

Nexthink Infinity

**See, Diagnose, and Fix with
the Most Advanced Digital
Workplace Observability
and Automation Platform**

Introduction

The last three years have dramatically changed the way businesses operate. Collaboration tools like Slack, Zoom, Teams, etc., have become the lifeblood of almost every organization making them essential to deliver the best Digital Employee Experience for their hybrid work ecosystems.

Enabling employees to get the most out of their tools and facilitating smooth work processes created happier and more productive work environments. [According to Gallup](#), organizations with engaged employees experience 41% less absenteeism and a 17% increase in productivity.

Everything around us has evolved and so has Digital Workplace. Today, the basic expectation from digital workplace is to anticipate and detect any and every issue an employee might face in his company's digital workplace. And it doesn't stop there. Today's digital workplace advocates believe in rolling up their sleeves and getting to the absolute bottom of the incident or problem- ensuring it's fixed nice and clean before descending into service desk hell. How do they do it? Of course, with full visibility into their digital workplace and the insights gleaned from their observations. And that's where this all begins – observing. In this article, we'll delve deeper into the concept of **“Digital Workplace Observability”** - *what it is and why it's integral to creating a dynamic, intuitive digital workplace for your workforce.*

We'll also take a comprehensive look at how Nextthink can help IT teams run End User Computing and digital workplace environments in a skillfully deft and nimble way demonstrating why Nextthink is the most advanced digital workplace observability platform in the market today.

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Digital Workplace: Different Stakeholders, Different Expectations

Before we immerse ourselves in the details of Observability, let's look at the larger context of the **digital workplace**, the different stakeholders involved, and what basic expectations each party comes with.

There are three primary stakeholders that visualize digital workplace from differing perspectives and expect different outcomes.

1. Digital Workplace Stakeholder: Business

This group of stakeholders includes the leaders or C-Suites who are driving the business - CEOs, CFOs, - basically the top management of a company. They represent the interests of the business and work towards executing a common vision. They implement different strategies to do this, and Digital Workplace is one that they recognize is important. And here's what they aim to achieve via Digital Workplace:

- **Ability to innovate or digitize fast** – introducing applications as fast as possible while making sure they don't break down and ensure employees can adopt them at speed.
- **Cost efficiency** – making sure their investments in various tech tools are being used as efficiently as possible. This is where software metering, hardware refresh, etc. take the front-row seat.
- **Reducing employee attrition** – improving the employee experience to make sure valuable talent stays with their company despite a competitive job market. This includes optimizing their application use and ensuring a seamless experience for the employee at all times.



2. Digital Workplace Stakeholder: Employees

Employees are the lifeline of any business. It is therefore imperative to offer your workforce a workplace that simply understands and adapts to their burgeoning needs. Your average employee is a champion consumer and the basic expectation from his workplace is enough reason to keep your IT team to working around the clock. The least they expect is:

- **A stable and reliant workplace** – What employees expect is very simple: a workplace that works. with functioning tools and applications. Working with tools that constantly glitch, crash, or shut down is unnecessary and frustrating.
- **Ability to work from anywhere** – This has become crucial in the post-pandemic world that has brought in the age of hybrid workplaces. Tools for collaborative work, communication, and video calling need to work well whether employees are at home, in the office, or even in transit.
- **Never raise any IT issue** – The very last thing employees want to do in the middle of their work routine is raising an IT ticket to report an application glitch. This is the “Set-Up-To-Fail” syndrome that will cause IT a huge problem and they do not want employees to be their monitoring system.

3. Digital Workplace Stakeholder: Digital Workplace Teams

Remember Cameron’s Titanic, its boiler room, the men maneuvering the machinery and shoveling coal into the furnace, non-stop? The life of the IT service desk crew is similar. Do all the (thankless) heavy lifting to keep the business engine running whilst offering the best workplace experience to the passengers, aka employees. This team’s job is to deliver on the expectations of both the business and the employees, compromising nothing. And for that, they need:

- **To see, continuously with full observability** – they need to be able to discern the scope, context, and extent of IT issues affecting employees across all devices to improve troubleshooting.
- **To proactively diagnose and identify issues** – before employees raise tickets or complaints, the digital workplace teams should be alerted to problems in real-time. With the help of an intelligent system, they should be able to diagnose the root cause of any issue.
- **To fix the identified issues instantly** – solve problems before employees are even affected by them. With the help of automation, remediating issues would become a one-click process.

