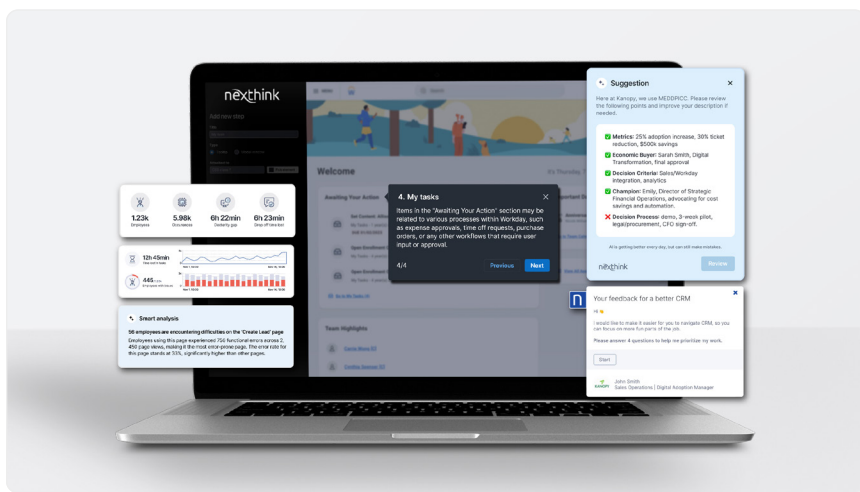


# Nexthink Adopt

Unlock Enterprise Productivity with Digital Adoption

## The High Cost of Poor Application Adoption

Even the best applications fail when employees struggle to use them. Complex interfaces, constant changes, and disconnected processes create digital friction. Training is forgotten, support tickets pile up, and productivity stalls. Without visibility into how employees interact with their tools, organizations risk failed rollouts, wasted investments, and frustrated users.



## Deliver Employee Productivity and Increase Application Value

Nexthink Adopt is the only DEX-powered digital adoption solution built to solve today's application challenges. Acting as an overlay on any browser-based app, Adopt delivers real-time guidance, in-the-moment training, and predictive analytics that show exactly where users struggle. With visibility into employee usage and application performance, teams can reduce errors, deflect support tickets, and boost productivity. Adopt goes beyond onboarding—it ensures employees succeed every time they log in. The result: faster adoption, continuous usage, better data accuracy, and measurable ROI on every application investment.

**\$200k**

saved on support costs in 9 months.



**91%**

increase in user engagement with in-app reminders.

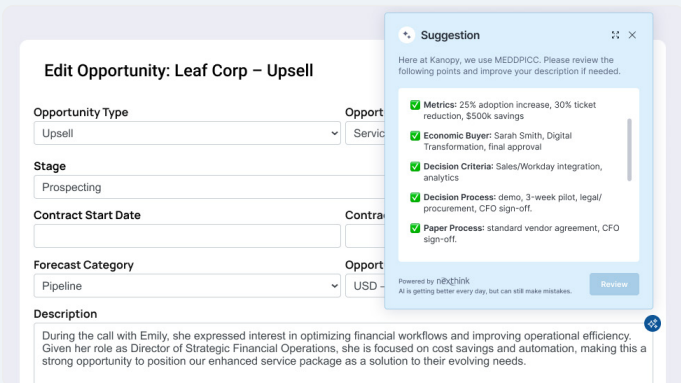


Adopt means my team spends less time on support and more time testing features, implementing products, and improving the employee experience.<sup>17</sup>

