

The pharma digital employee experience. Streamlined.

How IT leaders can make digital tools and performance work for research teams.

In pharma research every second counts. Without the right technology, drug developments stall and clinical trials can't get to market, so teams need reliable data access, collaboration tools, and dependable performance to deliver products at pace.

\$2.3 billion

average R&D costs to progress a drug from discovery to launch.¹

49%

of IT leaders say their organization is 'completely satisfied' with their digital employee experience

BUT ONLY 26%

of employees feel that way.²

94%

of research sites have adopted at least one decentralized methodology.⁴

97%

of healthcare-generated data goes unused.³

Unlock the power of DEX

Digital Employee Experience (DEX) refers to every element of the employee experience interacting with and using their digital workplace systems. This includes device performance, applications, networks and end-user experience – and getting it right makes a big difference to their productivity and sentiment.



Improve operational efficiency

Streamline pharmaceutical R&D workflows, using automation and AI-powered insights to reduce timelines, enhance productivity, and accelerate drug development.



Enhance remote collaboration

Overcome IT challenges across dispersed teams with proactive monitoring and remote visibility into endpoints, swiftly resolving issues to ensure seamless collaboration on trials.



Drive cost-efficiency

Optimize software licensing, application performance, and clinical trial resources through data-driven insights and automation, improving cost efficiency and minimizing delays.

Deliver real-world impact

Nexthink's DEX solution unleashes pharma productivity, with powerful data that enables a proactive, predictive approach to workplace management.



LEADING GLOBAL PHARMACEUTICAL COMPANY

\$50K

in returned productivity from a proactive service desk



FORTUNE 500 PHARMACEUTICAL COMPANY

\$10M

saved in one year



MAJOR GLOBAL PHARMACEUTICAL COMPANY

+50K

employees migrated to a new collaboration tool

Nexthink gives pharma teams all they need for fast, exceptional customer experiences.

Research scientists

Who?

Scientists who rely on IT infrastructure and data analysis to support drug development and testing.

Their challenges

- Slow, unreliable research applications that waste time
- Data analysis tool downtime that delays critical discoveries
- Limited access to high-performance computing

Solved with Nexthink

- Proactive IT monitoring to let research applications run at peak performance
- Automated issue detection and resolution for seamless data analysis
- Computing resources optimized to let scientists focus on innovation, not IT issues



Clinical trial coordinators

Who?

Professionals handling and managing trial data, remote sites, and trial management systems.

Their challenges

- Trial management systems frequently crash, delaying research
- Data collection tools struggle with reliability, impacting accuracy
- Remote sites face connectivity issues, disrupting data access

Solved with Nexthink

- End-to-end visibility into trial systems supports uninterrupted work
- Automatic issue resolution to keep trials running on schedule
- Real-time connectivity monitoring for seamless cross-site collaboration



Laboratory technicians

Who?

Lab professionals working with software-integrated lab equipment and data acquisition systems.

Their challenges

- Lab equipment software struggles to integrate with legacy systems
- Data acquisition tools create performance bottlenecks
- Analysis software crashes, delaying critical findings

Solved with Nexthink

- Real-time monitoring to detect and fix integration issues
- Seamless data acquisition to reduce delays in research
- Stable analysis software and efficiency to speed up life-saving discoveries



Build better pharma experiences today.

Nexthink's industry-leading DEX platform creates a simpler digital workplace, driving productivity and letting your teams support healthier, happier customers.