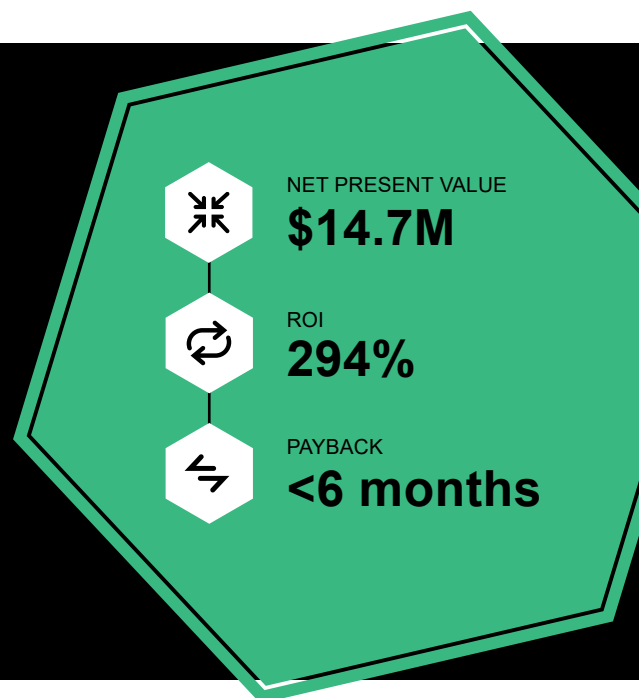
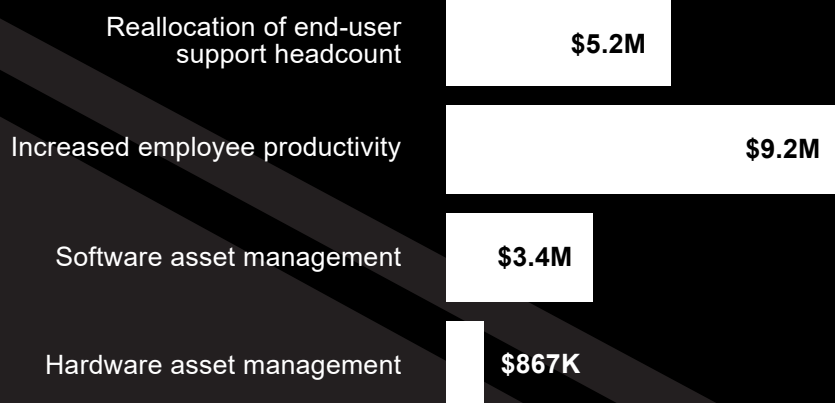


# The Total Economic Impact™ Of Nexthink Experience

Through five customer interviews and data aggregation, Forrester concluded that Nexthink Experience has the following three-year financial impact.

## SELECTED BENEFITS

Three-year, risk-adjusted present values



## ADDITIONAL BENEFITS



10% to 20% IT support headcount efficiency



Savings from displacement of other single-purpose tools



10% contribution towards reduced office rental costs in support of hybrid work

## VOICE OF THE CUSTOMER

“The biggest gap we had was visibility into our [end-user] world. It was all reactive, we were flying blind, and the tools we were using were inconsistent across regions.”

“We were looking for something more proactive, to get a better view.”

“At the beginning of the year, 20% of incident remediations were automated; at the end of the year that had grown to 45%.”



*VP of workplace support,  
global technology and manufacturing firm*

“Despite a number of significant [mergers and] acquisitions over the last few years, the volume of tickets has remained flat thanks in part to Nexthink.”



*Director, IT service desk,  
engineering consulting firm*



Learn more

This document is an abridged version of a case study commissioned by Nexthink titled: The Total Economic Impact Of Nexthink Experience, April 2021.

Commissioned By

**nexthink**