



# Nexthink Infinity

Clinician Centric IT That Works



## Eliminate the Stress of Clinical Applications

70% of technical issues encountered by physicians and nurses go unreported. Unknown and ongoing issues cost valuable time with patients and reduce the quality of care, contributing to burnout and attrition. Overcome these barriers to service and see the full scope of issues across every endpoint and application whether local, VDI, or in a browser.

## Identify the Patterns and Fixes that Matter

With Nexthink, your IT team can see, diagnose, and fix issues on any endpoint across your entire organization in real time. The Infinity platform delivers endpoint telemetry and employee feedback so you can see technology from the employee perspective. Understand local resource constraints, network connectivity and latency, and application issues no matter how they are delivered. Nexthink allows health systems to do more with less, delivering cost savings and better outcomes that improve care.

## Nexthink Customers See Real ROI

- Texas Health System realized an ROI of over 300% through support escalation savings, 90% reduction in clinical application crashes, and software license reclamation.
- New Jersey Health System Saved \$900k on Hardware Refresh.
- Midwest Health System Saved \$500k on Clinical Workstation Refresh.

## Benefits for Clinical Staff

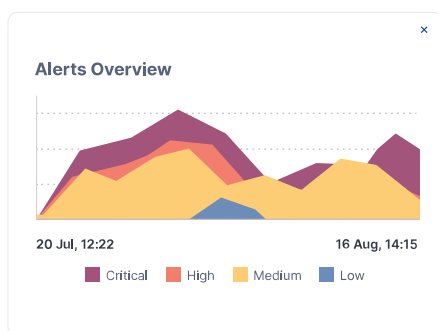
- Increase time with patients and improve outcomes of care
- Improve clinical productivity and workstation compliance
- Reduce terminal fatigue and burnout

## Benefits for Organization Staff

- Easy issue reporting and self-service resolution for common issues
- Improve collaboration and remote work experiences

## Benefits for IT

- Proactively improve technology service and IT reputation
- Optimize hardware and software spend based on usage data and feedback
- Reduce ticket volume and time to resolution



## Real-time Alerting

See issues the moment they occur on any device, so staff don't need to open tickets.

Analysis summary			How to fix it
Version	Crashes	Crash ratio	
1.2.0.8864	201	91%	
1.2.0.4664	12	14%	
1.2.0.7161	4	<1%	
1.2.0.19260	1	<1%	

## Diagnostics & Analytics

Immediately identify the root cause of an issue and find all affected devices across the organization.

Name	Supported Platforms
Set Power Plan	Windows
Update Teams	Windows
Get Battery Status	Mac OS, Windows
Update VPN	Windows

Execute on 33 devices

## Automation & Remediation

Easily execute changes on any number of devices in seconds, resolve issues at scale, and measure the improvement.

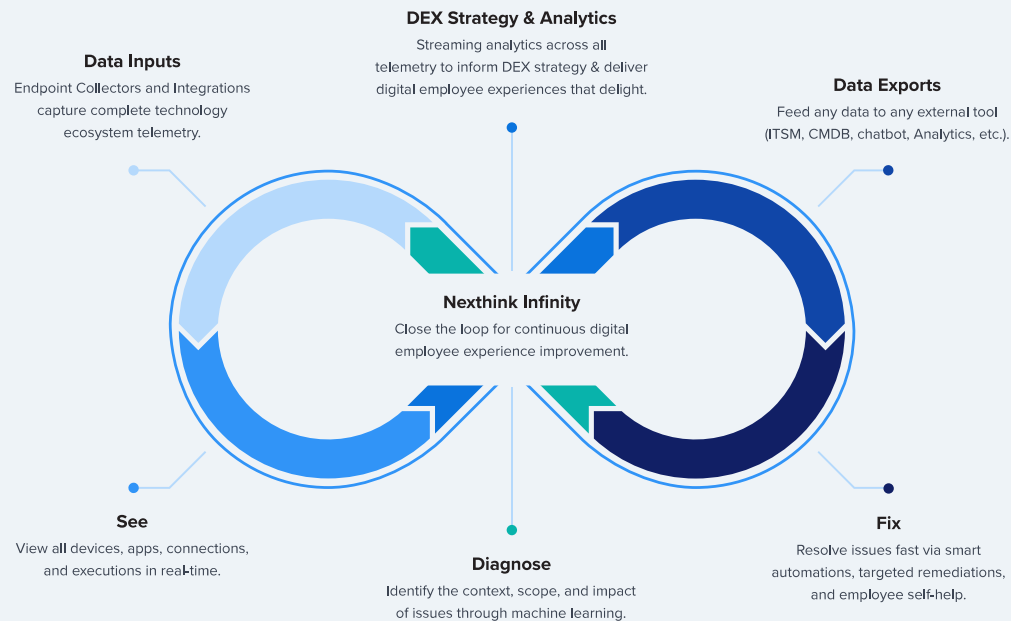
[With Nexthink] we have more insight into what's going on, and we can be proactive when resolving issues."

**Director, Endpoint Technical Services**

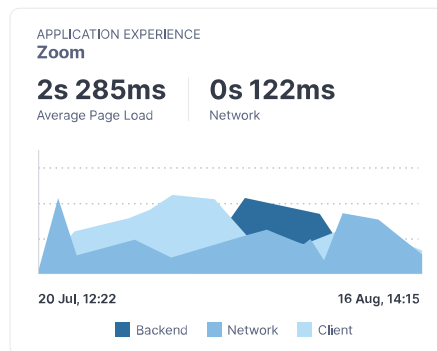
Midwestern Health System

# How Nexthink Infinity Works

Infinity is a holistic platform built to iterate and continuously improve experience in the digital workplace.

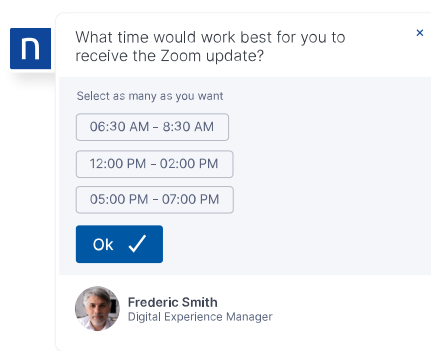


## Extend Nexthink Infinity Platform to Address Hybrid Work Challenges



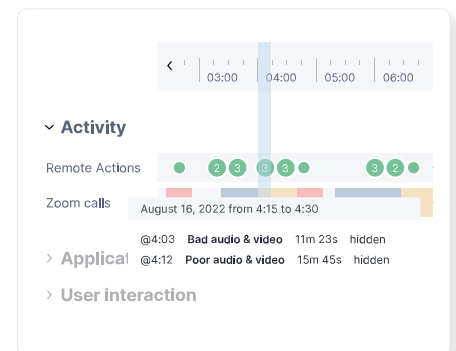
### Nexthink Application Experience

Gain visibility into how all applications are adopted and experienced by employees, boosting performance and optimizing costs.



### Nexthink Employee Engagement

Unlock employee engagement with targeted, attention-grabbing two-way communications.



### Nexthink Collaboration Experience

Ensure dispersed team productivity via deep visibility into employee experience using the collaboration tools they rely upon.

## Learn More

Nexthink 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. Nexthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland, and Boston, Massachusetts, Nexthink has 9 offices worldwide. Learn more at [nexthink.com](https://nexthink.com)

