

# Accelerate™ Champion

Leverage the power of our DEX Experts to execute on your business' strategy and goals.

Transformational change requires a sustained focus on outcomes. Partner with a skilled team of experts to extend your team's capabilities. Leverage a team with decades of experience around digital employee experience data, content, and analytics for the knowledge and instruction to help you efficiently deliver your desired outcomes.

Accelerate™ Champion, a digital employee experience subscription service, connects you with the proven experts, technology, experience, and focus needed to accelerate achieving the benefits of Nexthink. Whether driving transformation, reducing disruption, or improving employee experience, Accelerate™ Champion is your partner for supporting your people, processes, and procedures. We collaborate with your team to understand your business problems, prioritize fixes, and elevate your organization's DEX maturity.

Accelerate™ Champion enables you to make **informed decisions**, to become **proactive** and even **preventative** thanks to the **actionable insights** gained from **regular analysis** performed on your Nexthink data. This service is **highly scalable** and **highly available** to deliver your core DEX Management activities. You focus on **your strategy** and **your DEX journey**, we deliver to your technical and business DEX objectives.

## Service Summary

- **Premium Support** – 24/7 dedicated premium level management allowing for more efficiency in troubleshooting, escalations, and regular communications
- **Trusted Guidance** - Consulting your team on how to provide maximum benefits of the Nexthink Platform
- **Actionable Insights** - Regular and on-demand conduct of trending and ad-hoc analytics on the Nexthink data and scores to identify areas of focus and provide actionable insights
- **Content Expertise** – transformation of the actionable insights and of your business initiatives into value-added use cases that can be leveraged with strategic automations and a powerful orchestration.

The Accelerate team will collaborate with you to plan and regularly review your Nexthink Accelerate DEX Program build upon your requests for content management activities and analysis.

The service is delivered remotely. Optionally on-site hours as needed are subject to additional travel and expenses which will be billed separately.

## Timeline

The Accelerate™ Champion service lasts for the duration of the contracted period.

## Why Choose Nexthink Accelerate™ Champion?

Accelerate™ Champion is the world's leading and largest service in Digital Employee Experience with proven success in over 17M endpoints. Work with the service model of your choice to extend your team's capabilities and efficiently deliver you desired outcomes.



## What you achieve

- Strategic direction to achieve business DEX goals and organizational OKRs
- Measurable cost savings because of in-depth, actionable analytics
- Faster analysis and superior results due to focus on outcomes and actions
- Identification, prioritization, analysis and built of added value cases
- Maximized adoption
- Positive reinforcement for your Nexthink team



## What we deliver

- Collaborate with you in achieving your IT initiatives and programs
- Conduct monthly data analysis, baselining, and benchmarking
- Provide a deeper understanding of causes behind low digital employee experience scores
- Identify key areas requiring focus and prioritization
- Develop dashboards, investigations, remote actions, campaigns and flows aligned to your business objectives
- Maintain analytical dashboards and recommend automations based on ongoing analysis
- Regular checks on defined metrics to keep the program on track and meet goals
- Guidance towards enhancing existing ITSM process and Adopting New DEX Processes