

Experience Expert

Achieve rapid value and maximize adoption after service launch with an experienced Nexthink practitioner

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

At Nexthink, we recognize this can be challenging to some organizations. The Experience Expert service addresses this by providing ongoing enablement and advice for the critical three-to-six-month period following Nexthink service go-live.

Designed to give your organization the confidence to maximize the value of your investment, the Experience Expert service augments your team with an experienced Nexthink product expert practitioner.

Engagement Structure

The Experience Expert Professional Services Consultant will work with you to understand your priorities and agree on an engagement plan. To meet objectives and success metrics, the Consultant will schedule regular project review meetings.

As an embedded member of the team, the Consultant will work 8 hours per week and optionally onsite as needed.

Timeline

An Experience Expert service engagement typically lasts for 3 to 6 months post-go-live.

Contact Us

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

[CONTACT US](#)



BENEFITS

- Maximize Nexthink adoption and drive rapid value realization
- Knowledge transfer and product confidence
- Positive reinforcement and support for your Nexthink operations team



RESPONSIBILITIES

- Provide ongoing platform guidance related to:
 - Dashboards, investigations and remote actions
 - Security, roles and privileges, privacy and data management
 - Architecture and design
 - Nexthink data model
- Guide customers in identifying, analyzing and implementing new use cases
- Knowledge transfer on data interpretation and next step recommendations
- Facilitate and attend regular review meetings