nexthink

$500 Billion On The Line

How Nexthink helped this financial services firm keep $500 Billion in assets, 2,500 digital workers, and 24 offices all humming in digital harmony.

You don't become the largest financial investment firm in the world without reliable, modern digital technologies and systems. With around half a trillion in assets, this customer's entire business depended upon hyper-fast digital transactions and information delivered in nano-seconds from the world's most competitive stock markets.

Unfortunately for the IT department, an extensive amount of their time was spent trying to troubleshoot more and more technology disruptions that threatened the company's very business model.

With so much on the line, Nexthink was able to help this customer simultaneously repair multiple key IT initiatives, improve their employee digital work experience, and safeguard their company's stellar financial reputation.

This is their story....

HIGH STAKES

One of our customers, a leading financial investment firm, asked to remain anonymous for the purpose of this case study. They employ 2,500 digital workers spread across 24 global offices. Their business objective is to create a positive economic impact and long-term value for their investors, companies, and partner communities—and they currently manage around $500 Billion in assets.

In the fast moving world of stock exchanges and financial markets, speed and security are absolutely fundamental to the success of our customer. Thousands of people rely on their expert investors and strategists to make tough financial decisions and respond instantly to market demands. For example, even the slightest of delays with their integration to say, TD Ameritrade, could risk their business millions in financial capital and ruin their reputation.

THE STRUGGLE IS REAL

The Senior Vice President (SVP) of the Innovations Team used to say that before working with Nexthink, "the struggle was real". Though his company had a strong reputation for delivering sound financial advice and swift action, the reality was that their digital employee experience was unreliable and disruptive for both employees and customers.

Whether it was their customer portal, digital dashboards, mobile app—you name it—end users experienced frequent bluescreens, crashes and lags. The worst part was that few employees actually reported their problems, so the IT department often remained oblivious. And when end users did submit tickets, the help desk often scrambled to identify the root cause behind many of these issues. Rather than fix problems they would spend time playing "guess the culprit".

> " The Nexthink platform has been massively helpful for me and my team. "

Senior Vice President
Financial Investment Firm

By The Numbers

2,500
Digital Workers

24
Global Offices

$545 Billion
in Assets

So in order to stay competitive, this customer's technology stack had to be flawless and secure—whether we're talking investor video calls, customer dashboards, mobile apps—every digital touchpoint played a crucial part in supporting their business and reputation.

Ultimately, the IT department needed a solutions platform that would grant them real visibility into their employees' computing problems and the ability to proactively manage their digital experiences with precision and speed.

RIPPING OFF THE BLINDFOLD

With Nexthink, this customer was able to immediately view multiple endpoint and end user data points that they never had access to before. Using our automated alerts, the department started to detect existing and nascent end user issues and they were able to immediately fix them with Nexthink remediation scripts and scale those resolutions across their 24 global sites.

In addition, their IT department used Nexthink to wield several large scale business deployments in the midst of their house-cleaning project. Rolling out Windows 10, Office 365, Zoom and an email migration into the cloud—they used Nexthink to manage each deployment with minimal disruptions from start to finish.

Finally, the IT department was able to pull in robust employee feedback and contextual data thanks to Nexthink's Engage module. In the past, IT struggled to receive anything more than 10% of employee responses from their satisfaction surveys, but in just their first campaign with Nexthink they received an 82% response rate! These responses also revealed critical insights into why users were and were not utilizing certain business applications!

> "It felt like it got to the point where employees actually expected the worst to happen."
>
> **Senior Vice President**
> Financial Investment Firm

82% Response Rate After Working with Nexthink

Before Nexthink: 10%
After Nexthink: 82%
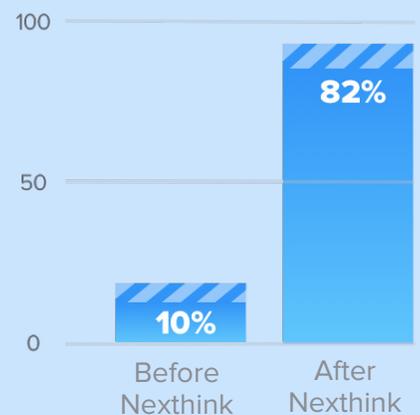
EYES ON THE FUTURE

The goals for this customer's technology team only got bigger from there on out.

Next year they plan to push more of the company's workload into the cloud and bring in 100 new employees that require a mix of unique work stations and digital demands. Nexthink will be there every step of the way to guide their IT team with technical play-books (answering the "now what?" for every conceivable IT issue), offer access to an expanded community forum where users can collaborate with other Nexthink customers, and assist them with an enhanced solutions platform with more robust dashboards and integrations into popular ITSM tools.

Finally, the IT department is the one helping to push their business forward, instead of holding it back.

> "Nexthink reveals eye-opening things we had never seen before."
>
> **Senior Vice President**
> Financial Investment Firm

NEXTHINK

Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily experiences of technology at the device 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 10 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nexthink has 9 offices worldwide.

Have questions about the
Nexthink platform?