SUMMARY

To sum up, for any enterprise, creating an optimal, efficient, and sustainable digital workplace involves three main goals:

1. **Gain visibility** into all users, their unique devices and app configurations, and location.
2. **Detect and diagnose** employees’ technical issues before they disrupt the business.
3. **Solve issues** simply and reliably with proactive incident management.

And **Observability** applies in the very first stage - seeing, but it goes much further than merely spotting issues as they crop up. How about immersing a bit more and getting to the core of observability at a digital workplace?

Why not...



Observability

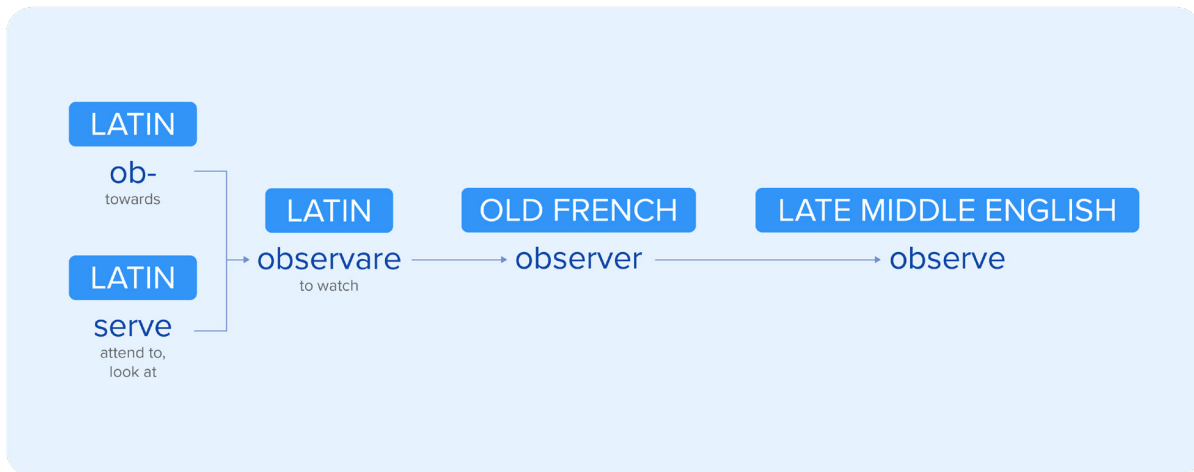
Now that we are all set to delve deeper into this concept, how about we brush a bit on some etymology facts of its root word ‘Observe’?

Browse through any [modern English dictionary](#), and you’ll find the following explanation:

“to study and understand someone or something with care and attention in order to discover something”

Now let’s extend it to the digital workplace and we’ll find it is the practice of studying and understanding your workplace ecosystem in a manner where you can detect and diagnose issues as they occur.

However, quite a few terms and misnomers are widely used regarding observability. Differentiating these terms, elucidated below, will enable you to make an informed decision on the ideal observability platform for your company’s IT infrastructure.



Telemetry vs Monitoring vs Visibility vs Observability

These buzzwords have been floating around quite prominently in the Digital workplace world and identifying the nuances of each and their relevance to your business is quite critical.

