

Nexthink Engage

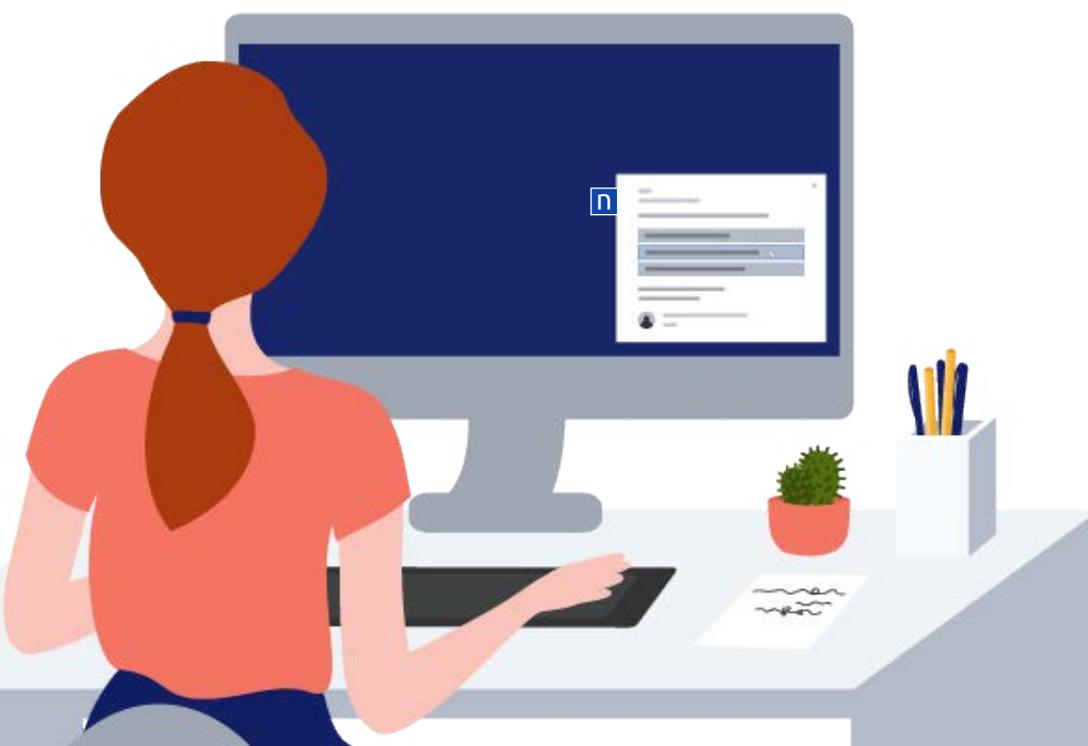
Your employee connection

Your IT team is stuck waiting on your employees to submit a ticket, respond, and accept their help. Each employee tracked down or email never responded to costs time, resources and money. This inefficiency adds up, resulting in a poor perception of IT and an even worse digital employee experience.

Nexthink Engage, a two-way communication tool, cuts through the digital workplace noise with attention-grabbing notifications to get your employees to respond. Don't waste time handling one ticket at a time or chasing down employees who never submit one. Rapidly notify employees as soon as an incident occurs. Scale fixes across all impacted employees with a targeted campaign for greater efficiency. Boost your response rates by connecting directly with employees with timed and targeted messages to provide critical information, share a survey, or help them fix problems that matter to them.

Customer Success

- A pharmaceutical company's employee response rates dramatically increased from 3-5% to 70% using Nexthink Engage campaigns.
- A financial institution's internal satisfaction scores increased by 10% in a few months after deploying Nexthink Engage, which directly contributed to the IT team's quarterly bonus.
- A global mining company's Nexthink Engage campaign saved 350 hours of IT overhead by identifying employees that were experiencing high memory usage and needed to reboot their laptops.



