

TOPdesk - Nexthink Integration

Enhancing TOPdesk IT Service Management

Digital employee experience (DEX) intelligence provides organizations with comprehensive visibility and understanding over the actual usage and experiences employees have with their digital workplace. Nexthink provides IT with the means to integrate unique DEX intelligence and automation capabilities into TOPdesk's easy-to-use ITSM platform. IT can drastically broaden the scope of accessible data and capabilities to enhance incident management and support IT operations directly in TOPdesk.

Quantified experience scores, simplified incident management, automated remediation and improved employee experiences are just some of the obvious benefits stemming from a DEX-enhanced ITSM environment.

Digital Employee Experience as a Data Source

The TOPdesk—Nexthink integration enables IT teams to integrate employee-centric actionable insight directly into their TOPdesk environment. Support teams can automatically detect and report on DEX issues by leveraging technical and sentiment insight for a highly contextual support process. This not only provides Service Desk Agents with the means to dramatically improve their incident management capabilities and reduce IT overheads, but also ensures they deliver a great digital experience to all employees.

Key Benefits

- Access simple, quantified scores and real-time metrics about an employee's digital environment to get an at-a-glance understanding of their digital experience.
- Trigger automated remote actions to remediate performance or experience issues in a single click directly from the TOPdesk console.
- Dramatically reduce time to fix incidents by leveraging detailed, employee-centric insight and integrated remediation capabilities throughout the incident management process.
- Catalog and cross-reference user and device issues in TOPdesk's incident history to detect under-reported issues, drill down into their root-cause and aid future resolutions.

The screenshot displays a 'New First Line Call' for user M1811 092. The interface shows a 'NEXTTHINK PERSPECTIVE' section with several checklists:

- Hardware checklist:**
 - Disk health: not good
 - System drive free space: 11.91 GB
 - CPU load: 17.46 %
 - Memory load: 100.00 %
- Software checklist:**
 - Corporate OS: YES
 - OS up-to-date: in the past week
 - Corporate browser: non corporate browser used
 - OS85 install status: installed
 - Altiris agent status: not installed
- Security checklist:**
 - Corporate antivirus: YES
 - ActiveX RTP: NO
 - ActiveX UP-to-date: YES
 - Corporate browser: YES
 - Firewall H1P: NO
 - Dangerous binary executions: no dangerous binaries executed
- Infrastructure checklist:**
 - Network connectivity: 90.00 %
 - Network response time: 125.95 ms

On the right side, there is a 'Check Pending Reboot' section with options: 'Check pending reboot', 'Reboot the device', and 'Reboot'.

“We rely on Nexthink product capabilities to enhance service management across the enterprise, to be able to understand how experience is perceived by the end-user within the enterprise, and then drive impactful transformation within the company.”

Bruno Pinon

Future of Work & Digital Workplace, Fujitsu

Nextthink Integrate

Nextthink is the leader in digital employee experience management software. With Nextthink Integrate, IT teams can enrich their current IT ecosystems by embedding real-time experience data and automation into any preferred 3rd party solutions and chatbot technologies.