

# Remote Working: Putting The Employee First

Using Nexthink to ensure a great Digital Employee Experience, regardless of location.

*With remote working becoming an increasing trend worldwide, having to adapt to a large-scale remote workforce can generate new challenges across the enterprise. With employees suddenly isolated at home and completely dependent on digital tools for productivity and collaboration, ensuring a great Digital Employee Experience has never been more critical.*

## Addressing remote digital dependency

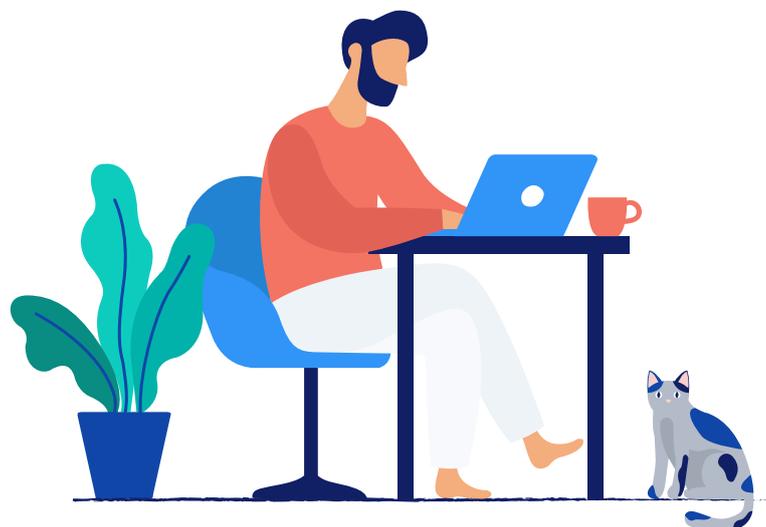
A key challenge for remote workers is their complete dependence on their digital tools and devices. If these do not work as intended, employees will struggle to be productive, effectively collaborate with their colleagues or receive the necessary support from IT. These challenges can have critical business-wide consequences.

This digital dependency makes DEX (Digital Employee Experience) central to the productivity of any remote worker. Any impact on performance or satisfaction will have strong repercussions on employee experience, impacting nearly every aspect of the business – from the bottom line to turnover rates.

## How Nexthink helps

The Nexthink DEX management platform delivers an end-to-end solution independently of employee location. Nexthink provides IT teams with real-time employee-centric visibility that combines technical and sentiment data to ensure that all employees, remote or otherwise, have an optimal digital experience.

To further strengthen IT support for remote workers, Nexthink has released additional functionality specific to remote working to help IT teams successfully prepare, monitor and manage their remote working infrastructure. Complementing Nexthink's DEX management capabilities, this functionality comes in the form of a ready-to-use "Remote Working Experience" Library Pack.



## Managing critical drivers of DEX

### Device

Verify hardware functionality and accessibility to ensure that they are remote-ready.

### Web browsing

Monitor and diagnose network quality and web access from both server and remote worker perspective.

### Productivity and collaboration

Ensure employees' digital tools allow them to remain productive and stay in touch, regardless of location.

### Business applications

Provide users with undisrupted access to their critical services to prevent impact on productivity.

### Security

Certify VPN and corporate software compliance to ensure security and accessibility standards are maintained.

### Employee satisfaction

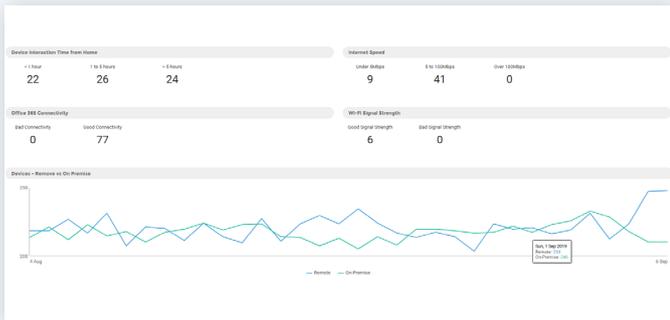
Engage directly with employees to gather sentiment data and to respond to employees who require remote assistance.

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CIOs should prepare IT systems now to safely and reliably handle a vast increase in remote workers and digital fulfillment of market demand.

