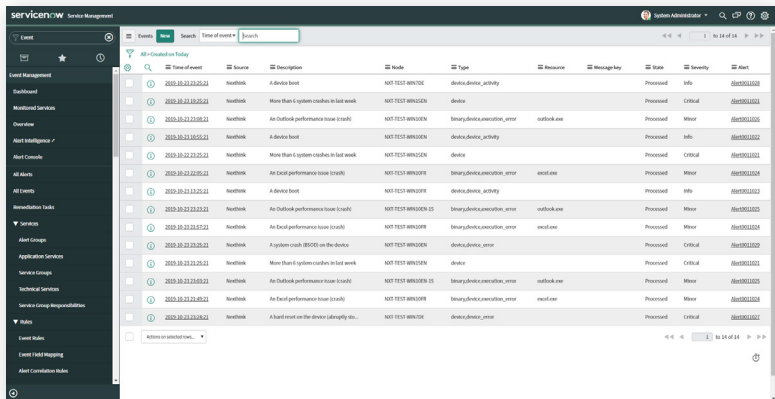
Event Connector

Enhancing ServiceNow event management with experience data and proactive incident processing capabilities

Accuracy. Simplicity. Productivity.

The Nextthink Event Connector retrieves key digital employee experience metrics and event data, accessible and configurable directly in your ServiceNow Event Management application. The connector will then push a wide range of errors and warnings from employee devices and applications that ServiceNow can convert into alerts or tickets, depending on your configuration.

You will be able to proactively manage, categorize and resolve incoming tickets with critically enhanced precision and simplicity.



Benefits that matter

IT Productivity

Enhance IT productivity and prevent unnecessary resource escalation by optimizing and automating event management strategies

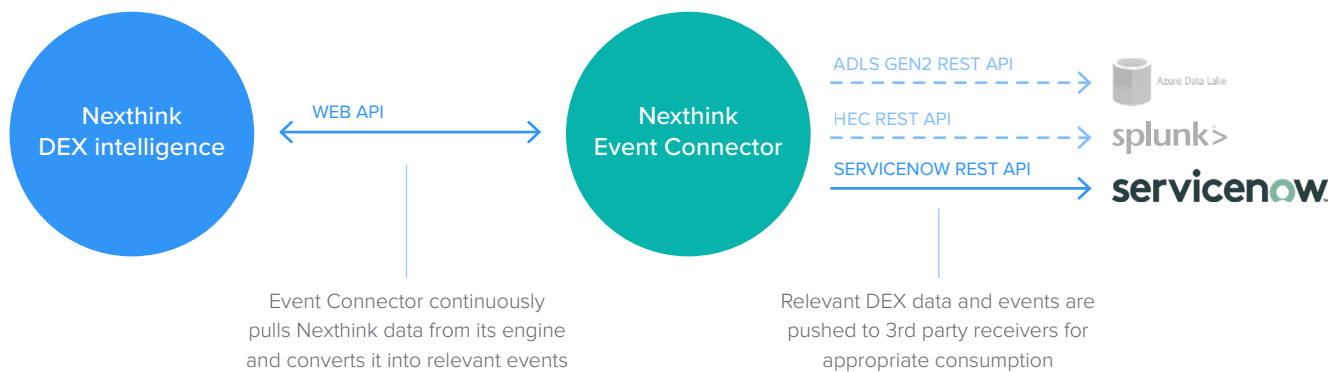
Employee Satisfaction

Increase employee productivity and satisfaction with experience-level visibility, engagement capabilities and the simplification of ticket creation processes

Business Well-being

Reduce IT costs involved in the opening and resolution of tickets and improve the organization's overall DEX Score

Unparalleled DEX intelligence for an Employee-Centric Event Management



The power of Nextthink Experience insight and capabilities

Infrastructure-Centric

Lengthy employee ticket creation with few and inaccurate details and long IT response times



Simplified, one-click employee ticket creation supported by awareness and engagement campaigns

“Silently suffering” employees do not report issues due to frustrating IT processes and communications



Proactive issue identification, automatic ticket creation and configurable real-time alerts

Duplications and inaccurate classifications during IT support ticket processing and closing



Automatic ticket opening, categorization and classification in right support queue

Enabling Self-Help with Nexthink and ServiceNow

Become more proactive with ServiceNow and lighten the strain on your L1 support teams by promoting self-help and automating incident management 24/7.

