

Nextthink Experience Central

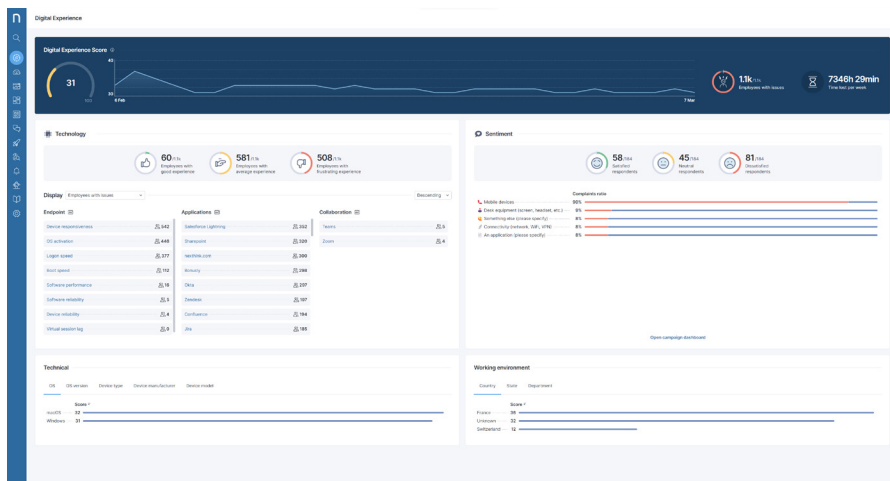
Assure Employee Digital Experience to Proactively Optimize IT

The challenge of strategic IT management – it is about Experience

Pressure is increasing on IT leaders to demonstrate successful Digital Employee Experience (DEX) management. It is impossible to build a meaningful DEX strategy and proactively optimize IT for employee experience without enterprise-wide visibility into total employee experience - including sentiment - across all underpinning IT technologies. Existing technology-centric IT processes lead to higher operational costs and poor IT reputation, as IT teams react to chasing down REPORTED employee technology issues after the fact, instead of proactively starting with actual employee experience to see, diagnose, in order to see, diagnose, and fix potential experience problems before they become ticket storms.

Comprehensive DEX Visibility

Nextthink Experience Central gives IT Leaders and their teams the proactive and complete view they need into all aspects of employee digital experience. IT leaders can now measure, govern, and make well-informed strategic decisions about how to best optimize their IT teams and workplace technologies and processes to maximize employee DEX, reduce costs, and improve IT reputation.



“By 2025, 50% of IT organizations will have established a DEX strategy, team, and management tool, up from 15% in 2022.”