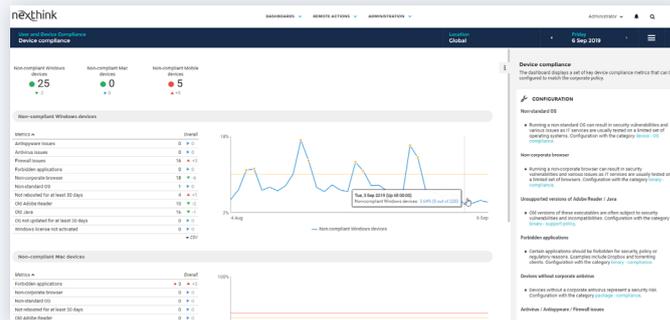
**Gartner,**  
March 2020





**A GLOBAL FINANCIAL SERVICES COMPANY**  
**Reporting for executive visibility**

This company’s IT team created an overview dashboard of the experience of their remote workers to communicate ongoing status reports to senior decision-makers. The CIO used the dashboard as the basis for daily communication to all employees globally, keeping them updated on IT stability and support for remote working initiatives.



**A US-BASED HEALTHCARE COMPANY**  
**Keeping track of VPN**

A customer had to rapidly deploy and scale a large remote workforce. The Nextthink platform gave IT the visibility they needed to identify the number of certificates required to manage their VPN capacity and to monitor its ongoing compliance - ensuring all employees had continuous access to the enterprise’s network.

“Nextthink provides IT managers with end-to-end actionable visibility of their remote workforce’s digital experience allowing them to proactively detect and remediate IT issues remotely and in real-time. With unique DEX insight, powerful remote actions and a direct employee engagement channel, IT teams can ensure a great digital experience to their employees, regardless of where they are.”

**What Nextthink offers to IT teams**

**Employee-centric visibility**

Maintain real-time visibility of all your remote workers. Leverage a remote DEX score, network quality data, service performance data and employee engagement capabilities to proactively detect and react to issues impacting DEX.

**Performance management**

Monitor employees’ ability to stay productive and collaborate with their colleagues by ensuring the ongoing performance of their routine digital tools. Allow IT to quickly diagnose issues and initiate remote actions to solve IT incidents, regardless of employee location.

**Employee Engagement**

Provide a rich 2-way communication channel between IT and remote workers to reduce any sense of isolation and to support ongoing retrieval of remote worker sentiment. IT can combine this sentiment data with existing network data to produce a holistic view of remote worker DEX.

# Engage with employees

A significant concern for Nexthink customers has been the potential isolation of remote workers, and the ability of IT to deliver the right levels of support directly to them. All these customers made extensive use of the Nexthink Engage module as a means to proactively reach out to their remote employees.

This meant that IT teams could send out tailored Engage campaigns to all non-office based employees. This allowed them to notify employees of the importance of VPN compliance, communicate key details about remote working strategies, send out critical corporate announcements or simply check-in to see if they were OK. In addition, the campaigns provided IT with a wealth of sentiment data to help provide a real-time employee-centric view of infrastructure and remote worker support.

Dear user,  
We have noticed you have low Wi-Fi Signal Strength.  
Please try:

- Moving closer to your router
- Ensuring there are no barriers between you and your router
- Resetting your router
- If nothing else works, try connecting via cable

We hope these tips help you.

OK

**WT** Work From Home Team  
IT Department

Dear user,  
We have noticed low interaction with your device.

Do you need IT to contact you regarding strategies to Work From Home?

Yes

No

**WT** Work From Home Team  
IT Department

Dear user,  
We have noticed that your Office 365 connectivity is degraded, so you might be having connectivity issues. Can one of our technicians connect remotely to help you?

We hope these tips help you.

