

# Nexthink Integrate

Enrich your business processes with Nexthink as a data source

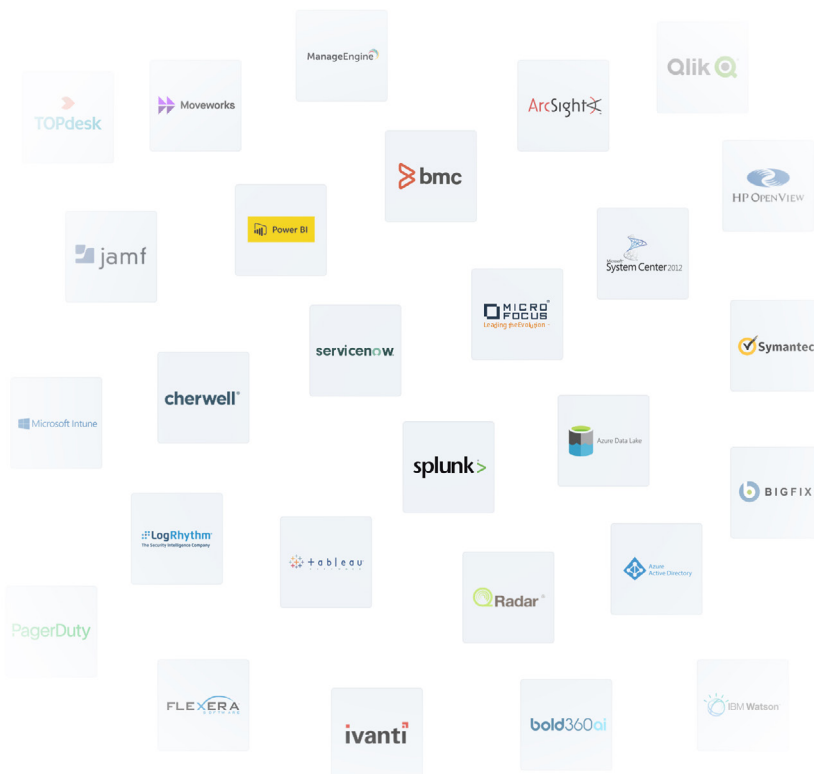
The modern IT team uses a multitude of different platforms and solutions to measure, store, understand, remediate or process data and events directly in their IT landscape. While these solutions are critical to routine IT operations, they rely exclusively on technical data from the data-center, overlooking the key component of the IT landscape – the employee.

Nexthink bridges that gap with vital digital employee experience data. By accessing employee-centric intelligence through the lens of your preferred IT solutions, you gain new visibility, context and capabilities to enhance your business processes and improve your employees' everyday experiences.

## Nexthink as a data source

Data of any kind should never be siloed – it must be accessible and shared across the entire IT ecosystem to provide complementary levels of visibility and actionability.

Nexthink Integrate allows you to easily query your database and feed Nexthink intelligence to any of your preferred third-party solutions or chatbot technology using a versatile web API, event connector and chatbot SDK. You can share and access user, device, application or network data, as well as processed insight like your Digital Experience Scores or L1 checklists. You can also leverage key Nexthink capabilities such as Nexthink Act's remote actions to retrieve data or remediate issues directly on employee devices.



“The integration with Nexthink and our principal ITSM tool took only a few seconds. It was as easy as loading an application and configuring it to talk to our Nexthink instance. That’s it. Very simple!”

**Steve Amos**

IT Customer Experience & Operations Manager, Vitality

## Enabling key business processes

- **ITSM**

Deliver a more proactive ticketing process, improve CMDB governance, optimize event management and make your Service Desk's life exponentially easier.

- **SIEM**

Improve compliance and security threat investigations by adding additional insight into hardware, software and user experience activities to your SIEM solutions.

- **Analytics**

Combine and correlate Nexthink intelligence with other sources of data to meet specific needs, expand your level of visibility and uncover new sources of truth.

- **Visualization**

Create custom management dashboards using Nexthink and other data sources to report on specific IT or business objectives in your preferred visualization tools.

- **Asset management**

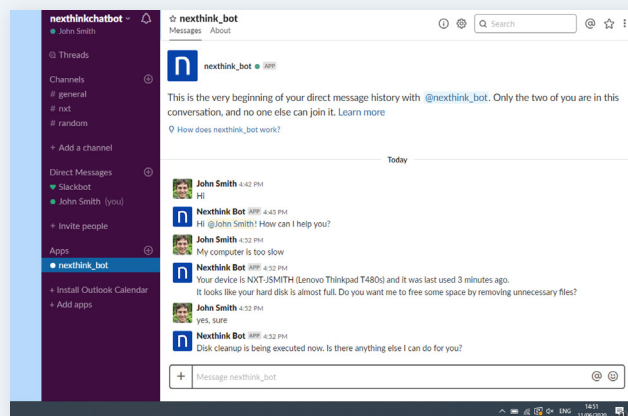
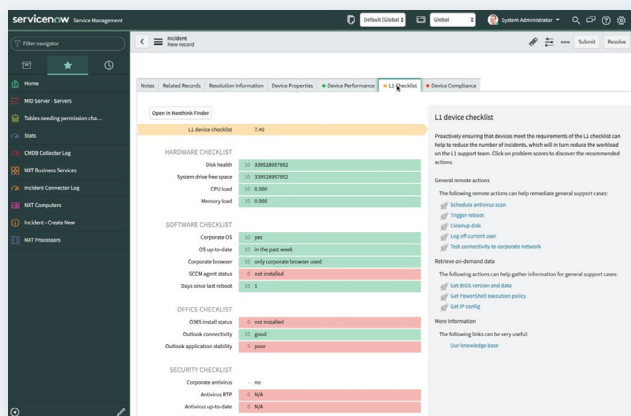
Gain new context over your hardware and software lifecycle to better understand usage, realize dramatic cost-savings and improve transformation projects.

*There are virtually no limits to Nexthink's integration capabilities. Optimize your key processes today.*



## Limitless integration scenarios

Optimize your business and IT processes with real-time employee experience data and automation capabilities. Prioritize your business needs – from more common use cases such as automated ticket processing for BMC, down to more specific scenarios such as combining Nexthink and Microsoft data into Power BI to gain a new perspective on MS Teams call quality. Or, with remote working an important aspect of the modern workplace, adding employee-centric experience data to leading analytical solutions can offer essential insight to ease the complexity and uncertainty of managing a remote workforce. The possibilities are endless.



## Plug and play ServiceNow connectors

Maximize your ServiceNow investments with Nexthink connectors for Incident Management, Agent Workspace, CMDB and Event Management. Seamlessly populate your ServiceNow consoles with Nexthink data to improve your problem management, Service Desk efficiency and overall IT governance. By leveraging experience insight, metrics and capabilities, you will dramatically reduce mean time to repair, stop incidents from happening and empower L1 support teams to become proactive.

## Faster, smarter and more accurate chatbots

Enable your chatbot to retrieve key user and device experience data in real-time to dramatically improve its overall speed and accuracy. This allows your employees to remediate their basic IT issues on-the-spot on their preferred interface. Your support teams can become much more proactive by promoting self-help and automating incident management 24/7.

## Find out more

Nexthink 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. Nexthink 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, Nexthink has 9 offices worldwide.

