HyperCare

Achieve rapid value and maximize adoption post-go-live with an experienced Nexthink practitioner

Going live with Nexthink is just the start of the journey. To realize the full benefits of the Nexthink solution, your organization needs to embed its usage with key users and adopt the best practices that will allow you to continuously improve the employee experience.

At Nexthink we recognize that this can be a challenge for some organizations and so we offer our HyperCare service to provide an intensive level of go-live and post go-live support and advice related to the use-cases your organization has chosen to implement and deploy.

HyperCare gives your organization the reassurance that it can realize its investment in Nexthink as rapidly as possible.

Engagement Structure

At the commencement of the HyperCare engagement, the consultant will work with you to agree the engagement plan and priorities. Within the engagement plan, regular project review meetings will be scheduled to review progress and adjust priorities.

Typically, the HyperCare consultant will work remotely with your team during the three months following implementation for one day per week. The exact schedule will be determined as part of the engagement process.

Timeline

The HyperCare service has a duration of 3-months from the agreed start date.

Contact us

Reach out to us to learn more about how the HyperCare service enables you to rapidly achieve your goals and long term success with Nexthink.

CONTACT US

Key Benefits

- Deploy and rollout existing use-cases

- Continue best practice knowledge transfer

- Maximize adoption

- Give positive reinforcement for your Nexthink team

Responsibilities

The HyperCare consultant responsibilities will include general platform advisory on the features and capability of Nexthink and specifically:

- Support the deployment of your existing use-cases

- Use ongoing platform guidance related to live dashboards, alerts, investigations and remote actions

- Advise on Security, roles and privileges, privacy and data management

- Navigate the Nexthink data model

- Transfer knowledge on data interpretation

- Facilitate and attend regular review meetings and next step recommendations