



nexthink

Vitality

Healthy IT, Healthy Business

Learn how this international health insurance company used Nexthink to help their IT department keep pace with the hyper growth of their business.

Back in 2014 Vitality underwent a joint venture and rebrand that spurred massive growth in their company. By 2017, they had launched a suite of new investment products and reached 1 Million members.

There was only one problem: Vitality's IT department was ready to push ahead but they lacked real visibility into the digital demands of their employees and their ability to delight their customers.

But with Nexthink, Vitality's IT department not only caught up to their company's demands, they helped shape a roadmap for their future business plan and market strategy.

This is their story...

WITH MORE MARKET POWER COMES GREATER DIGITAL EXPECTATIONS

Vitality is a health insurance company whose core purpose is “to make people healthier and to enhance and protect their lives.” They partner with popular global brand names and offer discounted benefits to customers that live a healthy lifestyle.

In 2014, Vitality’s partner company, Discovery, bought 100% of the shares of its joint venture with PruHealth and PruProtect to rebrand as VitalityHealth and VitalityLife. This translated into a period of massive growth for Vitality, who by 2017 launched a suite of new investment products, services and rewards programs (with big names like Starbucks, Amazon Prime, and Virgin Active), and reached a customer base of over one million.

Unfortunately, as Vitality’s business expanded so did the digital demands placed on their IT support team. Vitality employees and customers interacted with each other more and more via their online investment, health, and life insurance portals, and they relied on digital integrations with popular tech products like Amazon Echo, Prime, Fitbit, Apple Watch and other leading brands.

But like so many other enterprise companies that undergo rapid growth and technology demands, Vitality’s IT department struggled to respond fast enough to the flood of questions pouring into their help lines. It would take a unique opportunity and a partnership with Nextthink to gain control over their technical problems.

PULLING OUT THE ROOTS OF VITALITY’S TECH PROBLEMS

When it came to basic troubleshooting, Vitality’s help desk agents typically had to log into multiple screens just to understand their employees’ technology problems, which made their work unnecessarily complex and time consuming. Steve Amos, IT Customer Experience & Operations Manager at Vitality notes “prior to Nextthink, my agents would spend 7-10 minutes logging into various screens while troubleshooting commonly reported issues to the service desk.”

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Steve Amos,
IT Customer Experience
& Operations Manager, Vitality

In addition, Vitality's L1 support line would often pass most tickets to their L2 support engineers, burdening them with the responsibility to resolve tricky end user incidents that the L1 team couldn't solve. This of course caused some tension in the department which needed to be reconciled.

And finally, the IT department as a whole struggled to effectively communicate with their employees—they'd often send out important notices that their colleagues would ignore or redirect to their junk box, only to then phone the help desk days later looking for guidance.

AN OPPORTUNITY PRESENTS ITSELF

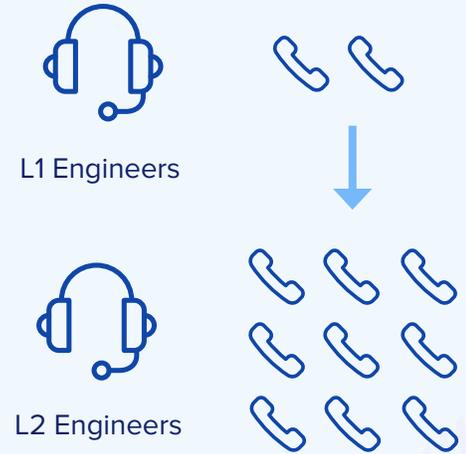
A recent transformation from Windows 7 to Windows 10 across the entire organization presented the perfect opportunity for Steve and his team to advocate for a solution that could help them better monitor their new environment and respond faster to the expectations of Vitality users. After a detailed discovery phase, Vitality picked Nexthink for its superior solutions capabilities.

