Nexthink | Power BI

Power BI - Nexthink Integration

Enhancing Business Analytics with Digital Employee Experience

Business analytics (BA) and Business intelligence (BI) are key elements of an organization, allowing IT teams to analyze, manage and contextualize past and current data to make more informed decisions. Indeed, the effectiveness of business processes and IT services ride on IT's ability to process data efficiently. However, BI and BA tools often focus on technical data only, overlooking the enterprise's most important factor - the employee.

Nexthink's digital employee experience (DEX) intelligence combines technical and sentiment insight to provide greater visibility and understanding over the actual usage and experiences employees have with their digital workplace. This data should never be siloed. From an analytics perspective, keeping the employee experience in mind during decision-making is key to ensuring the successful delivery and adoption of changes to the digital landscape.
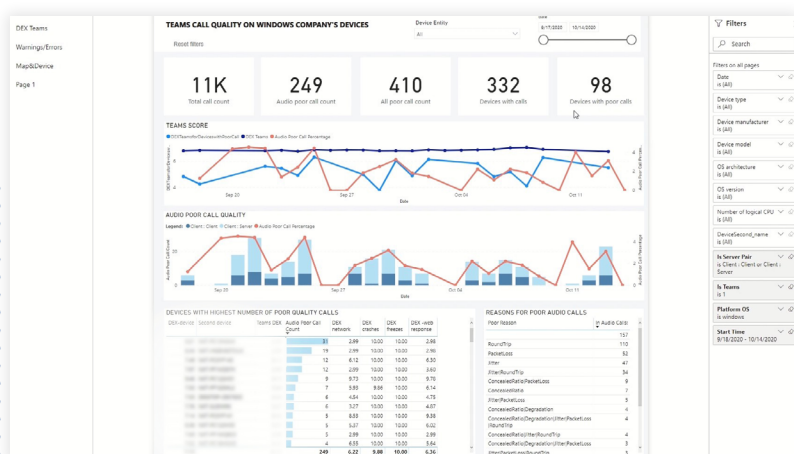
Digital employee experience as a data source

Using Nexthink Integrate, IT can export Nexthink intelligence to Power BI, enabling BA and BI teams to visualize and consume Nexthink DEX and event data for specialized use cases on dedicated dashboards. This is extremely valuable when BA teams need to regroup and correlate 3rd party data sources into a single source of truth, opening a wide range of analytics and intelligence opportunities for reporting, decision-making or monitoring. This integration can be done through a direct web API or by going through the flexibility of Azure Data Lake Storage (ADLS) leveraging Nexthink's event connector.

Integrating employee-centric metrics, scores and insights into data processing activities allows IT to correlate technical with sentiment data, providing unique visibility and context into employees' actual sentiment, usage and experiences. Organizations can take a more proactive approach in their decision-making by keeping employees at the center of change and innovation and ensuring adoption, performance and, ultimately, satisfaction.

> "Digital experience goes beyond just the performance and the hard factors of the workplace, the laptop, applications, etc. For me it is also very important to look at the sentiment and the experience that people perceive."

Jelmer Berendsen
Enablement Lead, Digital Workplace, ABN AMRO

Example: Teams Call Quality Dashboard correlating Microsoft Teams data with Nexthink DEX intelligence

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.