Nexthink Act

Reduce Incidents / Improve Productivity / Decrease MTTR

Bringing Actionability to Digital Experience Management

BUSINESS CHALLENGE

To meet modern and dynamic enterprise requirements, IT teams must have the ability to not only quickly resolve call-center incidents, but to also proactively prevent them from occurring in the first place.

PRODUCT DESCRIPTION

Nexthink Act combines powerful custom data retrieval and remediation capabilities to deliver dramatic results in the area of compliance and incident management. IT Teams see the number of incidents decline dramatically, while end users benefit from an optimized digital workplace where they are their most productive.

NEXTHINK ACT SOLUTION

Nexthink Act helps organizations improve the efficiency of their support team by enabling them to retrieve case-specific data in less than ten seconds, and enabling less specialized staff to solve problems they normally couldn't. Nexthink Act also helps organizations to shift to a proactive approach by empowering users to solve problems by themselves. With our fully automated resolution capability, devices can maintain their desired state with minimal intervention.

KEY DETAILS

- **User-friendly interface** to import, configure and schedule scripts to be executed on the endpoints
- **Manual triggering option** to remediate issues or retrieve pieces of information from one specific endpoint or thousands of selected endpoints in seconds
- **Automatic execution** of scripts with configurable frequency (up to 1 minute)
- **Custom fields** populated by the scripts to further enrich the Nexthink database
- **Seamless integration** with 3rd party ticketing systems (ex. ServiceNow)
- **Built-in catalogue** of scripts based on common customers' use cases
- **Four different execution policies** to match various security requirements
- **Role-based execution** of scripts to define fine-grained policies
- **Audit logs** to keep track of who executed what script and when
- **APIs** to invoke Nexthink Act scripts from third party tools
- **Automatic alerts** to inform key stakeholders when scripts are executed

KEY BENEFITS

- Enable Service Desk teams to **solve incidents faster**
- Enable Level 2 and Level 3 teams to collect key information to **speed-up troubleshooting** and **problem management**
- **Dramatically reduce the number of incidents** by empowering end users and leveraging self-help capabilities of the devices
- **Reduce downtime** and **improve end user productivity**
- **Increase FCR (First Call Resolution)** rate avoiding expensive escalations
- Free-up L2's and L3's time to focus on problem management, proactive initiatives and other **higher value activities**
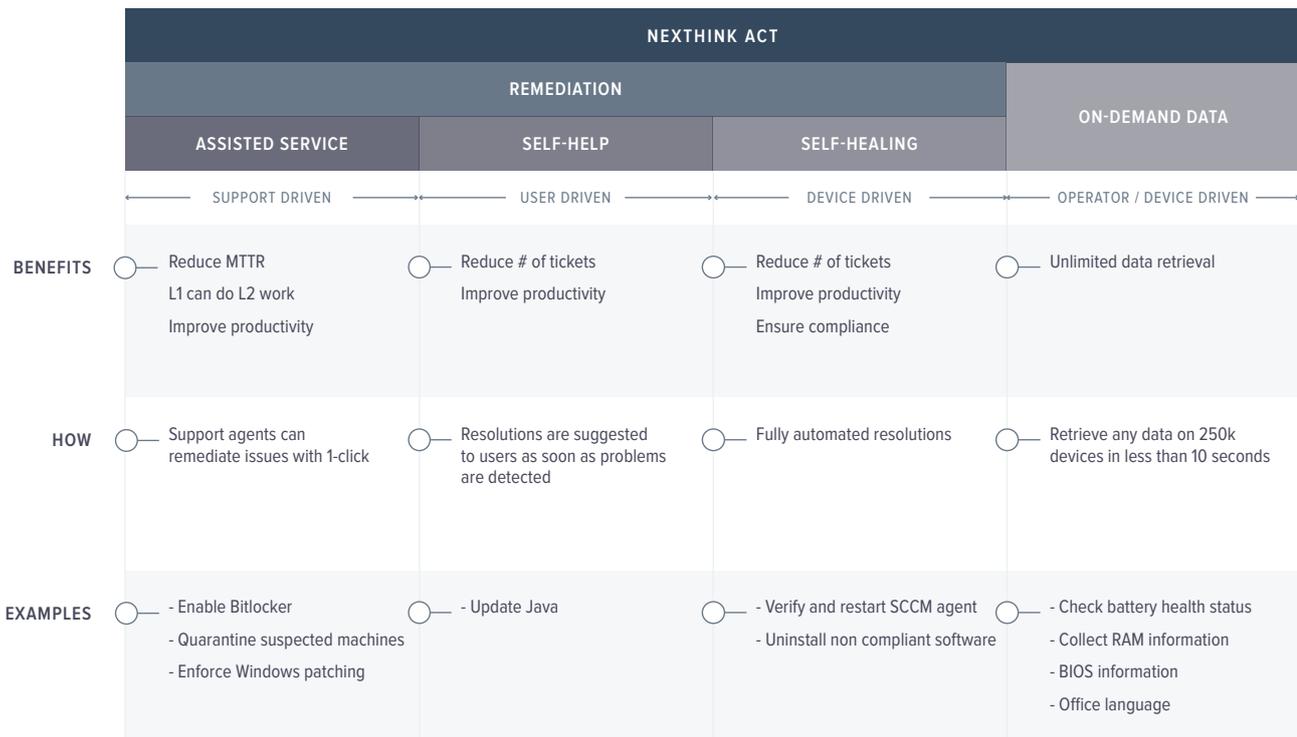
PRODUCT FEATURES

