

# Reduce IT Costs, Save Employee Productivity, Improve Digital Experience

+294% Average ROI Net Gain Across Nexthink Customers

The outcomes of Nexthink's leading Digital Employee Experience (DEX) platform are clear and proven across 1100+ global customers and over 15 Million endpoints

**57,000**

Incident Averted

from proactive incident management | Global Pharma

**64+**

Work Hours Saved

in employee productivity, equating to \$3.5M | Global Pharma

**10%**

DEX Score Increase

globally, in 2 months | Global Financial Service Company

**37%**

Ticket Reduction

during a transformational project | Top US Communication Provider

**72**

NPS increase

in employee NPS, from -60 to +12 | Largest US Healthcare Provider

**\$13M**

IT Costs Avoided

from intelligent asset management | Swedish Car Manufacturer

Tangible results across key IT transformation and problem management projects



**32k Hours**

IT work hours saved by accelerating a company-wide Windows OS migration



**440 Days**

Business-wide productivity loss avoided by preventing a single large-scale common outage

The magic with Nexthink Experience is that it doesn't just give us insights, but recommendations and actual engineering suggestions. This is an incredible advance. Going forward, Nexthink Experience could disrupt the way support is delivered."

**Jon Grainger,**  
CIO, Slater and Gordon

**Why is proactive DEX management important?**

- **45%** of IT issues are never reported to IT
- At least **2x a week** employees are impacted by digital disruptions
- **50 hours** per employee per year is lost from IT interruptions
- **43%** of IT leaders are struggling with rising ticket volume since the pandemic

Sources: Nexthink Customer Base | Forrester Total Economic Impact Study