Employees are key to a great customer experience

Your customers are the life blood of your business. Whether they are B2B or B2C, they demand a great digital experience as they interact with your business.

As you develop processes and services that will quench your customers thirst for technology-driven services, you cannot forget that your employees remain an important part of the equation. IT must move faster to increase efficiency and enable employee productivity so you can successfully deliver services that meet higher customer expectations.

Nexthink Benefits

- Dramatically increase visibility of unseen and unreported issues allowing IT to be more responsive to the challenges end-users face.

- Reduce hard and soft costs associated with providing services and supporting the end-user computing environment.

- Improve business productivity by enabling IT to see and stay ahead of issues that slow end-users down.

Increase efficiency, improve productivity and reduce costs

Ensuring your employees can perform critical functions as part of customer-facing business technology initiatives is incredibly important today. The difficulty in most organizations is that IT lacks visibility into the end-user experience.

A recent Forrester study found that more than 90% of IT executives admit that their end-users encounter problems that they have no way to detect. What IT needs is a new perspective and new tools for seeing and quickly solving end-user issues.

Nexthink is a leader in end-user experience management. By combining real-time endpoint analytics and direct end-user feedback, Nexthink helps IT impact business operations. Our unique analytics and visualizations provide new insight and enable IT to adopt proactive operations, reduce costs and ultimately enhance end-user business productivity that ensure your business technology initiatives are successful.

By the numbers

A recent study performed by a Nexthink MSP partner found that an organization of 4,000 end-users implementing Nexthink generated first year reductions of MTTR of 14%, reduced incident volume of 17% and first-line resolution improvements of 11%. The estimated first year savings exceeded $90,000 USD which included 1,150 hours of time savings. This freed up resources to be assigned to other business critical tasks.

Implementing our innovative end-user experience management solution will increase IT efficiency, improve end-user productivity and help ensure successful business technology initiatives.

To learn more about how Nexthink solutions and services can enhance your IT operations, visit www.nexthink.com

4,000
users with Nexthink

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14% reduction of MTTR

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