

Experience Insight Service

Improve your Digital Experience Score with analyst-led reports and recommendations

The Experience Insight Service helps your organization get the maximum benefit from its Nexthink investment by advising your team on a best practice approach to analyzing and interpreting Nexthink data. By applying analysis techniques to the Nexthink datasets collected within your organization, you will receive actionable insights and recommendations to directly impact and help improve your organization's Digital Experience Score.

Customers receive two reports. The 'Core Insight Report' covers device performance and reliability and a customer-designated 'Application Insight Report.' Customers can purchase additional reports per application.

Using an agreed-upon reporting tool,* the Nexthink Consultant will produce a Microsoft Word version of each report detailing the highlights such as correlation, outliers and points of interest. The Nexthink Consultant will deliver a walkthrough session to drive discussion and next steps based on the data presented.

Customers can opt to receive training on how to refresh the reports themselves and the Nexthink Consultant can support loading the data into your organization's data repository.

Business Need

Nexthink's applications play a critical role in providing real-time visibility into your IT estate, hardware and software, managing the quality of your employee's digital experience and supporting the success of your IT transformation initiatives.

By moving beyond the baseline of your Digital Experience Score and applying a best practice data approach, the Experience Insight Service will provide actionable insights and recommendations to make the necessary critical Employee Experience improvements.



KEY BENEFITS

- Gain deeper understanding of your Digital Experience Score with potential root cause analysis
- Augmented analytics capability
- Insights to support critical decision making
- Provides potential targets for short, medium and long-term Digital Experience Score improvement roadmaps
- Support change impact monitoring
- Re-useable and extensible reports
- De-risk your Nexthink investment through actionable insights



Workflow and Activities

OVERVIEW

Engagement Kick-off

- Project kick-off and activity planning
- Review statement of work
- Agreement on selected application report

Setup & Configuration

- Configuration and loading of reports within selected reporting tool
- Data extraction from Nextthink API to selected reporting tool

Analysis

- Running of agreed reports and detailed data interpretation

Walkthrough Session

- Workshop to review the findings and discussion on correlations, outliers and points of interest
- Next step planning, if required



DELIVERABLES

- Project kick-off session
- Setup, configuration and extraction of one Core Insight Report
- Setup, configuration and extraction of one customer selected Application Insight Report
- Microsoft Word versions of each report with detailed highlights such as correlation, outliers and points of interest
- Walkthrough finding session
- Optional:
 - Enablement on report refreshes
 - Data repository loading **
 - Injection of customer fields **
 - Additional application reports **

Timeline

Typical timeline for this service is two weeks. Work must commence within six months of purchase.

Changes in Scope

Changes to the scope are not permitted. You can request additional or different services subject to availability and additional cost through a change order or additional statement of work.

**Reporting Tools: Current supported reporting tools are Microsoft Power BI and AWS Quicksight. Other reporting tools can potentially be supported but should first be discussed with your Account Manager.*

***Optional Features: Optional features are not included in the base service but may be purchased at an additional cost.*

Contact Us

Reach out to us to learn more about how the Experience Insight Service enables you to rapidly achieve your goals and long term success with Nextthink.

CONTACT US