| | TELEMETRY | MONITORING | VISIBILITY | OBSERVABILITY |
|------------------------------------|---|--|--|--|
| Meaning | Collection of data from remote systems | Systematic method of collecting and analyzing the collected data | The process of collecting data and using it to manage unknown or potential problems | The process of: <ul style="list-style-type: none"> • Collecting as much relevant data and as possible, from multiple sources, • Correlating them and creating insights out of these correlations, • Managing the data to focus on understanding why problems occur rather than just pinpointing them and leaving it at that. |
| How this is useful? | With the advent of the OpenTelemetry project, telemetry is now a standard method of collecting data from remote systems | Sends alerts about known problems from existing metrics. E.g.: SaaS application is down | Sends alerts about both known and unknown problems. E.g.: Identifies employees having issues at work and checks which device they are using and application they're connecting to. | Alerts you of an issue and allows you to investigate deeper to find the problem. E.g.: Quickly and accurately identifies the problem reported and investigates the root cause of unknown issues across the IT ecosystem using accessible tools. |
| For whom is this useful? | | IT Operations, ServiceDesk, Digital Workplace Ops practitioners | IT Operations, ServiceDesk, Digital Workplace Ops practitioners | IT Operations, ServiceDesk, Digital Workplace Ops practitioners |
| What are the business benefits? | Collects inventory information. | Helps act when a problem arises | Identifies the type of problem faster | Identifies, diagnoses, and resolves issues faster |
| What should the business look for? | | | End-to-end visibility across the entire IT ecosystem and few to no visibility gaps that cause inefficient operations. | End-to-end observability that empowers your IT teams to 'Do more with less resources and people' , leading to more innovation, efficient IT operations, faster and reliable digital transformations, and improving employee experience not just once but consistently over time. |

Observability in the Digital Workplace and Why?

The quality of the digital workplace is gauged by its seamlessness of operational workflow. Observability in the digital workplace gives the business end-to-end visibility about all aspects of the digital workplace helps identify issues and correct them in near real-time. Monitoring is already a widely accepted practice, and tools like desktop monitoring to detect system failures have been in use for several years. But what helps end users is observability, which goes beyond just sending alerts about issues.

Observability uncovers details about the scope and scale of an issue, the different factors that led to it, what exactly went wrong, in which stage/system, and at what time- all helping to detect patterns and avoid issues from reoccurring in the future. This provides continuous access to every single activity across all devices in the digital workplace providing a bird's-eye view of the issues that pop up paving the way for holistic & proactive resolution across the workplace landscape.

experience
everywhere

Infinity & The Rise of DEX

with Pedro Bados & Sam Gantner

“...we need to understand the full picture with a continuous view of every single activity and every single change across all the devices in the digital workplace.”

-Pedro Bados, CEO & Co-founder, Nextthink

[Listen to the Keynote: Infinity & The Rise of DexOps](#)

The Growing Complexity of IT

The pandemic has irrevocably changed the mindset of employees across the globe, and [most prefer a hybrid or remote working model](#) instead of coming into the office every day. Companies operating at all tiers of scale implement hundreds of tools and SaaS applications to effectively execute their business strategy. This number could be in the thousands for large multinational corporations. Needless to say, the greater the number of applications, the higher the IT complexity and hence the need for a world-class observability platform.

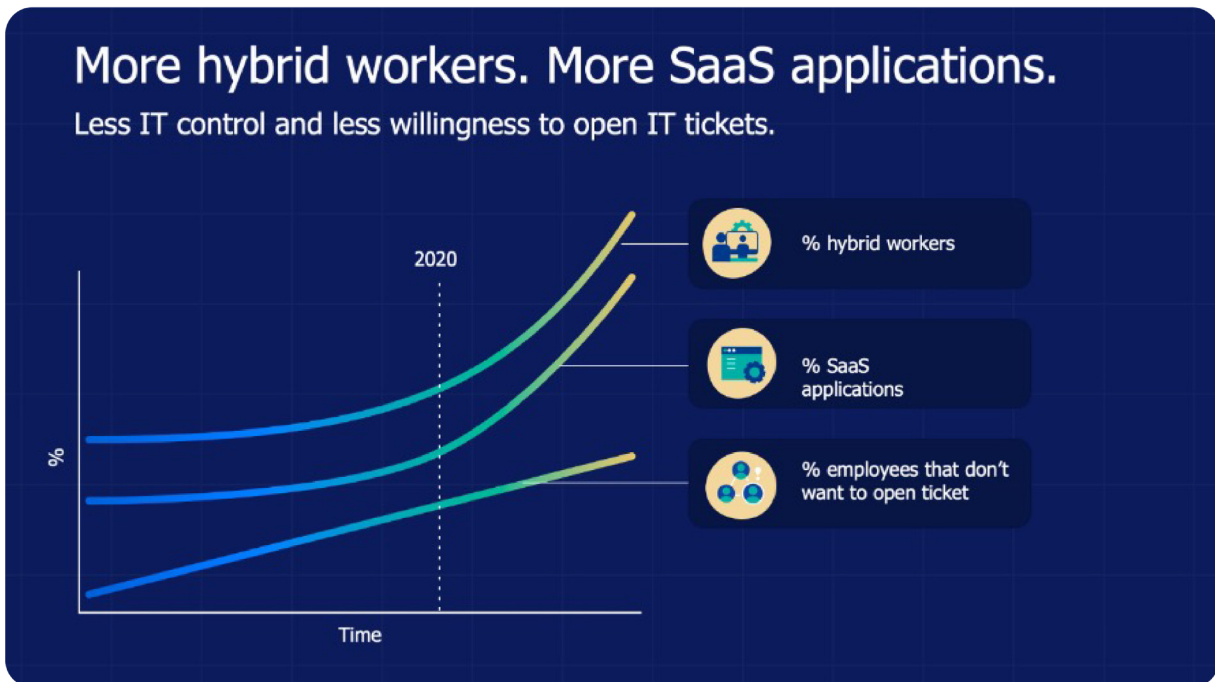
“In a year like none other, organizations have embraced SaaS faster than ever before. Up from an average of 80 apps last year, this year organizations use 110, a 38% increase.”

