

G Suite and Nextthink

Championing Cloud-Based Workforce Productivity and Engagement

SHIFTING TO THE CLOUD

The rapid advances in the areas of cloud computing and digital workplace technology have changed organizations' perception of which factors enable workforce productivity. G Suite's recent growth to over 5 million business users is a testament to this shift. Entirely cloud based, G Suite offers a wide range of features aimed at moving employees to the cloud to enhance their productivity, mobility and collaboration.

From an IT perspective, reducing on-premise IT support might seem like good news, but it also brings with it a fundamental change in service delivery management. IT needs to rethink component criticality as pieces of the IT landscape, such as network speed and browser performance, now become top priority. In addition, cloud computing makes it harder for IT to properly manage versioning or compliance in their own time as they now need to adapt to the vendor's release cycle. Without proper visibility over both the technical and user experience aspects of their G Suite landscape, IT will remain blind to areas of improvement.

EMPLOYEE-CENTRIC INSIGHT

Once you understand the entire Digital Employee Experience (DEX), the complexity involved in managing a cloud-based infrastructure looks a whole lot simpler. You will gain unmatched visibility into what impacts your employees' day-to-day G Suite interactions, and be able to correlate that information with relevant technical landscape metrics. With such actionable insight over both the critical components necessary to ensure a healthy landscape and end-users' experiences and activities, Nextthink finally gives you a tailored solution to manage G Suite delivery and employee satisfaction.

Accessing unique G Suite-specific DEX dashboards, metrics and drill-down capabilities, Nextthink unlocks IT Support and enables them to seamlessly detect vulnerabilities and remediate employee issues in real-time. Nextthink also allows IT to send dedicated engagement campaigns to either gather sentiment feedback about service experiences or raise awareness about changes and outages. With our expansive and practical capabilities, IT can easily set their desired state of compliance, match the most rigorous of corporate standards and prevent any deviations in performance and employee satisfaction.

BUSINESS BENEFITS

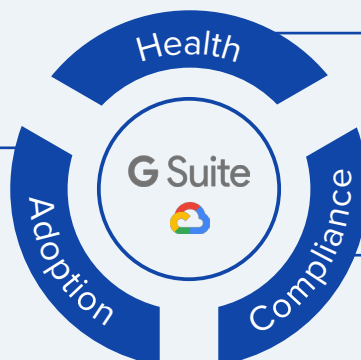
- Increase service management efficiency
- Proactively identify areas of improvement
- Optimize incident management
- Enhance workforce engagement
- Safeguard G Suite compliance standards



Nextthink's AI-enriched platform automates the collection and aggregation of real-time data from individual user devices and endpoints, facilitates autonomous remediation that scales across the enterprise, and provides metrics for instant visibility as well as continuous improvement.

Enterprise Management Associates, Inc

Engage with users to gain feedback and raise awareness to drive service usage, adoption and satisfaction



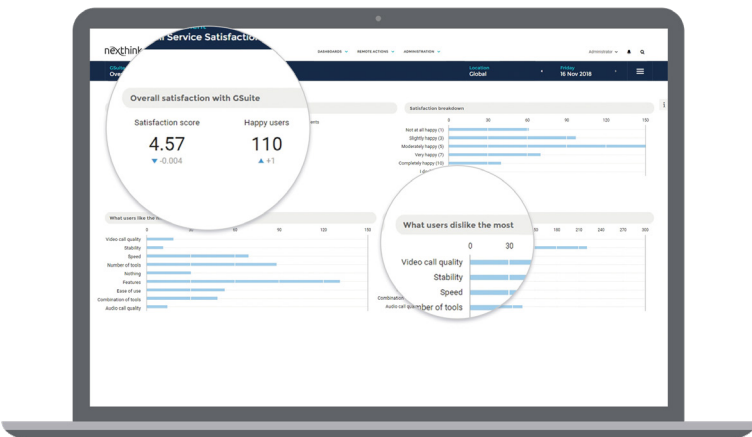
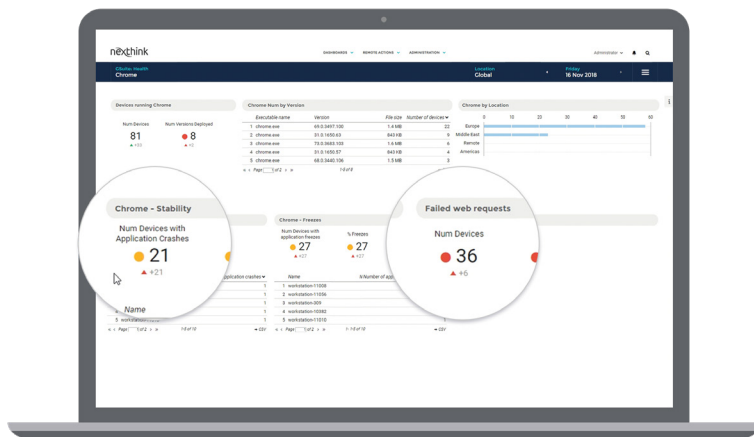
Understand your landscape from both a technical and sentiment PoV to optimize delivery and remediation

Maintain a desired state by ensuring control and compliance over security, usage, and performance

Ensure health and remediation

Complete infrastructure visibility and DEX actionable insight, up from the cloud and down to the device.

- Correlate technical metrics with user sentiment to understand employees' actual experiences
- Deploy health checks across all levels of the landscape to maintain service stability
- Proactively detect and remediate technical issues and employee frustrations



Drive awareness and adoption

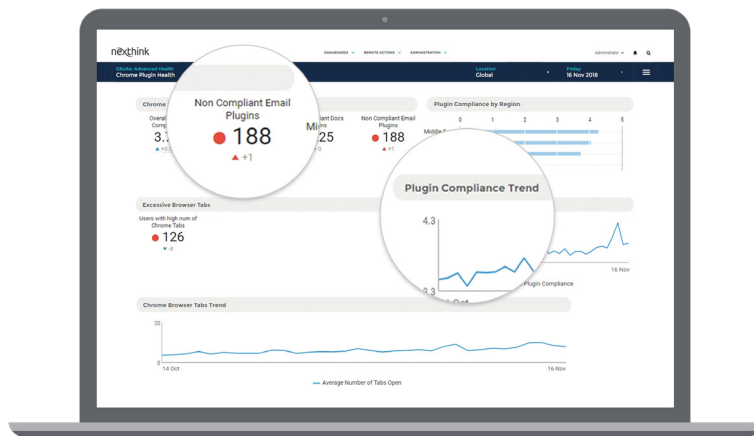
Effective workforce engagement with a dedicated 2-way communication channel.

- Collect employee feedback to continuously baseline sentiment and satisfaction
- Increase awareness with targeted communication about service changes and outages
- Understand employee consumption to contextualize technical performances

Maintain compliance

Risk-free management of a desired state to prevent production deviations.

- Monitor G Suite abnormal behaviours and manage consumption and versioning
- Ensure application and chrome extension compliance and act on non-compliant devices
- Oversee consistent backups, security checks and safe use of service



LEARN MORE

The Nextthink platform enables enterprise IT to measure, monitor and improve Digital Employee Experience. It drives the collection and aggregation of real-time data from all of your endpoints, facilitates automated remediation, and provides high-level metrics for instant visibility and continuous improvement. Learn more and schedule a demo at www.nextthink.com