

Nextthink Is A Leader Among End-User Experience Management (EUEM) Providers

Excerpted From: The Forrester New Wave™: End-User Experience Management, Q4 2020

Andrew Hewitt with Stephanie Balaouras, Shannon Fish, and Diane Lynch | October 27, 2020

EUEM Tools Offer Powerful Insights Into Employee Tech Experience

The Forrester Employee Experience Index (EXi) reveals that technology plays a significant role in employee engagement, but I&O pros often have no insight into whether employees' daily technology experience is good or bad.¹ As the importance of EX continues to grow, I&O pros increasingly ask how they can accurately measure and monitor their employees' technology experience.

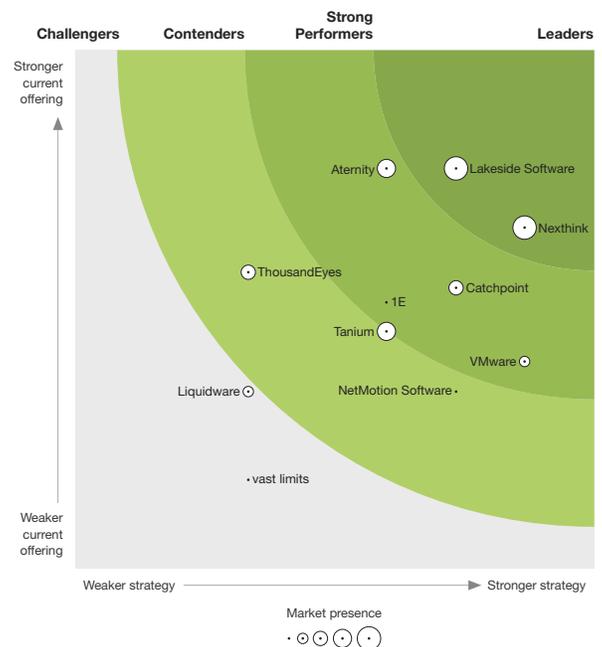
Nextthink: Forrester's Take

- › **Leads the pack with holistic experience management.** Nextthink's Digital Experience Score combines hundreds of quantitative telemetry data points with user feedback. The solution provides in-console recommendations on how to improve experience.
- › **Needs to better integrate third-party products out of the box.** It relies on professional services for integration of Config Manager, BMC Remedy, and other third-party tools. Support for virtual desktop infrastructure (VDI) is improving but still lags the competition.
- › **Is the best fit for companies with a dedicated digital experience staff.** Nextthink's Engage feature collects user feedback and is a powerful tool for change management initiatives, day-to-day experience monitoring, and remote workforce enablement.

Nextthink Customer Reference Summary

Customers praised Nextthink's ability to increase IT survey response rates, reduce mean-time-to-resolution (MTTR), and save costs due to overprovisioning of compute resources. They wanted better integration with existing toolsets

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and easier ways to export data to external systems, like PowerBI, which is available as of September 28, 2020.

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QUICKCARD: Nextthink

<h2 style="margin: 0;">Nextthink</h2>	<p>Wave position LEADER</p> 	
<ul style="list-style-type: none"> = Telemetry collection ^ Qualitative feedback ^ Dashboarding = Root-cause analysis = Remediation <hr/> <ul style="list-style-type: none"> ^ Differentiated = On par <p>Products evaluated Cloud: 2020.3; On-premises: 6.27</p>	<ul style="list-style-type: none"> v Third-party integration = Cloud capabilities ^ Vision ^ Roadmap = Services supporting customer experience <hr/> <ul style="list-style-type: none"> v Needs improvement o No capability 	<p>REFERENCE QUOTES</p> <p>“We’ve cut out survey contracts and saved money with the Engage campaigns.”</p> <p>“When it comes to figuring out issues faster, you can’t beat it. No one else can do this.”</p> <p>“We’d like to see training available for roles outside of IT, like HR.”</p>

Endnotes

¹ See the Forrester report [“Introducing Forrester’s Employee Experience Index.”](#)

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