



# Nexthink Infinity

Banking and Finance Excellence Through Great IT Support



## Great Customer Experience Through A Strong Digital Workplace

Banking and Financial Services institutions face pressure to provide the best possible customer experience from competition in the market. To keep up, IT must be able to address technology issues in real-time, to avoid technology disruptions to service – whether in the call center, at a branch, or in high level collaborations. Deliver the ideal digital workplace with Nexthink.

### Identify the Patterns and Fixes that Matter

With Nexthink, your IT team can see, diagnose, and fix issues on any endpoint anywhere with intuitive data visualizations, real-time alerting, powerful diagnostics, and automated remediation capabilities. Empower your teams with comprehensive digital workplace data gathered in a single source of truth.

The Infinity platform delivers endpoint telemetry and employee feedback so you can see technology from the employee perspective and deliver the ideal digital workplace, wherever your team is working.

### Nexthink Customers See Real Benefits

- Global Bank reduced employee High CPU incidents by 75%.
- US Bank alerted tellers to regional check fraud patterns with an 86% response rate.
- Global Financial Management firm resolved Teams performance issues in VDI.

### Benefits for Critical Staff

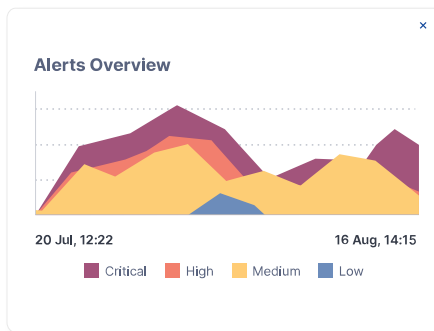
- Great customer focus follows consistent, reliable application performance
- Productivity assurance through seamless collaboration wherever staff is working
- More time to deliver great results, less time resolving technical issues

### Benefits for Organizational Staff

- Easy issue reporting and self-service resolution for common issues
- Improve collaboration and remote work experiences

### Benefits for IT

- Proactively improve technology service and IT reputation
- Optimize hardware and software spend based on usage data and feedback
- Reduce ticket volume and time to resolution



### Real-time Alerting

See issues the moment they occur on any device, so staff don't need to open tickets.

**Binary version**  
"1.2.0.8864" is the Binary version with the highest crash ratio (91%)

Version	Crashes	Crash ratio
1.2.0.8864	201	91%
1.2.0.4664	12	14%
1.2.0.7161	4	<1%
1.2.0.19260	1	<1%

### Diagnostics & Analytics

Immediately identify the root cause of an issue and find all affected devices across the organization.

**Remote action**

Name	Supported Platforms
Set Power Plan	Windows
Update Teams	Windows
Get Battery Status	Mac OS, Windows
Update VPN	Windows

[Execute on 33 devices](#)

### Automation & Remediation

Easily execute changes on any number of devices in seconds, resolve issues at scale, and measure the improvement.

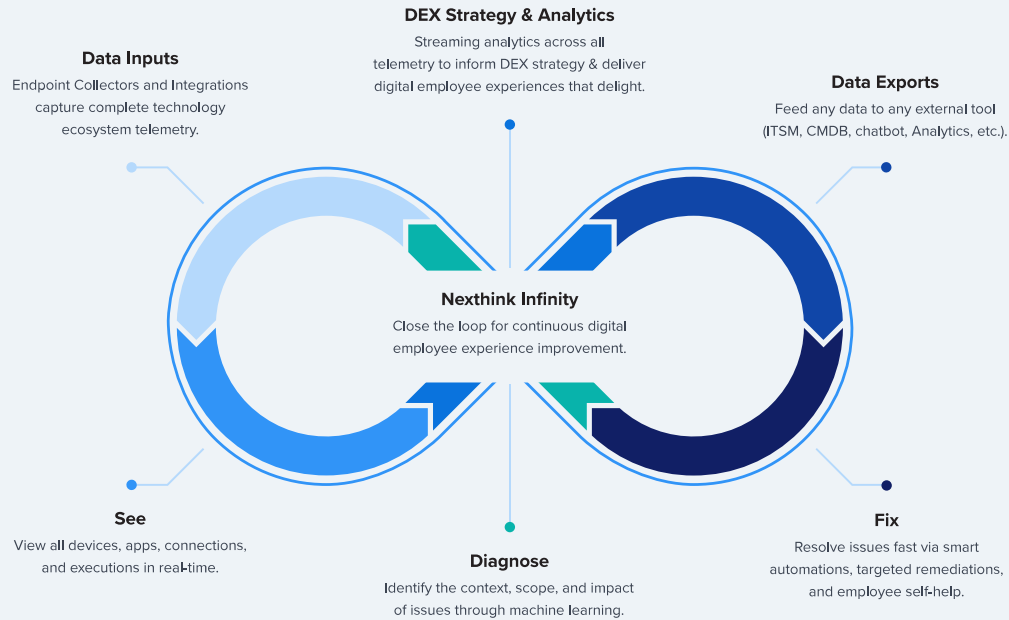
"This is something every organization needs to have. It helps us understand what's happening so we can constantly innovate and improve. Users don't report issues as often as they are occurring, and having that visibility to solve those problems proactively has been massively helpful. It's no longer a guessing game."

**Brian DeAngelo, SVP Technology Innovations Group**

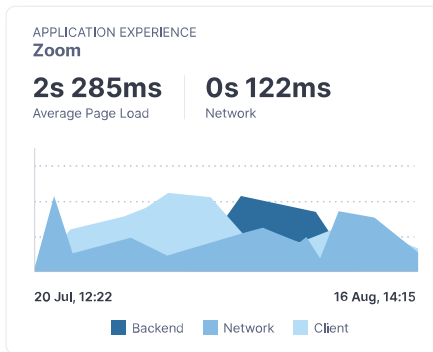
Blackstone

# How Nexthink Infinity Works

Infinity is a holistic platform built to iterate and continuously improve experience in the digital workplace.

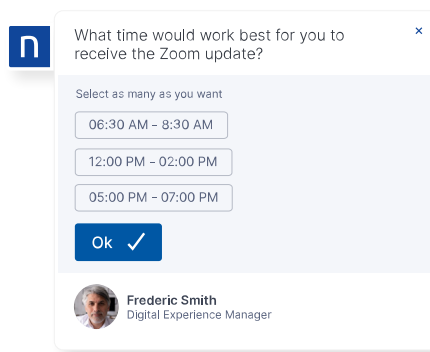


## Extend Nexthink Infinity Platform to Address Hybrid Work Challenges



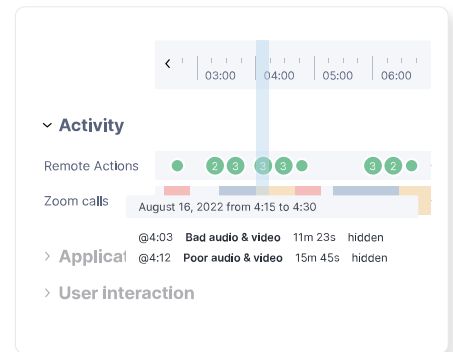
### Nexthink Application Experience

Gain visibility into how all applications are adopted and experienced by employees, boosting performance and optimizing costs.



### Nexthink Employee Engagement

Unlock employee engagement with targeted, attention-grabbing two-way communications.



### Nexthink Collaboration Experience

Ensure dispersed team productivity via deep visibility into employee experience using the collaboration tools they rely upon.

## Learn More

Nexthink 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. Nexthink 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, Nexthink has 9 offices worldwide. Learn more at [nexthink.com](https://nexthink.com)

