

Nexthink Premium Support

Dedicated single point of contact
for all your technical support needs

Spend less time troubleshooting and more time innovating. Eliminate any barriers preventing your organization from using Nexthink to achieve the next level of Digital Employee Experience.

Work with a dedicated Support Account Manager to manage all support tickets, expedite escalations, and receive regular communications for a streamlined experience.

Thousands of Nexthink customers benefit from our 24/7 worldwide customer support. And we have the renewal rate and references to prove it.

Premium Customer Service with No Limits

- Unlimited support hours
- Contact your Support Account Manager by dedicated phone number and VPN access
- Over 95% customer satisfaction rating
- 24/7 support worldwide

Your Single Point of Contact

Premium Support, a white-glove service that brings additional value to your customer journey and provides a broader catalog of technical services personalized to your specific objectives and IT environment.



Customer Satisfaction

Fueling Customer Success

Support, training, best practices, resources and peers for every step of your DEX journey.

Nexthink Academy

Fun and interactive training courses to help you excel with Nexthink.

Nexthink Community

Connect with users to exchange ideas, learn and network.

Nexthink Documentation

Access product resources, including user manual, installation and configuration guides and much more.

Nexthink Library

Leverage 100+ ready to use content packs and integrations to enhance Nexthink.

Premium Support to Meet Your Digital Employee Experience Needs

DEDICATED SUPPORT ACCOUNT MANAGER	PREMIUM SUPPORT	WHY IT MATTERS
	Continually assess your deployment to ensure optimum performance and availability	Prevent new issues and reduce resolution times for the existing ones
	Directly manage all Level 1 - 3 support tickets	Ensure nothing falls through the cracks with one point of contact for streamlined technical support
	Represent your requests to Support Management, Quality Assurance, Delivery Teams, Field CTO and CTO	Your requests will be fast-tracked by the Nexthink Support team
	Serve as your escalation point for urgent issues	Expedited escalation response for urgent issues
	Perform a weekly update meeting	Make informed decisions with regular status updates about your Nexthink platform
	Educate your team before each new release	Leverage new functionalities and features right away with personalized product education
	Coordinate monthly Product Management sync calls	Influence future product direction with a coordinated product management calls

Why Choose Premium Support?

Customers with large environments benefit from Premium Support's personalized assistance and troubleshooting. Throughout your customer journey, our dedicated Support Account Manager is available by phone and private VPN to accelerate your customer care.

Contact Us

Reach out to us to learn more about how Nexthink Premium Support can eliminate any barriers preventing your organization from using Nexthink to achieve the next level of Digital Employee Experience.

CONTACT US