





# **A Year in the Life of a Nexthink Customer**



# Year One Outcomes

-  **\$2M** Cost Avoidance on Hardware Refresh
-  **277** Human Hours Saved per Month at the Service Desk
-  **78%** Reduction in BSOD
-  **86%** Improvement in Device Restarts in One Month

Read on to see how this global financial organization achieved these results in their first year with Nexthink.

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# 01.

## Client Goals for Implementing Nexthink

Like a lot of large organizations that deal with ever-increasing employee workplace issues and tight budgets, this global financial organization based in the U.S. needed a new strategy to optimize their digital workplace and support business productivity. With this in mind, their IT department acquired Nexthink. Asked to find strategies to facilitate long-term business growth and profitability, the workplace team planned a transformation of their digital workplace intended to create more resilient and adaptable systems and processes. As a first step, they outlined their primary objectives for Nexthink and established the success criteria for the transformation of their workplace, setting the groundwork for their proactive IT strategy.



### **Increase Visibility of Employee Experience for IT**

Pre-empt incident detection and faster root cause analysis.



### **Give Back Time to Employees and Business**

Make users more productive and improve their overall experience on the devices.



### **Increase Operational Efficiency in IT and Reduce Asset Costs**

Create automations to allow quicker resolution to issues.



### **Sustainable IT**

Create efficiencies of Carbon Footprint at Employee Workplace.



### **Improve Compliance**

Better adherence to company policies and upkeep of evergreen IT.

## 02.

# Getting Started with Nexthink

To begin the first year of their proactive IT strategy with Nexthink, the customer aimed to address the most impactful and straightforward use cases. By establishing team confidence and expertise in the tool on these simpler use cases first, they hoped to gain momentum with Nexthink to influence and improve more processes within the organization over time.

### Addressing Service Desk Volume

They began by focusing on the primary call drivers in their service desk. For this organization, PC hardware and accessories, VPN, Outlook, and Teams generated

the most incidents. The customer was able to manually handle some of the incidents, and for the rest, they leveraged automation to replicate the standard operating procedures to either target the issues in a self-healing manner or through the service desk.

Understanding that ticket reduction is a result of maintaining proactively healthy devices, they did not just focus on user-reported issues. Instead, once they had identified an issue on a single device, they used Nexthink to find all devices in their environment experiencing these issues and proactively fixed the identified problems for all.

## First Year Outcomes

### First Call Resolution (FCR)

The FCR rate increased from 72% to 78%. This improvement was achieved despite an increase in the types of tickets classified as solvable at the Service Desk.

### Average Handling Time (AHT)

The most significant achievement was the reduction in AHT. For tickets where automation was implemented, the AHT decreased by an impressive 33% for the targeted tickets.

