

# Foundation Extended

Nexthink Professional Services Data Sheet

Gain self-sufficiency in record time. With Foundation Extended, our team of experts enables you to rapidly achieve your goals using our proven methodology for long term success.

Foundation Extended’s subject matter experts deliver personalized training and step-by-step guidance to help you meet your milestones and continuously demonstrate the value of Nexthink.

Partner with our dedicated team to fast track your value cases through a series of instructor-led workshops and enablement sessions tailored to your business needs.

At the end of your scope, the technical training, best practices, and customer success plan and value tracker will be your foundation for self-sufficiency and continued success.

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*We’ve had Nexthink for just over a year now and our IT teams rely on it heavily... I could go on for many examples, but just to say we consistently get value from our Nexthink implementation.”*

*[Read full review\\*](#)*



## Key Benefits

- Faster time-to-value with proven methodology and expedited value cases
- Greater long-term success with expert guidance tailored to your business needs
- Prevent budget overruns with outlined costs upfront
- Gain self-sufficiency through knowledge transfer and best practices
- Flexible, modular-based training approach with personalized and role-based educational plans
- Learn “Organizational integration” best practices as part of your customer success plan

## Deliverables

- Project kick-off and project management
- Customer success plan aligned to business objectives supported by key KPI’s and use case roadmap
- Operational readiness review workshops
- Technical deployment support
- Solution configuration including Single-Sign On, roles and access
- RACI and governance model
- Communication plan for awareness and messaging activities
- Adoption and utilization plan
- Tailored classroom and online training
- Implementation of a published integration

## Overview of Workflow and Activities

INITIALIZE	<p><b>Engagement Kick-off</b></p> <ul style="list-style-type: none"><li>• Validate the project goals and objectives</li><li>• Confirm project roles and responsibilities</li><li>• Stakeholder analysis</li><li>• Commitment on timelines</li></ul> <p><b>Review Readiness State</b></p> <ul style="list-style-type: none"><li>• Operational readiness workshop</li></ul> <p><b>Technical Design</b></p> <ul style="list-style-type: none"><li>• Technical activities workshop including hierarchy and entity design and collector deployment strategy</li><li>• System configuration including Single Sign-On via SAML, AD Enricher and roles and privileges</li></ul>
DISCOVER	<p><b>Strategy and Organization</b></p> <ul style="list-style-type: none"><li>• Organizational integration workshops covering Center of Excellence and RACI best practices and documented through with the Nexthink customer success plan</li></ul> <p><b>Training and Education</b></p> <ul style="list-style-type: none"><li>• Customized modular based training delivered through online Academy and instructor-led classroom training</li><li>• Role and person-based education plans</li><li>• Covers simple consumer training through to detailed technical administration and scripting</li></ul> <p><b>Adoption and Utilization</b></p> <ul style="list-style-type: none"><li>• Deployment and configuration of adoption library pack to track Nexthink usage</li><li>• Communications plan for internal stakeholders</li><li>• Adoption plan workshop and tracking plan</li><li>• Operationalization best practices</li></ul>
DEVELOP	<p><b>Integrate</b></p> <ul style="list-style-type: none"><li>• Deployment, configuration, and enablement of one published integration</li></ul> <p><b>Time to Value Acceleration</b></p> <ul style="list-style-type: none"><li>• Development and configuration of two value cases with supporting dashboards, investigations, remote actions and engage campaigns as required</li></ul>
OPERATIONALIZE	<p><b>Operationalization Readiness Support</b></p> <ul style="list-style-type: none"><li>• Use case and value tracker enablement</li><li>• Operational Readiness Workshop II</li><li>• Project closure workshop</li></ul>

### Why Choose Us?

Every customer completes Foundation Extended with a customer success plan and value tracker to ensure they meet their milestones and achieve success.

### Timeline

Typical timeline for this package is 8-12 weeks.

### Contact Us

Reach out to us to learn more about how the Foundation package enables you to rapidly achieve your goals and long term success with Nexthink. Contact us at [nexthink.com/contact](https://nexthink.com/contact).

[CONTACT US](#)