

# Nexthink Infinity

Insurance for the Future through Great IT Support

## Improve Customer Experience with a Stronger Digital Workplace

Great client experience is essential, and agility is critical for new insurance product development. Competition from InsurTech firms, uncertainty from inflation and political instability are all putting pressure on business and on IT teams to deliver a seamless technology experience for employees and customers. Deliver the ideal digital workplace with Nexthink. Your people need the best IT support and reliable experiences.

## 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

- Liberty Mutual improved call center performance by resolving performance issues.
- US Insurer saved ~10,000 hours in staff and support time automating common issue resolution in a single quarter.
- US Insurer saved ~2200 hours repairing SCCM agents over 60 days across 5750 devices.

## Benefits for Critical Staff

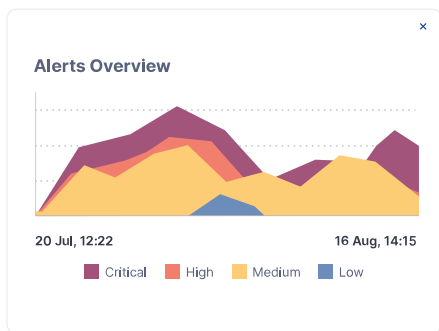
- Great customer focus follows consistent, reliable application performance
- Productivity assurance through seamless collaboration wherever staff is working
- More time to deliver great results, less time resolving technical issues

## Benefits for Organization Staff

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

## Benefits for IT

- Optimized spend: hardware refresh and software reclamation based on need
- Automated issue identification and resolution, reduced tickets and MTTR
- Proactively improve technology service and IT reputation



## 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.

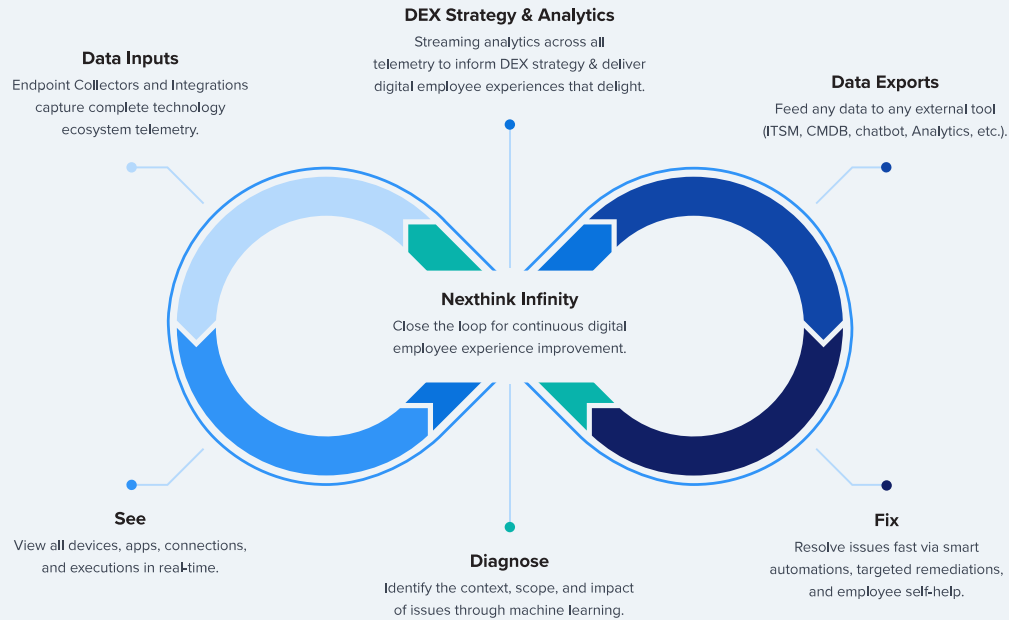
"In the call center, we started to see trends where people struggling to get their call time down were having systems issues. We were able to eradicate those issues and improve their call center performance, which drives business outcomes for Liberty Mutual."

**Gary Sherman, Vice President & Senior Director of Technology**

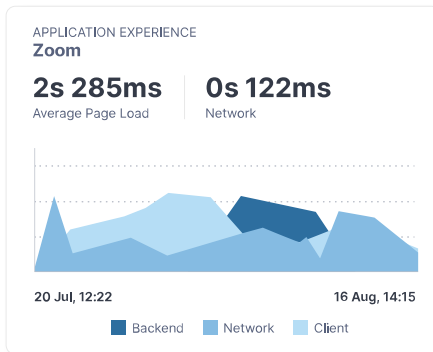
Liberty Mutual

# How Nexthink Infinity Works

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

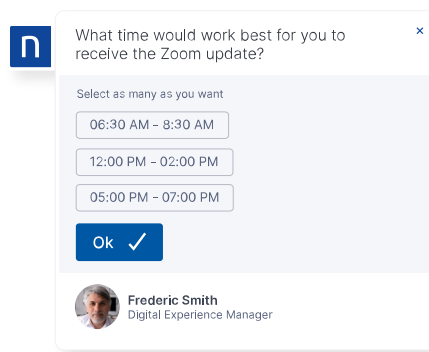


## Extend Nexthink Infinity Platform to Address Hybrid Work Challenges



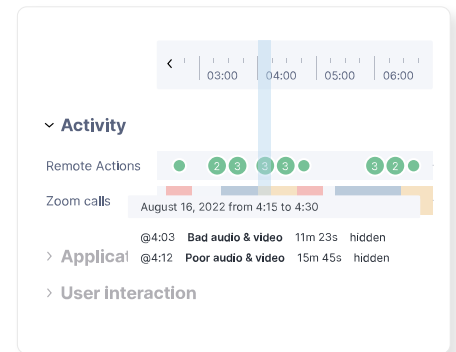
### Nexthink Application Experience

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)

