

BMC - Nexthink Integration

Enhancing IT Service Management visibility, context and capabilities with DEX intelligence

Digital employee experience (DEX) intelligence provides organizations with greater visibility and understanding of the actual usage and experiences employees have with their digital workplace. By embedding employee-centric insight into their BMC environment, IT can drastically broaden the scope of accessible data and capabilities in their IT Service Management (ITSM) activities to become more proactive.

The benefits of an optimized ITSM ecosystem quickly become apparent – reduced incidents, issues solved before ticket submission, improved employee experience, avoided redundant support calls and decreased operational costs, to name a few.

Key Capabilities

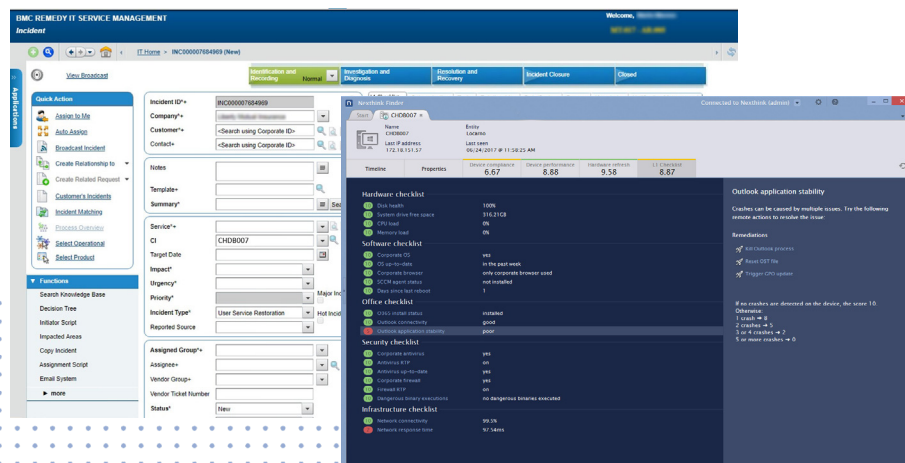
The BMC-Nexthink integration automatically detects and reports DEX issues along with employee-centric technical and sentiment feedback for a highly contextual incident management process. IT can proactively act on this insight to resolve employee frustrations before involving the service desk. The correlation of DEX intelligence, event data and automated remediations enables the lightning-fast diagnosis and resolution of concerned devices. Key features of the integration allow IT to:

- Automatically keep the Configuration Management Database (CMDB) up to date with real-time analytics and user sentiment data to improve asset tracking, root cause analysis and compliance management
- Embed remote actions and automated remediations in the incident management process to empower service desk associates to take proactive action and instant remediation
- Launch Nexthink investigations directly from BMC to gather and correlate real-time technical performance or employee experience data needed for instant diagnosis
- Access a customized interface in BMC to visualize key Nexthink information, such as L1 checklists, DEX Scores and other support views

“We rely on Nexthink product capabilities to enhance service management across the enterprise, to be able to understand how experience is perceived by the end user within the enterprise, and then drive impactful transformation within the company.”

Bruno Pinon

Future of Work & Digital Workplace, Fujitsu



Nexthink Integrate

Nexthink is the leader in digital employee experience management software. With Nexthink Integrate, IT teams can enrich their current IT ecosystems by embedding their real-time experience data and automation into any preferred 3rd party solutions and chatbot technologies.