– says the State of SaaS Ops by BetterCloud.

How Does an Observability Platform Help in a Digital Workplace?

The benefits of an observability-based approach for monitoring digital employee workplaces are tangible and far-reaching. It includes:

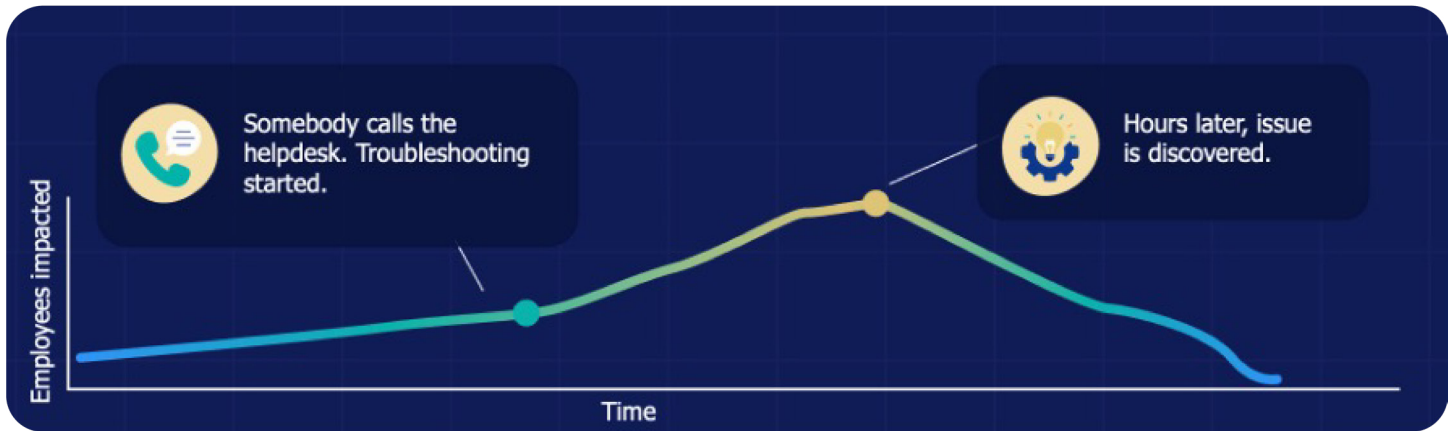
- **Proactive Response:** Provision of a proactive approach to system monitoring and management, rather than a reactive one.
- **Greater Transparency and Collaboration:** All team members can see what is happening with the system at any given time, which facilitates active collaboration leading to transparency and improved communication.
- **Prevention:** Mitigation of major issues due to early detection and root-cause identification could save your business a great deal of resources and time by preventing small issues from snowballing into full-blown disasters.