Service Portal Self-Help Widget

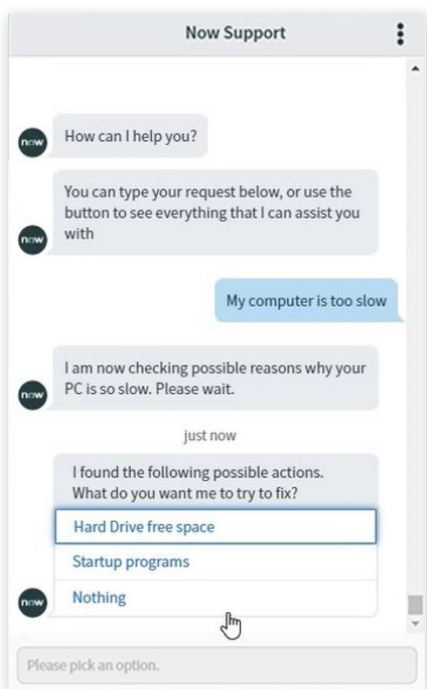
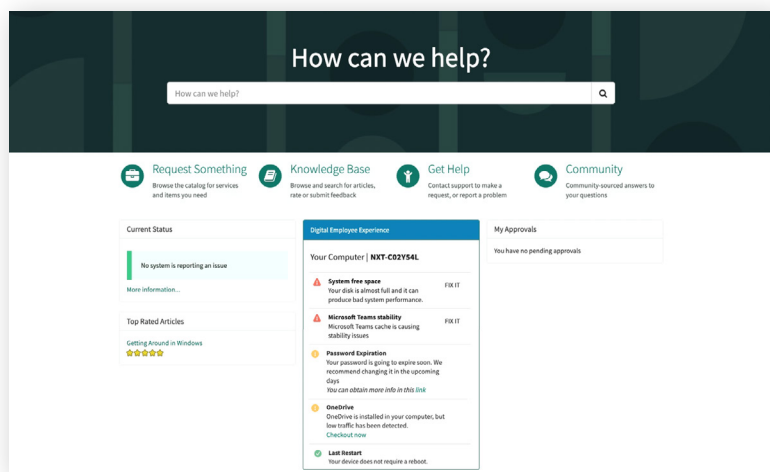
Provide your employees access to a new self-help widget in their ServiceNow Service Portal, enabling them to see and resolve issues in their digital environment without IT intervention.

The widget provides 3 types of information that employees can act on :

Warnings: Informs an employee of a current issue that requires immediate attention and how to fix it with a single click or with step-by-step guidance.

Suggestions: Informs an employee of a current condition that could negatively impact them in the future and how to resolve it with instant fixes, awareness articles or guidance.

Green lights: Informs an employee of elements in their digital landscapes that are running smoothly or have successfully been fixed.



Virtual Agent

Enable your Virtual Agent to accurately diagnose and fix a wider range of issues in real-time. Integrated remote actions allow employees to fix common issues in the chatbot on-the-spot with automated logging and closing of incidents.

Intelligence in context

Enable your Virtual Agent to retrieve, in real-time, all device and infrastructure information related to the active user to dramatically speed-up diagnosis.

Rapid diagnosis

Automated the diagnosis of subjective issues – such as “my PC is slow” – and suggest relevant solutions directly on the user’s device.

Instant remediation

Allow employees to resolve detected issues in a single click with integrated remote actions to reduce L1 ticket count and improve employee satisfaction.

Find out more

Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees’ daily experiences of technology at the device 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 10 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nexthink has 9 offices worldwide. [Visit us at nexthink.com](https://www.nexthink.com)