

Accelerate™ Expert

A technical advisor for customers looking to extend their Digital Employee Experience team

Accelerate your time to value with a dedicated Nexthink Professional Services Senior Consultant as your organization's primary technical contact and trusted advisor, the "Accelerate™ Expert".

Accelerate™ Expert's long-term engagement allows for a more in-depth understanding of your organization's initial Nexthink implementation as well as the initial business drivers and subsequent requirements as they evolve.

Acting as a trusted member of your extended team, the Accelerate Expert can use this understanding to offer specific tailored advice and insights within your unique business environment, based on their own deep knowledge of the Nexthink product and features as well as access to latest best practices drawn from our global consulting organization.

As part of the Accelerate™ Expert service offering, regular cadences will be put in place to review ongoing health and strategic analysis, ensuring continued growth and alignment to strategic initiatives.

Service Summary

- **Trusted Guidance:** Consulting of your team on how to provide maximum benefits of the Nexthink Platform.
- **Actionable Insights:** Conduct of trending and ad-hoc analytics on the Nexthink data and scores to identify areas of focus and provide actionable insights
- **Content Expertise:** Transformation of actionable insights into value-added use cases that can be leveraged with strategic automations and a powerful orchestration.

The Accelerate™ Expert will schedule regular cadence workshops and review meetings as forums for providing advice and guidance as well as setting and reviewing engagement priorities.

As an embedded member of the team, the Accelerate Expert will work eight hours per week both remotely and optionally onsite as needed subject to additional travel and expenses which will be billed separately.

To further the insights and understanding of your platform, every other months, trending reports and focused analytics are provided allowing you to transform your experience data into actionable insights.

Timeline

The Accelerate™ Expert service lasts for the duration of the contracted period.



What you achieve

- Continued deployment and rollout of your existing and new use-cases
- Faster analysis and superior results due to focus on outcomes and actions
- Identification, prioritization, analysis and built of added value cases
- Maximize adoption
- Positive reinforcement of your Nexthink team



What we deliver

- Serve as Nexthink product expert advisor and primary technical contact
- Provide regular cadence of workshops and review meetings to assist with:
 - Ongoing monitoring, assessments, and proactive recommendations
 - Analysis of configurations to identify performance bottlenecks
- Advise on best practices relating to:
 - Security, roles and privileges, privacy, and data management
 - Compliance and efficiency standards
 - Architecture and design, the Nexthink data model
 - Nexthink features (live dashboards, remote actions, flows,...)
- Share insights to facilitate the identification of new use-cases and extend Nexthink value delivered
- Review technical issues and challenges as to best leverage Nexthink capabilities for resolution acceleration
- Empower internal teams with the skills and insights to manage Nexthink effectively