Yes, I'm available - Schedule Session

No, my performance is good

**WT** Work From Home Team  
IT Department

We advise to follow certain safety measures during Coronavirus outbreak

Limit exposure to people who are sick  
Practice good hand hygiene  
Let a doctor know if you are sick

Your Safety means everything to us

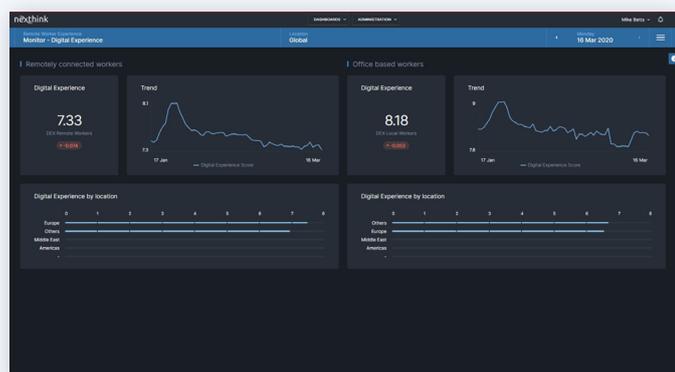
OK

 Jack Ward  
IT Customer Success



# The Nexthink Remote Worker Library Pack

A ready-to-use library pack specifically tailored to provide IT with employee-centric visibility of their remote workers allowing IT to proactively diagnose and remediate IT issues independently of their location and prioritize workloads to ensure a smooth remote working transition.



## Manage the remote worker experience

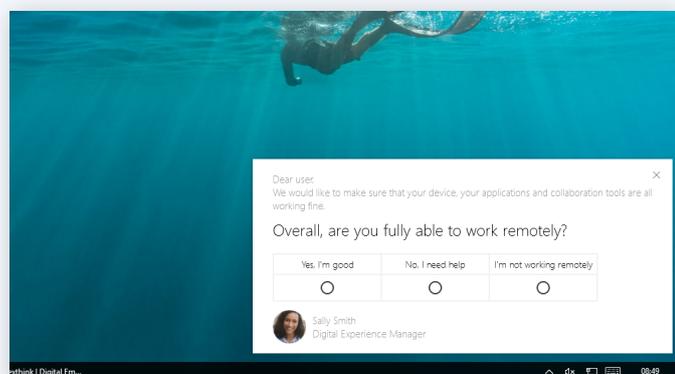
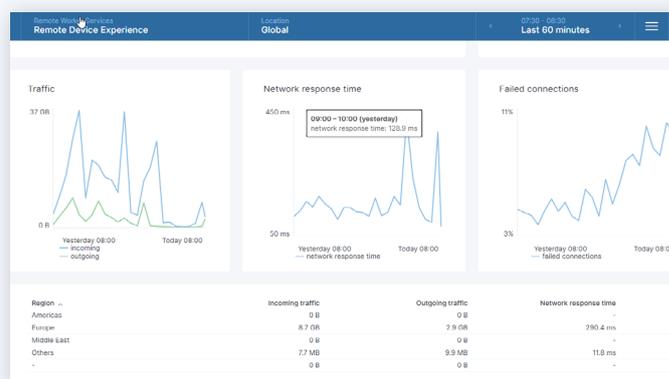
Access comprehensive dashboards, metrics and remote actions allowing IT teams to gain unique insights into the remote working experience to make informed IT decisions and take corrective action against any DEX degradation.

- Use DEX Scores for both remote and in-office workers for an at-a-glance view of the remote working experience
- Monitor and manage your DEX to ensure it is the same for both remote and in-office workers
- Gain a complete 360° view of your remote ecosystem, its critical services and employee satisfaction
- Exploit employee-centric visibility to easily detect, diagnose and remediate employee IT issues

## Monitor your critical remote working services

Gain the necessary insight to monitor, manage and sustain a positive remote-working experience with a detailed breakdown of the health and quality of employees' critical tools and services, such as their devices, collaboration tools and network performance.

- Check the status of your different device types, whether virtualized or local
- Gain collaboration tool performance insight to ensure they are running without disruptions
- View employees' current remote network response time to instantly troubleshoot any issues
- Visualize different usage and performance trends over your remote ecosystem



## Engage with your remote workforce

Collect employees' remote working sentiment based on tailor-made remote working Engage campaigns, providing IT with an understanding of remote workers' current productivity and satisfaction to prioritize instant support to those who need assistance.

- Engage with employees to determine if they need help with their remote digital experience
- Drill down into an individual user timeline to diagnose issues for employees requiring assistance
- Analyze employees' preferences and feedback about their current remote experience
- Gain HR-related insight about remote satisfaction and facilitate targeted corporate announcements

[DOWNLOAD LIBRARY PACK](#)