

4me - Nexthink Integration

Accelerating problem solving with 4me

Digital employee experience (DEX) intelligence provides IT teams with greater visibility and understanding of the actual usage and experiences employees have with their digital workplace. With Nexthink data and capabilities accessible directly in their 4me enterprise service management solution, users can accelerate problem solving and become more proactive.

The 4me-Nexthink Integration allows IT to better understand service consumption, as well as the impact of poorly performing IT assets on employee productivity and satisfaction. IT can proactively act on this insight to resolve employee frustrations before involving the service desk by leveraging automated remediations and self-healing tactics directly from their 4me environment.

This official and standardized integration can be implemented in a matter of minutes and applies to all past, current and future instances for all 4me and Nexthink users.

Key Capabilities

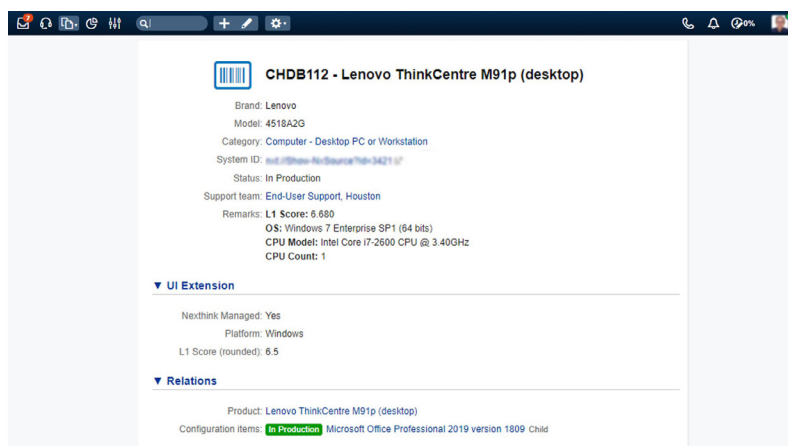
The 4me-Nexthink Connector enables organizations to integrate Nexthink hardware, software and experience data into their 4me environment to keep their 4me Configuration Management Database (CMDB) synchronized with relevant Nexthink intelligence. Key features allow IT to:

- Automatically keep 4me's CMDB up to date with Nexthink intelligence and maintain CMDB-relations between hardware, software and experience data
- Visualize real-time user and device information on L1 score cards in 4me to gain actionable insight over device and user experience
- Automatically generate, classify and assign a service request to the correct team, based on changes in DEX events
- Invoke Nexthink remote actions and launch Nexthink Finder directly from the 4me console
- Configure and specify which Nexthink data types they want to see in the Configuration Item (CI) records

“[The integration] introduces the Nexthink digital employee experience aspect to 4me's enterprise service management capabilities. Quickly removing IT issues for employees, without waiting for them to contact their service desk, provides a better work environment and increases productivity.”

Cor Winkler Prins

CEO and Co-founder, 4me



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.