

Boost Your IT Application ROI with Digital Adoption

Whether you're managing ITSM applications like ServiceNow, supporting digital transformation initiatives, or trying to reduce support ticket volumes, IT success hinges on proactive user support. In-app guidance, self-service content, and predictive insights empower employees, cut down IT escalations, and keep workflows running smoothly.

\$200k+
SAVED

Self-Help

In-app self-help during the flow of work reduced support costs and deflected 14,000 IT tickets in 9 months.

104%
INCREASE

Predictive Analytics

Increased self-service with analytics that highlighted areas to improve with in-app support.

91%
INCREASE

Process Reminders

Increased user engagement with in-app process reminders resulted in 4x improvement in required task completions.

70%
UTILIZATION
RATE

Process Guidance

Reduced demand for support with process guidance and 75% open rate of in-app support.

8k HRS
SAVED
ANNUALLY

Conextual Guidance

Reduced navigation time and average session duration in their LMS by 50%.

\$800k
SAVED

Tooltip Pop-Ups

In-app prompts resulted in 210% increase in accurate first-time inputs and 35% customer productivity improvements.

Unleash End-to-End IT Efficiency Success with Digital Adoption

Deliver seamless support without the service desk overload. Nextthink Adopt equips your users with real-time guidance and targeted fixes—reducing friction, resolving issues faster, and enhancing IT's strategic impact.

Ask for a demo at nextthink.com/adopt.