

Agenda: Madrid Partner Bootcamp (June 18-19-20)

Day 1 - Introduction to Nexthink	09:00	09:15	15 min	Welcome and Introductions	Individual introductions, course objectives, agenda briefing.
	09:15	09:30	15 min	Our Vision for Partnering with Nexthink	What is our vision and strategy for how we can partner together ?
	09:30	10:00	30 min	Introduction to Nexthink	Introduction to where Nexthink fits in the 'monitoring space' with a short exercise. Walk through demo with customer examples of IT Service Management (ITSM) + Nexthink , concept of Outside In vs Insight Out, Measuring Experience and Actionable Insight and Accelerating Transformation
	10:00	10:30	30 min	Solution Scenarios	
	10:30	11:00	30 min	Message from Pedro Bados (Nexthink CEO)	Short briefing from our CEO (Remote Dial-In)
	11:00	11:15	15 min		Coffee Break
	11:15	12:00	45 min	Value Proposition Exercise	Group exercise to deliver a short value proposition based on a common Nexthink Theme.
	12:00	12:30	30 min	Demo Kit	Setup and configuration of individual demo kits
	12:30	13:30	60 min	Nexthink Components and Licensing	How Nexthink works Nexthink technical components Nexthink modules
	13:30	14:30	60 min		Lunch (included)
	14:30	15:30	60 min	Working with the Nexthink Finder Basics Part 1	Introduction to the Nexthink Finder Smart Search System Statistics Device View – Timeline/Properties/User Navigation – One Clicks, Custom Actions, Copy and Paste Services View and Configuration
	15:30	15:45	15 min		Coffee Break
	15:45	16:30	45 min	Working with the Nexthink Finder Basics Part 2	Building an Investigation Building a Metric Categories Understanding Campaigns with Engage Understanding ACT Portal Definitions Types of Dashboards
	16:30	17:15	45 min	Working with the Nexthink Portal - Basics	Metrics and Widgets Dashboard Creation (Basic) Email Digests

Day 2 - Nexthink PoVs	09:00	10:00	60 min	Nexthink Demo	Nexthink Demo step-by-step
	10:00	11:00	60 min	Digital Experience Score + Demo	Presentation about DXS
	11:00	11:15	15 min		Coffee Break
	11:15	12:15	60 min	Extending Digital Experience Score	How to extend the DXS and methodology
	12:15	13:00	45 min	The Nexthink Library – Importing and Using Content	
	13:00	14:00	60 min		Lunch (included)
	14:00	15:00	60 min	Integrations - Service NOW	Nexthink Integrations with Focus in Servicenow integration
	15:00	15:45	45 min	Discovery Value	How to discover Value before a PoV - Business Value Assessments
	15:45	16:30	45 min	How to run a Successful Pov	What, When, How
	16:30	16:45	15 min		Coffee Break
	16:00	16:45	45 min	Creating Useful Investigations and Metrics	
16:45	17:30	45 min	Proof of Value Report and Presentation	General guidelines	

Day 3 - Deliver & Support	09:00	09:30	30 min	Nexthink Customer Journey	
	09:30	10:15	45 min	How to Deliver a Solution	
	10:15	10:30	15 min		Coffee Break
	10:30	11:30	60 min	First Steps at customer side	
	11:30	12:00	30 min	Nexthink Community	How to make the best of our Community
	12:00	13:00	60 min	Nexthink Solutions, Value Cases & use cases	Introduction to the Nexthink Community, Academy, Documentation
13:00	13:30	30 min	Wash-Up	Next steps, outstanding questions.	