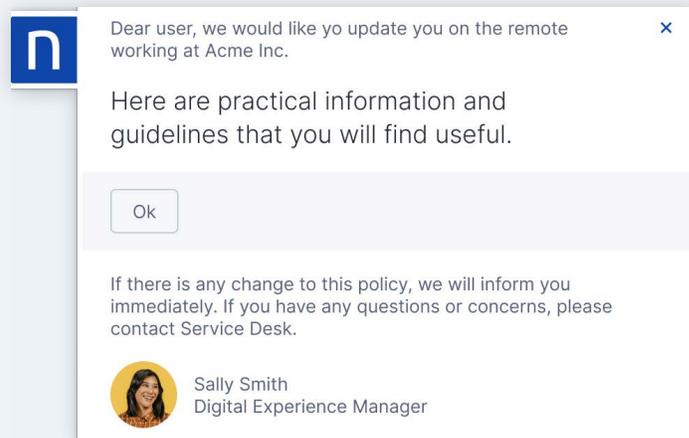
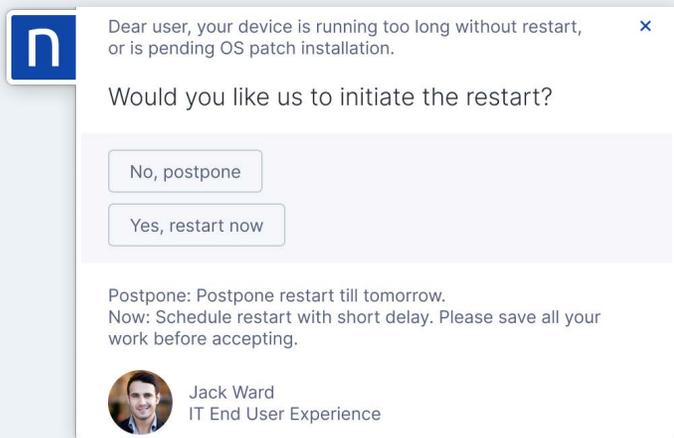
“Nexthink’s combination of hard metrics with user sentiment is key to our being able to improve our employee’s digital satisfaction.”

Arnaud Pire

Toyota Europe, Senior Manager IT,
Service Delivery and Operations

Key Benefits

- Empower employees and IT to enjoy an unparalleled digital employee experience.
- Prioritize the issues that actually matter to employees over smaller technical issues that are detected.
- Overcome employee email fatigue with 16x higher response rates.
- Act and resolve IT problems instead of waiting for tickets.
- The fastest way to get IT-related details in front of employees.
- Employees only see campaigns relevant to them at a time they are best able to respond.

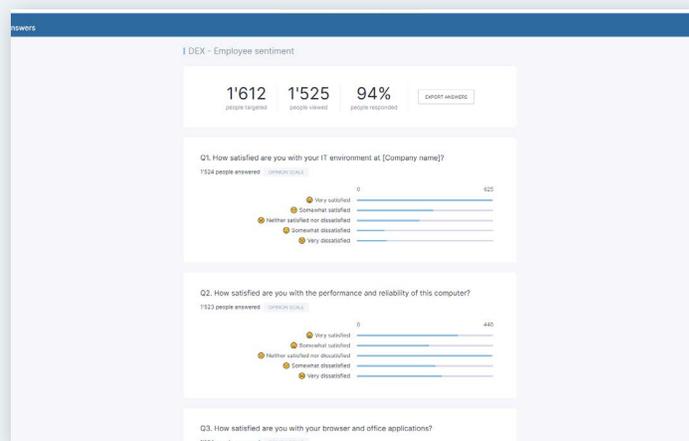


Help Is One Click Away

Don't waste time handling one ticket at a time or chasing down employees who never submit one. Instead, act sooner by resolving employee issues before they realize they have them. Send a 1-click self-help messaging that scales across all impacted employees. For common IT issues, automatically trigger self-help communications based on defined criteria.

Notifications They Can't Miss

Grab your employees' attention and boost your response rates. Connect directly with employees with timed and targeted pop-up notifications they can't miss. When an incident occurs, such as an outage or cyberattack, rapidly notify employees of operational and service issues with an Engage notification. Engage notifications are the fastest way to get IT-related details in front of employees and avoid a flood of IT tickets.



What Employees Want

Solve problems employees care about. Understand their digital experience by collecting their feedback in real-time with survey questions at key moments. Ensure employees stay engaged by sending campaigns only relevant to them and never during a presentation or important meeting.

Employee-Centric Insights And Next Steps

Bridge employee feedback data with technical data to prioritize the problems that impact their behavior, productivity and ultimately, their employee experience. Share dashboards of your campaign results to demonstrate impact and changes to employees' behavior, and quickly identify what steps you should take to intervene. Continuously track employee feedback and sentiment to identify key drivers to improve the digital employee experience.

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

