

# THE ULTIMATE IT GUIDE TO DIGITAL EMPLOYEE EXPERIENCE

## Next-Level Thinking



At home, we seamlessly integrate technology into our lives, but at work, it's a different story. Employees are often frustrated by their workplace IT.

## ENGAGE EMPLOYEES FOR PROFIT

“IT is simply too strategic to remain only a cost center. Employees demand experiences which inspire them. Getting this right leads directly to productivity gains.”



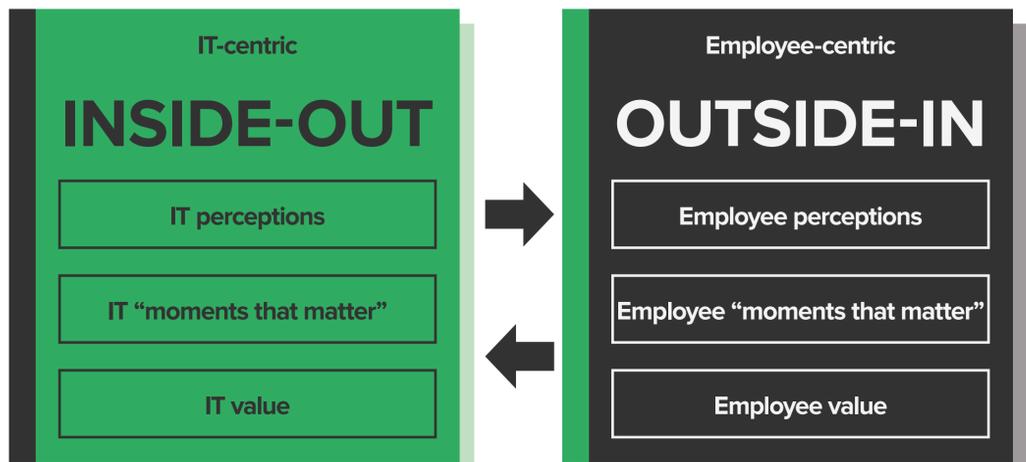
Employees improve their own experiences | Engage employees for profit

## BLEND 'OUTSIDE-IN' AND 'INSIDE-OUT' VIEWPOINTS

**LISTEN - TO WHAT YOUR EMPLOYEES CRAVE**

Outside of work, employees don't wait to hail cabs on freezing street corners, or spend hours food shopping. Why should things be different at work?

It's time to understand the 'outside-in' and the 'inside-out' views to truly understand how employee experience and IT performance affect each other.



Source: Forrester Research Inc.

## WHAT DOES YOUR WORKFORCE NEED?



## REALIZE THE ULTIMATE DIGITAL EMPLOYEE EXPERIENCE

There is no one-size-fits-all for IT. Some employees need different tools, different network speeds, specialized project management software, or different hardware to undertake business-critical work. Employees expect IT to 'just work'. When it doesn't, it needs to be fixed, easily and quickly.



## INTRODUCING TOMORROW'S EMPLOYEE EXPERIENCE

<p><b>QUALITY OF SERVICE (QOS)</b></p> <p>Ensure you deliver a consistent Quality of Service to all employees, not just to the ones who shout the loudest.</p>	<p><b>TRANSFORMATION AND COMPLIANCE</b></p> <p>Use technology deployments as opportunities to become more agile and adaptable to regulatory requirements and future changes.</p>	<p><b>EMPLOYEE EXPERIENCE (EX)</b></p> <p>Focus closely on employee needs. Know and measure the experience employees have. Capture their input and sentiment.</p>
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## WHY NEXTHINK?

As economies pick up, investing in people, technology and processes to exceed your goals is vital. In growing markets, attracting, hiring, and retaining employees needs effective employee engagement and collaboration between colleagues to succeed.

### NEXT-LEVEL THINKING

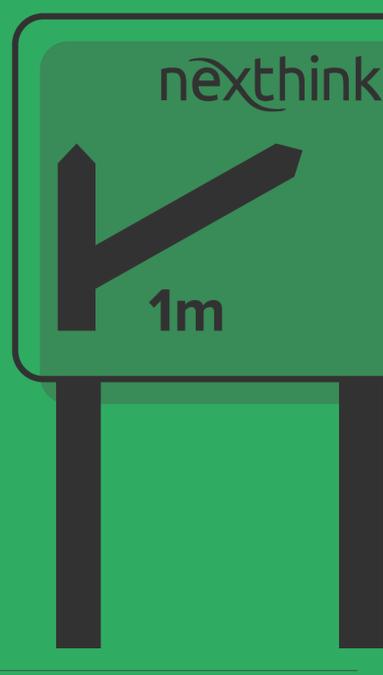
Like you, Nextthink is on a mission to repair the relationship between IT and the business. Improving IT services today frees up budget to realize the ultimate digital employee experience and for the business to reach and exceed its goals.

As if that wasn't a good enough reason, why else should you do it?

- 78% increase in employee retention when employee engagement increases.
- 40% of all service desks calls COULD easily be solved by IT self service.
- Your competitors are already doing it.

Nextthink allows IT professionals to approach boards and funding committees with business cases they can relate to, because you are improving metrics they care about, particularly employee productivity.

We know you face challenges around Quality, Transformation and Compliance. In order to solve them, let us help you by listening, engaging and taking action.



nextthink WE WOULD LOVE TO HELP YOU UNDERSTAND MORE...HERE'S HOW.

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