

NEXTHINK OVERVIEW

Ahead of every IT disruption. Behind every business strategy.

Nexthink is the **AI platform for Digital Employee Experience (DEX)**, helping enterprises move from reactive IT support to proactive, automated, and insight-driven operations. As the productivity engine of the digital workplace, Nexthink gives IT leaders complete visibility, real-time automation, and agentic AI to prevent issues, protect digital productivity, and drive measurable business outcomes.



Today, IT problems are business problems. Every change like an application upgrade or BIOS update carries risk of user disruption with unplanned downtime, higher costs, and serious downstream impacts on business productivity. Teams have poor visibility across tools and environments resulting in reactive firefighting and recurring incidents. Make change predictable with unified visibility, intelligence, and remediation with Nexthink.

What Nexthink does

Nexthink continuously collects real-time telemetry from millions of endpoints across physical devices, virtual desktops, mobile devices, applications, and AI tools. Its AI-powered analytics surface issues others cannot see, pinpoint root causes, and prioritize what truly impacts employee productivity. From there, Nexthink activates automated remediation, agentic AI workflows, and in-flow employee guidance to resolve issues at scale, often before users notice them. Unlike traditional monitoring, Nexthink does not just observe experience. It proactively improves it.

Business impact

Nexthink turns IT transformation from a career risk into a measurable business advantage:

- Unified visibility across every endpoint, app, and AI tool
- Reduced service desk volume with a personalized IT agent for every employee
- Higher employee productivity with fewer disruptions and faster fixes
- Clear ROI for applications, AI tools, and digital transformation investments

Global enterprises including Accenture, Southwest Airlines, Eli Lilly, GSK, and Honeywell use Nexthink to restore millions of productive hours and reduce costs.

CORE PLATFORM PILLARS



Enterprise visibility and AI insights

A real-time DEX intelligence layer of data across devices, applications, VDI, networks, and AI tools. Leaders gain executive dashboards, benchmarking, and ROI insights, while IT teams get deep diagnostics, investigations, and root-cause analysis.



Self-healing and employee guidance

Always-available employee support through conversational IT agents, desktop pop-ups, Teams messages, and in-app guidance. Employees access instant issue resolution in the flow of work, reducing tickets and frustration.



Agentic AI and always-on automation

Personal IT agent for instant IT issue resolution combined with continuous detection, diagnosis, and remediation through sensors, workflows, and automation. Fix an issue once to prevent it everywhere.

Why Nexthink

Nexthink keeps IT ahead of disruption and firmly behind the business strategy, enabling organizations to move faster, operate smarter, and deliver exceptional digital experiences at scale.

Only Nexthink combines real-time endpoint telemetry, AI-driven insights, digital adoption, employee engagement, and always-on automation in one platform. Anything less isn't DEX. Visit [Nextthink.com](https://www.nextthink.com) to see why.