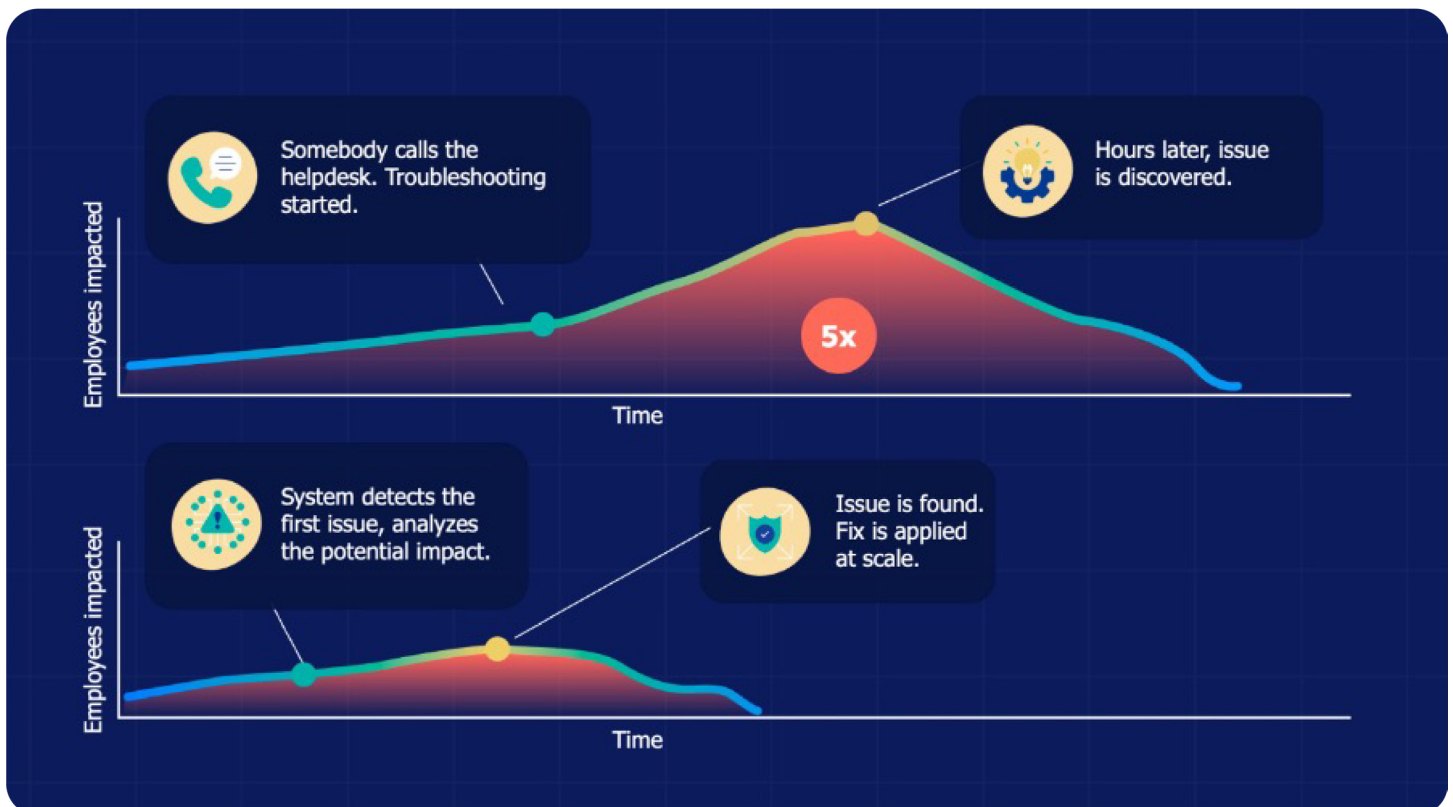
A Proactive Approach to Resolving Issues

The choice between a reactive and proactive approach is one that executives have had to weigh for quite some time now. All arguments in favor of the former can be quelled by one simple fact – the cost to a company from adopting a reactive approach is *five times* more than

its proactive counterpart. Additionally, the cost-benefit is exponentially skewed as the number of employees rises. The more the number of employees, the larger the benefits you reap from being proactive.