**26%**

of overall tickets were handled using Nexthink single click solutions

**33%**

reduction in MTTR for targeted tickets

**31%**

reduction in overall intake volume for L2

**277**

Human hours savings per month at Service Desk

## Addressing Costly Field Support

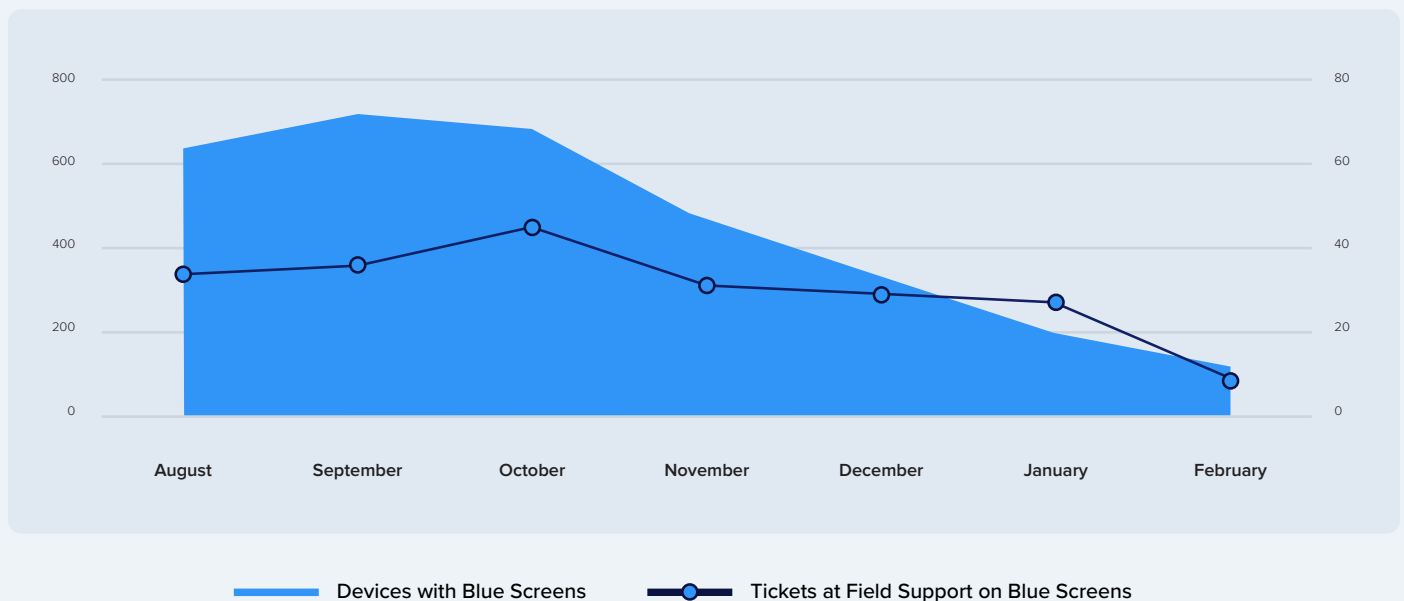
With the service desk well in hand, the team moved on to the next challenge. They started tackling the most expensive support tickets in their environment: Field Support tickets.

By focusing on the primary cause of field support tickets, the customer targeted the issue of Blue Screens of Death (BSODs) that led to device reimaging. Each reimage cost the customer \$150-\$200, depending on the user's location, not to mention the cost of lost employee productivity. With Nextthink, they were able to understand the root causes of BSODs, outdated drivers, and implement a permanent fix.

## First Year Outcomes

Before Nextthink, approximately 700 devices were experiencing blue screens (BSODs) each month. On average, 44 BSOD-related tickets required Field Support intervention monthly. By monitoring and proactively deploying updated drivers, the number of devices with blue screens decreased by 78%. Consequently, BSOD tickets were reduced to just 5 per month. Additionally, an NPS survey was sent for every proactive driver update, resulting in an NPS score of 84 for proactive resolutions compared to 54 for reactive tickets.

### Blue Screens and Tickets at Field Support



## Resolving Compliance Issues Important to Management

For the next step, the end user computing team focused on device compliance. End user devices can represent a significant security threat for organizations. End users fail to restart, devices are unable to update, and they fall out of compliance. This is a common issue digital workplace teams must address, but they often lack visibility into end user device compliance and must rely on ineffective communication channels such as email to influence user behaviour. This lack of compliance can translate into serious security risks for organizations.

With Nextthink, IT teams can see the compliance state of devices and take action to bring devices back into compliance without disrupting end users.

To begin, they focused on patch gaps. Many employees neglected to restart their devices frequently, leading to patch gaps and devices falling out of compliance. The customer quickly deployed Nextthink's out-of-the-box device restart campaign and automation to remedy this issue and bring those devices back into compliance.

The second most utilized SOP for patching involved remediating their SCCM. SCCM ensures devices remain in compliance, but if SCCM itself stops functioning, this issue can be impossible to spot. However, Nextthink's comprehensive digital workplace visibility easily reveals out of compliance SCCM agents, and the out-of-the-box SCCM repair automation can quickly resolve the issue.

Additionally, the team configured Nextthink to monitor and restore additional compliance challenges such as the smooth operation of their antivirus, VPN, and other security agents.



## First Year Outcomes

Nextthink identified that over 14,000 devices had not been restarted for more than 14 days. The device restart campaign was phenomenally successful, reducing the number of devices not restarting by 86% within the first month. In the following month, the number dropped by an additional 47%.

**Devices Not Restarted > 14 Days Trend**



The GPO compliance shot up as well.

**Average Computer GPO Applied Time**



Another significant achievement was resolving Intune sync issues, which were reduced by 43% using the out-of-the-box remote action. This was accomplished by fixing Zscaler client issues, where devices were not synchronising due to not being updated to the latest client version.