**Kayla Richardson**  
Senior Human Resources Information System Specialist  
Interfor

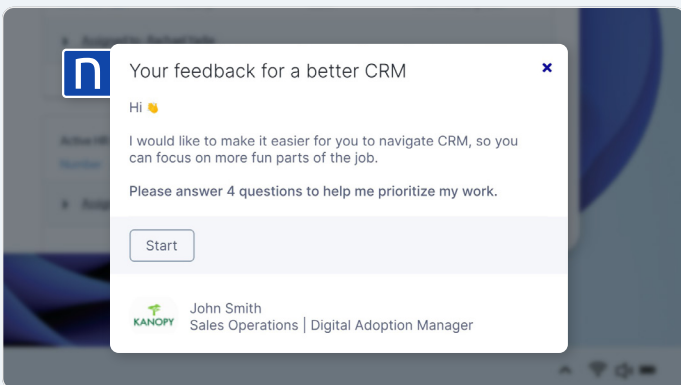
## Key Benefits

- Drive application adoption with in-app guidance and targeted desktop pop-ups
- Improve data accuracy through real-time field validation and contextual tooltips
- Reduce IT tickets with self-help and proactive troubleshooting
- Uncover friction points using predictive AI analytics to enable users to complete tasks faster
- Streamline change management with step-by-step walkthroughs and task reminders
- Gain full visibility into application usage, engagement, and performance with actionable dashboards



### AI-Powered In-App Guidance

Deliver contextual, step-by-step instructions and content suggestions right inside the application. Whether users are onboarding, completing infrequent tasks, or navigating complex workflows, they stay on track—reducing confusion, preventing errors, and boosting task completion without the need for additional training or hands-on support.

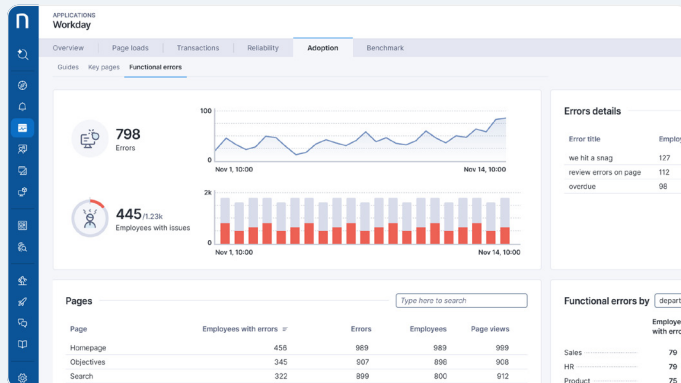


### Targeted Employee Communications

Reach employees wherever they are with targeted desktop pop-ups, alerts, and reminders—no need for them to be inside the app. From process nudges to policy updates, drive behavior change, improve compliance, and increase visibility across the organization.

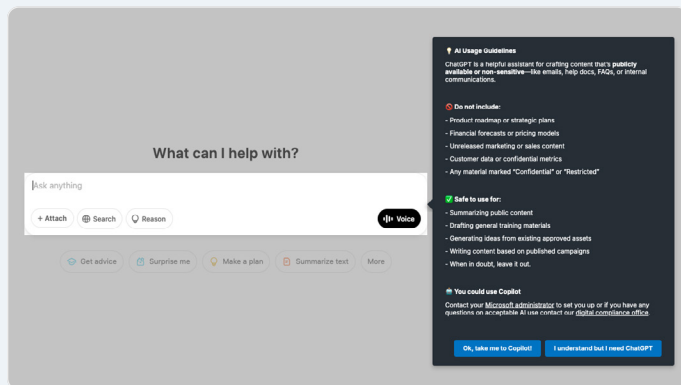
### Learn More

Nextthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences at the device and web browser level—freeing IT to progress from reactive problem solving to proactive optimization. Nextthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland, and Boston, Massachusetts, Nextthink has 9 offices worldwide. Learn more at [nextthink.com](https://nextthink.com).



### Predictive Analytics and Optimization

Identify digital friction before it becomes a problem. AI-powered insights that measure user behavior surface where users struggle, which workflows underperform, and where to intervene. This allows teams to proactively optimize the application experience and measure the impact of every change.



### Error Prevention and Field Validation

Prevent costly mistakes before they happen. Proactively detect data entry errors with real-time field validation and contextual prompts. Whether users enter payroll information or submit service requests, they complete tasks accurately the first time. The result: cleaner data, fewer support tickets, and improved compliance.