

Nexthink Application Experience

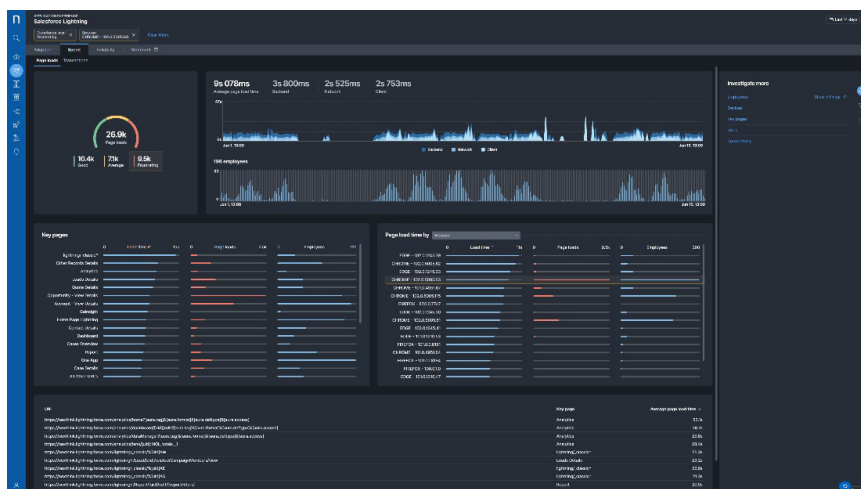
Accelerating Employee Productivity with Web and SaaS Applications

The criticality of complete application experience

In a world where digital transformation is fundamental to business success, the adoption and productive employee use of critical business applications has a new level of urgency. IT departments and application owners struggle to achieve timely, successful application rollouts and manage applications cost-effectively. The lack of continuous employee-centric insight and actionable visibility into all aspects of SaaS application usage, health, and sentiment leads to several critical issues. These include delays in application adoption, increased service desk incidents, poor employee productivity, growing pressure for shadow IT, and costly over-licensing.

Contextual, real-time application experience at scale

Nexthink delivers actionable and comprehensive real-time visibility into employee adoption of – and experience with – all web and SaaS applications. Real-time monitoring and intelligently guided troubleshooting deliver proactive management of application health as experienced by employees. Deep insight into employee usage, usability, and application performance provides contextual sentiment that accelerates employee adoption. Improving employee satisfaction and productivity enables the business to tightly align license costs with actual usage to maximize the value of all applications across the business. Nexthink's comprehensive visibility into the performance, reliability, and adoption of all applications unlocks their true potential to ensure a positive digital experience - allowing your business and employees to thrive.



“This level of visibility into web application performance and adoption from the employee’s perspective was never possible before.”

David Paul

TRC Companies, Director,
IT User Experience

Key Benefits



INFORMATION TECHNOLOGY

- Gain real-time visibility into all aspects of employee application experience - eliminating blame-game meetings to save staff time
- Reduce application tickets by identifying and fixing issues before impacting employee productivity
- Ensure employee sentiment and productivity with self-help and guided learning
- Reduce unnecessary software license costs and eliminate shadow IT



BUSINESS/ APPLICATION OWNERS

- Speed application adoption rates with in-context employee workflow guidance
- Reduce license costs by aligning with actual employee usage requirements
- Improve application investment ROI with faster adoption, better performance, and outstanding employee experience



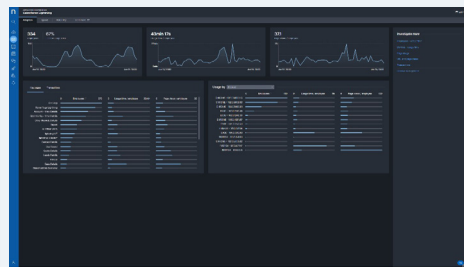
Comprehensive real-time visibility into web and SaaS application experience

Nextthink Application Experience provides the proactive visibility and actionability required across your entire estate. Real-time visibility into employee experience spans Windows and macOS, physical and virtual infrastructure and applications (on-premises, hybrid, and hosted) down to individual transactions. The result - higher levels of user satisfaction and productivity, tight alignment between application licensing costs and actual usage, and maximized value from your investments in business applications.



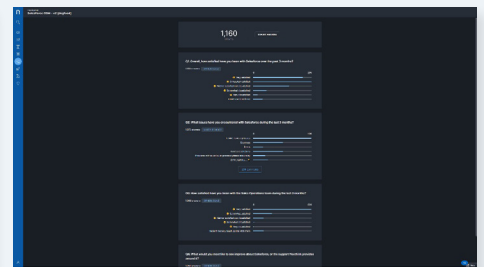
Gain the full picture of application health

Employee-centric real-time monitoring of speed and reliability of all web applications - including SaaS applications - ensures rapid, proactive, and focused remediation efforts. Rapidly find - and automatically fix - application issues before employees are adversely impacted. Know exactly which clicks in your applications are performing poorly to understand the full scope of the issue.



Put employee sentiment front and center

Technical data is only half the story – only your employees can tell you about their actual digital experiences using business applications. Gathering and correlating employee sentiment with technical metrics enables proactive, full-context management of the entire digital employee experience across all business-critical applications.



Accelerate adoption and reduce costs

Maximum business application value requires employee adoption and productive use of licensed features. Nextthink gives life-cycle insights into how (and if) employees are adopting and using applications, including which features are used, how they perform, and employee sentiment while using them. This deep, continuous insight closes the gap between what is licensed and what is truly in use – accelerating adoption while reducing costs and shadow IT pressure.

Learn More

Nextthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences at the device and web browser level – freeing IT to progress from reactive problem solving to proactive optimization. Nextthink enables more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland, and Boston, Massachusetts, Nextthink has 9 offices worldwide. Learn more at nextthink.com