For Steve, a principle part of Nexthink was its ability to integrate with their go-to ITSM tool. Vitality's principal configuration tool could only get them so far with troubleshooting endpoint issues. Ultimately, Steve needed an integration solution that would expand his team's visibility into the rest of their IT infrastructure so they could find and fix incidents faster and more proactively.

Nexthink did just that. It provided an easy yet powerful integration that helped transform the way Vitality's help desk could isolate and resolve incidents. By passing unique endpoint data into their ITSM tool, Nexthink was able to provide Vitality's help desk agents with a more expansive L1 checklist—and present this information all in a single pane of glass.

After the integration, Vitality's service desk agents could instantly access an updated L1 checklist on every ticket logged, showing real-time information on all endpoints connected to that ticket.

L2 Support Overloaded



“The integration with Nexthink and our principal ITSM tool took only a few seconds. It was as easy as loading an application and configuring it to talk to our Nexthink instance. That’s it. Very simple!”

Steve Amos,

IT Customer Experience
& Operations Manager, Vitality

This simple yet powerful consolidation of end-user data helped Vitality’s agents respond faster to end user requests, and for the first time, it allowed them to proactively reach out to any users that were likely to experience crashes, lags, bluescreens and other computing problems. This new, proactive capability helped improve communication between IT and the employees, remove disruptions to workers, and elevated the IT department’s prestige in the company—they were no longer seen as a follower but instead a pace setter.

Vitality’s support team was able to act quickly off the Nexthink-backed checklist because it is clear, color-coded, and easy to check key hardware, software, and security health information.

Vitality also used the Nexthink platform to repair their overburdened L2 support line by equipping the L1 team with more advanced troubleshooting capabilities. As a result, the L1 support agents were able to take advantage of Nexthink’s endpoint data, see entire incidents unfold before their eyes, and take on more problem-solving work. By lifting the burden of tickets that often fell to the L2 team, Nexthink helped the department empower their own support agents and improve their spirits.

In addition, Vitality’s IT team used Nexthink to help them eliminate potential security risks that would have threatened their brand and digital customer experience. In the Nexthink platform, Amos’s team was able to locate several outdated versions of anti-virus software on their machines and quickly fix them with Nexthink’s one-click remediations—a simple yet significant task that could have proved costly if Vitality didn’t have Nexthink there to keep a watchful eye.

Enhanced Checklists

HARDWARE CHECKLIST

5	80%	✓ Disk Health
10	134.16GB	✓ System Drive Free Space
10	0%	✓ CPU Load
10	0%	✓ Memory Load

SOFTWARE CHECKLIST

10	yes	✓ OS up-to-date
0	not installed	✓ SCCM Agent Status
0	14	✓ Days Since Last Reboot

SECURITY CHECKLIST

10	yes	✓ Corporate Antivirus
10	on	✓ Antivirus RTP
10	yes	✓ Antivirus up-to-date
10	no dangerous binaries executed	✓ Dangerous Binary Executions

WITH EYES ON THE FUTURE

For many customers like Vitality, Nexthink's powerful integrations helped them achieve both their immediate IT objectives and also secondary goals, like elevating employee spirits and confidence. After customers realize the benefit Nexthink provides for their key ITSM tools, they start to explore and realize the rest of the platform and how it can truly shape the digital employee experience.

Looking ahead, Vitality's IT team is now in a position to expand their capabilities with Nexthink and resolve more IT incidents using powerful automations and alerts. Vitality has tapped Nexthink to help their first-line support team become even more technical and agile. Ultimately, Vitality is using the Nexthink solutions platform to help position their business around strong, influential employee and customer work experiences—a lesson all leading companies are striving to achieve.

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.

“Different functional support teams have gained huge value from Nexthink's in-depth information, we've seen benefits from growing employee spirits and confidence, and IT's standing has never been better.”

Steve Amos,
IT Customer Experience
& Operations Manager, Vitality

Have questions about the
Nexthink platform?

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