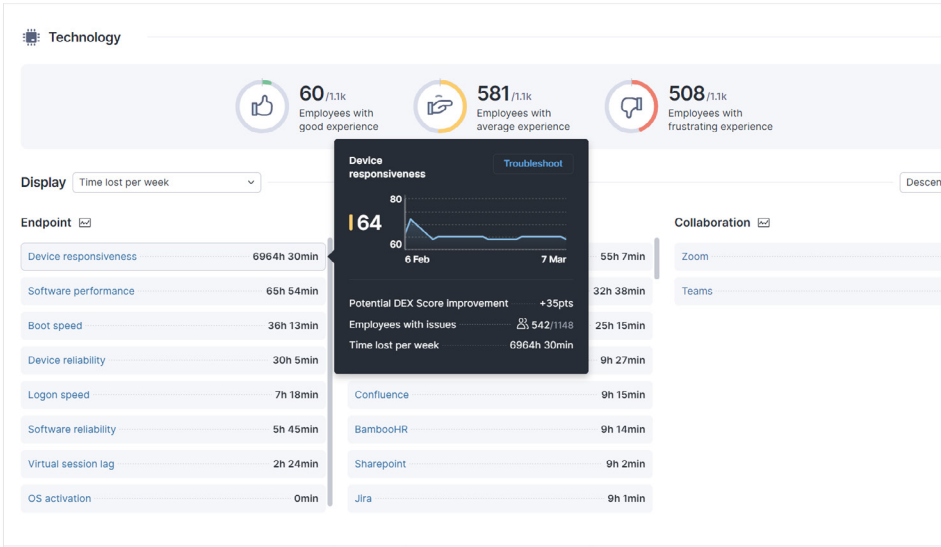
Gartner

Market Guide for DEX Tools, Dan Wilson, Tom Cipolla, and 3 more, 31 August 2022

Key Benefits

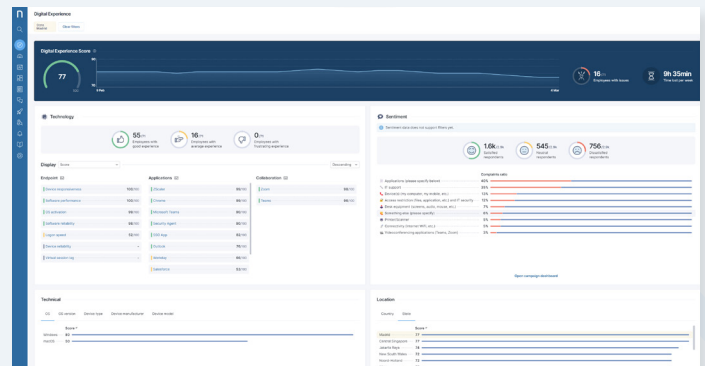
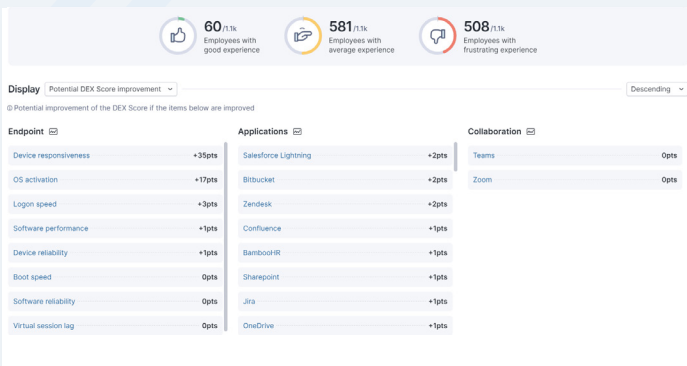
INFORMATION TECHNOLOGY

- Proactive visibility into building experience issues before employees report any technology issues significantly reduces trouble tickets.
- Using a dashboard that seamlessly combines digital experience scores with device, configuration, application, and sentiment metrics, IT leaders can prioritize IT teams activities based on impact on employee DEX to maximize employee productivity and IT reputation to deliver maximum business value.
- IT leaders can rapidly find arenas where (and why) DEX is good and then replicate them organization-wide.



Proactive Experience Visibility to Reduce Tickets

Nextthink Experience Central gives IT Teams immediate and continuous visibility into DEX across the organization – spanning Endpoints, Application, Collaborations, and Sentiment. This timeline perspective, coupled with unique and easy to use filtering capabilities, enables early warning to hidden, building issues by enabling rapid investigations before any tickets are ever opened.



IT leaders can prioritize what matters most

Nextthink Experience Central offers IT leaders unique visibility into the aspects of technology that cost employees the most lost time and productivity, including rapid filtering capabilities to prioritize their teams focus on those aspects of DEX that will yield the most organizational and employee benefit upon remediation – improving IT reputation and employee productivity rapidly.

Find and replicate best DEX practices

With combined visibility into every aspect underlying DEX, Nextthink Experience Central’s unique filtering capabilities deliver rapid visibility into those aspects and locations experience good DEX, and why, so they may be replicated organization-wide – preventing or reducing tickets and enhancing IT reputation as well as employee productivity.

Learn More

Nextthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees’ daily technology experiences at the device and web browser level – freeing IT to progress from reactive problem solving to proactive optimization. Nextthink 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, Nextthink has 9 offices worldwide. Learn more at [nextthink.com](https://www.nextthink.com).

