Nexthink Event Connector

Enhancing event management using DEX data and proactive incident processing capabilities

THE CHANGING LANDSCAPE OF EVENT MANAGEMENT

For years, managing change in the enterprise IT estate has been the focal point of every ITSM and ITOM expert. Today, with the fast-paced evolution of the digital workplace, the dreaded function of Event Management has become one of IT's main operational activities with significant implications for IT productivity, employees' IT satisfaction and, ultimately, business well-being. Indeed, without accurate and actionable insight, the task of managing events and tickets can not only feel painstakingly laborious, but also very costly—due to increasingly high costs-per-ticket—and frustrating for employees who have to spend an exasperating amount of time creating tickets and waiting on IT's response.

TECHNICAL METRICS ARE ONLY HALF OF THE STORY

Organizations have always relied on various ITSM tools to solve their ticket management needs, most notably ServiceNow's Event Management module, providing a huge advancement in this area by enabling IT to "reduce event noise generated by monitoring tools". However, it comes with a critical flaw as it only integrates and monitors services or hardware status on the servers' side, giving IT an inaccurate understanding of their IT landscape by ignoring insight about ITSM's most important factor – employees' experience. Unsurprisingly, without a deep understanding of employee's experience, the majority of IT executives admit their employees suffer from issues they simply cannot detect. That can be changed.

TAKING AN EMPLOYEE-CENTRIC PERSPECTIVE

Digital Employee Experience (DEX) is the cornerstone of any well-functioning IT operations by providing the much-needed understanding of end-users' digital experience to complement hard metrics. Nexthink—the leading DEX management platform—has the ability to feed all of its unique DEX data into any 3rd party integration to give IT new experience-level visibility.

The ability to manage events, alerts and incidents based on insight collected directly from employee endpoints provides IT with meticulously detailed ticket processing, enabling support teams to accurately classify and proactively act on what truly matters.

Enterprise-wide value creation
Saving time, money and satisfaction

IT Productivity	Employee Satisfaction	Business Well-being
Enhance IT's productivity and prevent unnecessary resource escalation by optimizing and automating event management strategies	Increase employee productivity and satisfaction using DEX visibility, engagement capabilities and simplification of ticket creation processes	Reduce IT costs involved in the opening and resolution of tickets and improve the organization's overall DEX Score

BENEFITS THAT MATTER

SIMPLIFY TICKET MANAGEMENT
Automatically populate tickets with DEX data to reduce L1 time spent manually opening and categorizing them

ENGAGE WITH EMPLOYEES
Proactively notify employees of potential issues and empower them to create tickets via simple engagement campaigns

REDUCE IT RESOURCES
Re-invest time and cost savings from reduced ticket counts and increased workforce productivity on more critical priorities

"

With Nexthink, we now have deep insight into what's really going on, and our IT can be truly proactive for the first time.
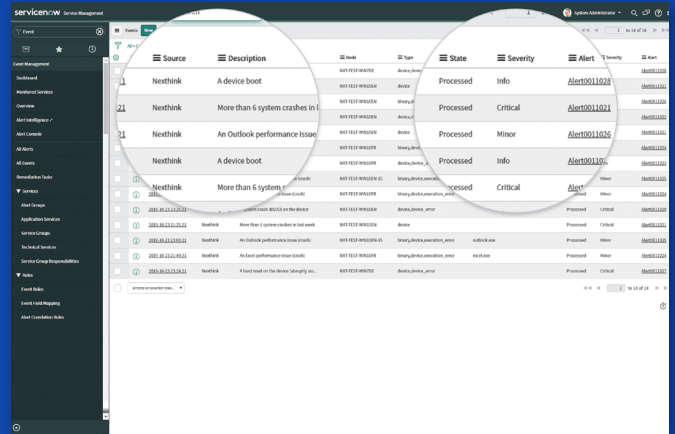
Dan Lutter
Director, Endpoint Technical Services
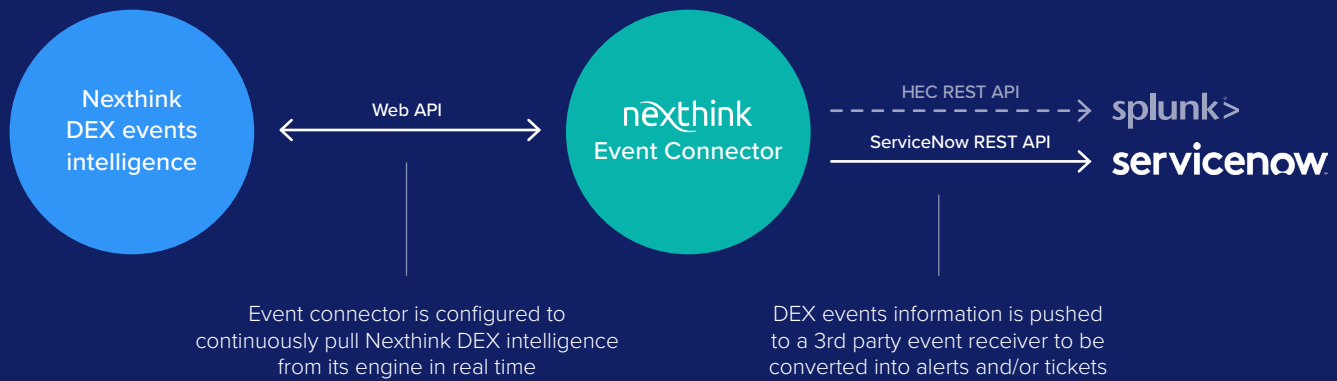Advocate Healthcare

Accuracy. Simplicity. Productivity.

The Nexthink Event Connector gathers Nexthink DEX intelligence—in the form of events and metrics—enabling IT to define their own events directly from employees' devices for a wide range of different use cases, accessible and configurable in the ServiceNow Event Management Module.

The connector is then able to push a wide range of errors and warnings from employee devices and software so that ServiceNow can then convert those into alerts or tickets, depending on IT's personalized configuration. This provides IT with the enhanced ability to proactively manage, categorize and resolve incoming tickets with unprecedented simplicity and precision.

UNPARALLELED DEX INTELLIGENCE FOR AN EMPLOYEE-CENTRIC EVENT MANAGEMENT

Nexthink DEX events intelligence ← Web API → **nexthink Event Connector** --- HEC REST API --→ **splunk>**
ServiceNow REST API --→ **servicenow**

Event connector is configured to continuously pull Nexthink DEX intelligence from its engine in real time

DEX events information is pushed to a 3rd party event receiver to be converted into alerts and/or tickets

DEX for Event Management

INFRASTRUCTURE-CENTRIC	NEXTHINK APPROACH: EMPLOYEE-CENTRIC
Lengthy employee ticket creation with few and inaccurate details and long IT response times	Simplified, one-click employee ticket creation supported by awareness and engagement campaigns
"Silently Suffering" employees do not report issues due to frustrating IT processes and communications	Proactive issue identification, automatic ticket creation and configurable real-time alerts
Duplications and inaccurate classifications during IT support ticket processing and closing	Automatic ticket opening, categorization and classification in right support queue

LEARN MORE

The Nexthink platform enables enterprise IT to measure, monitor and improve Digital Employee Experience. It drives the collection and aggregation of real-time data from all of your endpoints, facilitates automated remediation and provides high-level metrics for instant visibility and continuous improvement. Learn more and schedule a demo at www.nexthink.com.