

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 subscription service allows for a more in-depth understanding of your initial Nexthink implementation as well as the initial business drivers and subsequent requirements as they evolve.

Acting as a trusted member of your team, the Accelerate™ Expert leverages years of experience in digital employee experience data, content management and creation, and analytics to help you efficiently deliver your commitment to your customers.

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.
- **Nexthink Labs** – Practical training on Technology and DEXOps subjects

The Accelerate™ Expert collaborates with you to plan recurring workshops and review meetings as forums for providing advice and guidance as well as setting and reviewing engagement priorities.

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.

As an embedded member of the team, the Accelerate™ Expert will work eight hours per week remotely or on-site. On-site hours, subject to travel and expenses, can be arranged as needed and will be billed separately.

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

- Collaborate with you in achieving your IT initiatives and programs
- Conduct monthly data analysis, baselining, and benchmarking
- Provide a deeper understanding of causes behind low digital employee experience scores
- Identify key areas requiring focus and prioritization
- Develop dashboards, investigations, remote actions, campaigns and flows aligned to your business objectives
- Maintain analytical dashboards and recommend automations based on ongoing analysis
- Regular checks on defined metrics to keep the program on track and meet goals
- Guidance towards enhancing existing ITSM process and Adopting New DEX Processes