Assisted Service: Enabling support agents and operations teams to remediate problems quickly by pin-pointing the problem across the entire endpoint population, assess the impact and take actions with one click during a troubleshooting session.

Self-Help: Delivering proactivity by identifying and bringing issues to the attention of users and enabling them to take action to remediate.

Self-Healing: Ensuring that the desired state of computing is continuously maintained by fully automating and resolving problems, in real time, without user impact.

On-Demand Analytics: Offering flexible and highly scalable custom, personalized data collection at the endpoint, instead of from a fixed set of metrics.

CUSTOMERS ARE USING NEXTHINK ACT IN THE FOLLOWING WAYS:

NEXTHINK ACT			
REMEDIATION			ON-DEMAND DATA
ASSISTED SERVICE	SELF-HELP	SELF-HEALING	
SUPPORT DRIVEN	USER DRIVEN	DEVICE DRIVEN	OPERATOR / DEVICE DRIVEN
BENEFITS Reduce MTTR / L1 can do L2 work / Improve productivity	Reduce # of tickets / Improve productivity	Reduce # of tickets / Improve productivity / Ensure compliance	Unlimited data retrieval
HOW Support agents can remediate issues with 1-click	Resolutions are suggested to users as soon as problems are detected	Fully automated resolutions	Retrieve any data on 250k devices in less than 10 seconds
EXAMPLES - Enable Bitlocker / - Quarantine suspected machines / - Enforce Windows patching	- Update Java	- Verify and restart SCCM agent / - Uninstall non compliant software	- Check battery health status / - Collect RAM information / - BIOS information / - Office language

CUSTOMERS RELY ON NEXTHINK ACT

"Using Nexthink to monitor endpoint devices and engage directly with our end users on the network, we have been able to improve the end-user experience and increase user and IT productivity. Now, with Nexthink Act, we can automatically identify and fix issues-it takes the end-user experience to a whole new level."

Nat Ives
Service Development Director, Computacenter

IMPLEMENTATION SUCCESS WITH NEXTHINK SERVICES

Nexthink provides assessment and implementation services which help identify priority areas where Nexthink Act could be best leveraged for maximum impact. Services include ticket analysis, functional specifications for remediation, implementation and non-regression tests.

LEARN MORE

Nexthink Act is an integral component of the Nexthink platform—the most comprehensive solution for digital experience management for enterprises. Discover how Nexthink Act closes the loop for complete digital experience management. Visit us at www.nexthink.com