

Nextthink Act

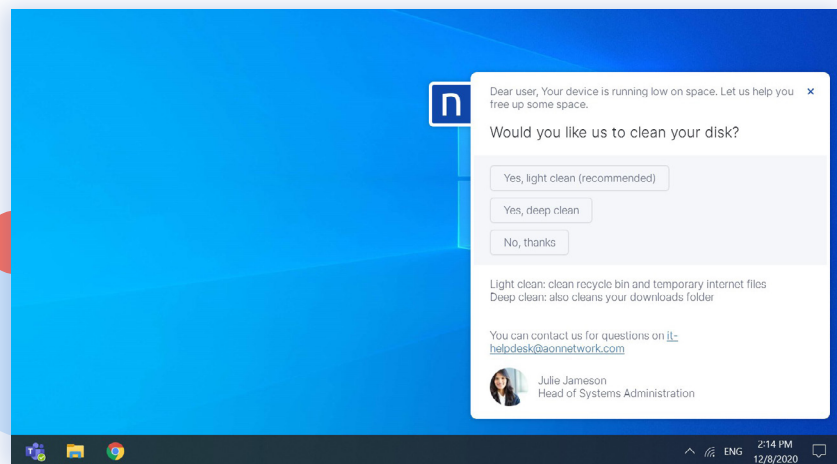
Tailored diagnosis and instant remediation at scale

Addressing the need for proactivity

Rapid changes in modern workplace technology and the increasing reliance on remote working can result in significant incident management challenges for IT teams – bogged-down in case-by-case, reactive problem-solving with little time for what matters most: experience and innovation.

From an employee perspective, tedious and ineffective remediation processes discourage them from reporting issues and simply “live” with their digital frustration, impacting their experience, productivity and overall perception of IT – all unbeknownst to IT.

To meet modern enterprise requirements and optimize the Digital Employee Experience, IT teams must have the ability to not only diagnose and fix reported incidents in a flash, but also proactively resolve unreported issues and prevent them from happening in the first place.



Powerful troubleshooting at scale

Nextthink Act combines powerful custom data retrieval and remediation capabilities, enabling IT teams to proactively solve employee issues in a simple, reliable and automated manner. Support teams can easily pinpoint the source of an incident across the entire landscape and remotely deploy the best fix in a single click. Act offers pre-defined Remote Actions and a configurable scripting integration to support limitless scenarios, from common frustrations to the most complex challenges. With automated remediation and employee self-help features, IT can harness the power of proactive incident management to uncover and resolve IT issues in record time.

“The IT team is no longer seen as a department that operates following an incident, but rather as a department that intervenes before they occur. Our internal image is evolving in a very positive way.”

Bernardo Ramos
IT Project Manager, Arkema

Key Benefits



IT

Dramatically reduced number of incidents

Detailed diagnostics for lightning-fast troubleshooting

Enhanced productivity to focus on higher-value activities



EMPLOYEES

Optimized digital workplace for improved efficiency

Improved digital experiences and perception of IT

Lessened need for ticket submission



BUSINESS

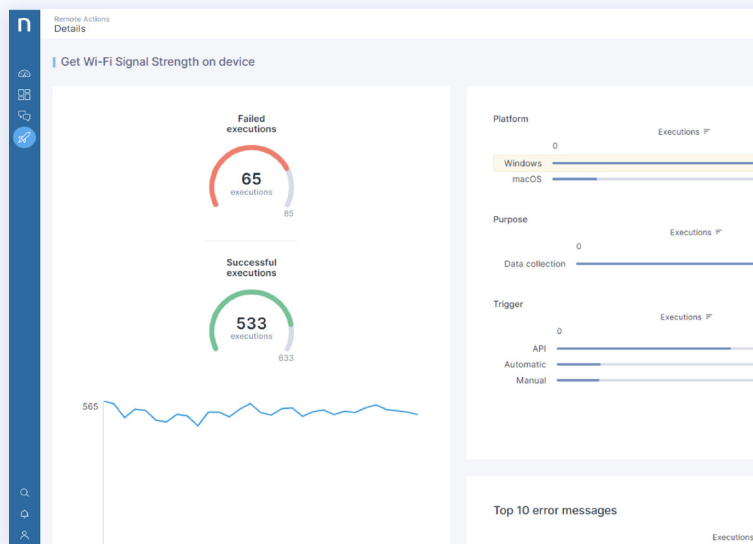
Streamlined IT processes enhance overall workforce experience

Increased IT and employee productivity create cost savings

Bridge the IT-employee gap

Nextthink Remote Actions: powerful, versatile and scalable

Act offers IT a versatile and customizable Remote Actions to take immediate action or retrieve specific data on any target endpoint population. This provides IT with the unique ability to understand, prevent, enforce or resolve IT incidents – all in a single troubleshooting session. Support teams gain access to a growing catalog of 100+ out-of-the-box Remote Actions to tackle common issues, as well as a powerful scripting integration to solve more complex challenges with custom actions. Whether executed by IT manually, employees with self-help campaigns or pre-defined events, Act’s Remote Actions can easily be scaled across the enterprise to streamline and automate the incident management process.



Streamlined and automated problem-solving

Retrieve

The right data, at the right time

Powerful custom data retrieval enables support teams to access case-specific information in a matter of seconds, giving less specialized staff the insight to make informed decisions. Configurable triggering supports rapid data retrieval from one to thousands of selected endpoints.

Diagnose

Lightspeed troubleshooting

Detailed diagnostics into the health of any device across Windows and Mac platforms allow IT to rapidly uncover issues, assess the level of impact and choose the best course of action in just a couple of clicks. Support teams will be glad to gain valuable time back.

Resolve

Remediation made simple

Instant and automated remediation capabilities enable the efficient prevention or resolution of IT issues. Using an extensive catalog of customizable scripts, IT can manually trigger one-click fixes or automate self-healing campaigns based on defined events to significantly reduce ticket count.

Empower

Helping employee help themselves

Self-help campaigns proactively identify and bring issues to employees’ attention. Automated remediation guidance and self-help guidance attached to Engage campaigns empower employees to resolve issues themselves without the need for IT intervention.

Learn More

Nextthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees’ daily experiences of technology at the device level – freeing IT to progress from reactive problem solving to proactive optimization. Nextthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nextthink has 9 offices worldwide. Learn more at nextthink.com