## Delaying Asset Refresh for the Year

Device refresh represents a significant cost to organizations, yet non-performant devices can hinder employee productivity. Most IT teams use a time-based refresh strategy, refreshing or replacing devices every three years. But with 25% of their devices up for refresh, the team at this organization decided to use Nextthink's device analytics to take a more data driven approach. The customer analyzed which devices could last another year and which needed immediate replacement. 30% of the devices were deemed suitable for an extension beyond their warranty period.

Hardware refresh addressed; the team then turned to assess their SaaS application spending. To optimize this spend, they first reviewed the list of purchased SaaS applications. They found over 150 SaaS applications in an environment of 45,000 users. They configured Software Metering to track the adoption of the most expensive apps and discovered that all the of them were underutilized – zero visits to the web app in the last 60 days. With three applications up for contract renewal, they factored in a 20% user buffer and successfully renegotiated their contracts, reducing licenses by 32% compared to the previous year.



## First Year Outcomes

Over 11,000 devices were nearing the end of their lifecycle and slated for replacement. Utilizing Nextthink analytics, it was identified that 2045 devices possessed a DEX (Digital Experience) Score exceeding 70. Consequently, the decision was made to prolong the lifespan of these devices by an additional year. This single extension translates to a significant delay in the organization's hardware investment, amounting to USD 2 million for the year. Additionally, the decision contributes to sustainability efforts by postponing the purchase of new devices, furthering cost savings and environmental benefits.



## Making IT More Sustainable

For their final project of the year, the IT team sought to evaluate the sustainability of their digital workplace. Although they were initially unaware of the carbon footprint from users' activities on their devices, they understood that any measurable reduction would meet their organizational objectives for the year.

Using Nextthink's out-of-the-box Sustainable IT library pack, they identified opportunities to reduce electricity consumption on devices. They focused on two main actions: leveraging Nextthink Campaigns to raise user awareness about the importance of switching off devices when not in use and enforcing the corporate power plan on non-compliant devices. The campaign was successful, achieving a 45% response rate. However, 20% of the devices still deviated from the power plan, so they deployed automation to correct this and monitored its impact on electricity consumption.

## First Year Outcomes

After adjusting power plans on 20% of the devices, overall power consumption within the organization plummeted from 23.65 MWH to 18.58 MWH per week, marking a remarkable 21% reduction in power usage per device. To put this into perspective, this reduction is akin to the power consumption of 25 average U.S. homes over the course of a year!



Did you know your laptop consumes around 15W in a power saving mode vs. 2W when inactive after a shutdown? ✕

Take a load off, and don't forget to turn off your laptop at the end of the day. You could reduce your yearly emissions by 69kg CO2e by turning your laptop off daily!

[\(Source\)](#)

Ok



Jack Ward  
IT End User Experience

# 03.

## Demonstrating Business Value

The demonstration of value was evident when the collective impact of all implemented use cases was assessed. The customer expressed immense satisfaction upon realizing that Nexthink not only fulfilled its promises but also paved the way for a transformative shift in their work approach. The newfound proactive approach not only curtails costs but also enhances employee productivity. Decisions rooted in data-driven insights are no longer merely wise; they are deemed indispensable for the workplace transformation envisioned by the customer in the upcoming year.

### A Summary of the Year's Work with Nexthink

#### Time Given Back to Employees and Business

**86%**

**reduction** in number of devices with application crashes

**18%**

**reduction** in devices with CPU issues

**78%**

**reduction** in devices with BSOD

#### Improved Compliance

**57%**

**reduction** in devices where Windows is not activated (OS Non-Compliance)

**79%**

**reduction** in devices GPO non-compliant

**100%**

**compliance** with Zscaler versioning

#### Increased Operational Efficiency in IT and Reduced Asset Costs

**78%**

**FCR** in Service Desk from 72%

**33%**

**reduction** in AHT at Service Desk for targeted tickets

**\$2M**

worth of device refresh **postponed**

#### IT Made More Sustainable

**264 MWH**

of electricity consumption **saved** in a year

#### About Nexthink

Nexthink is the global leader in Digital Employee Experience management. The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

nexthink