Being Reactive

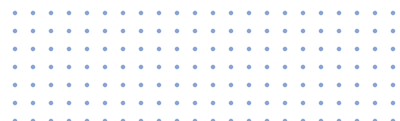


Being Proactive

So, who has an Observability Platform for Digital Workplace?

The benefits of an observability-based approach directly translate to enhanced IT efficiency which in turn results in increased employee productivity, business efficiency, and eventually, customer satisfaction- *the ultimate end result for your business.*

If you're looking to improve the way you monitor and manage your digital workplace and are considering adopting an observability-based approach, look no further and say hello to **Nextthink Infinity**, the market's first automation and remediation platform. Nextthink Infinity delivers unparalleled visibility across all environments so IT teams can continuously improve the digital workplace to optimize productivity and cost.





Introducing Nextthink Infinity Platform

Nextthink Infinity is the most advanced cloud-native digital workplace observability and automation platform for End-User-Computing (EUC) teams across organizations. The platform works across applications to provide overall visibility, diagnose issues better and proactively mitigate them. Here's a closer view of the platform's capabilities.

"...Nextthink is not a generic platform. Nextthink understands the semantics of the data that we ingest. We know what are the actors - what an employee is, what a device is, what a binary program is and we understand the relationship between those things, in a very intrinsic way."

-Samuele Gantner, CPO, Nextthink

[Listen to the Keynote: Infinity & The Rise of DexOps](#)

Nextthink Infinity

HUMAN-CENTRIC DATA PLATFORM

Provides **unparalleled visibility & continuous improvement** in issue detection, diagnosis, & remediation.

Understands everything that occurs at the **intersection of IT solutions and employee experience.**

See
all the issues immediately and provide insights

Diagnose
the impact, context and scope of issues, accelerating troubleshooting

Fix
issues easily via remote actions, self-help & smart automation

nextthink

Ability to see the end-to-end problem = VISIBILITY

Visibility + Advanced Diagnosing capability = OBSERVABILITY

Observability + Automation = NEXTHINK INFINITY

1. Nextthink Infinity: Taking a closer look at its DNA

Nextthink Infinity is one of the most advanced digital workplace observability platforms and we say it for a reason. Time to take a deep dive into the core features and functionalities.

1.1 CLOUD-NATIVE PLATFORM

Nextthink Experience is a cloud-native platform, freeing IT teams from the cost and effort of maintaining an on-premises infrastructure – while delivering world-class availability, security, scalability and much more.

1.2 DATA COLLECTION MECHANISM

Most observability solutions concentrate purely on data collected from the application or the data center. Nextthink, on the other hand, takes advantage of real-time end-user experience tracking that observes changes in the entire IT ecosystem from an employee’s viewpoint.

Many cloud applications collect usage data which is very useful for EUC teams to understand or investigate to find the root cause of any issue quicker. The EUC teams investigate insights generated from the data collected by Nextthink from the end-users’ devices and the cloud applications. Nextthink’s Infinity platform has an inbound data collector to bring in the data from third-party applications, allowing users to receive comprehensive visibility

from a single application rather than having to go through various data platforms to find relevant insights.

Nextthink captures data from end-users’ devices through a lightweight Collector without any side effects. With the shift towards cloud-based applications, it became crucial to include them under their purview, and so Nextthink added the ability to observe issues within applications from inside the end-users’ browser.

1.3 CONTEXT AND CORRELATION

When an issue occurs, it is useful for IT teams to get a full understanding of what happened within a device as well as externally to get the full context of the incident. That’s why the most vital function that Nextthink Infinity does with the data it collects is automatically correlating it in real-time to generate insights and recognize patterns that show which factors are the root cause of the errors.

1.4 REAL-TIME ALERTS ¹

Receive prompt alerts anytime an incident happens, and proactively spot problems with your employees’ experiences before they balloon into significant problems. Integrate them with external systems after setting up the workflow and alert levels.

¹ - See Figure 1

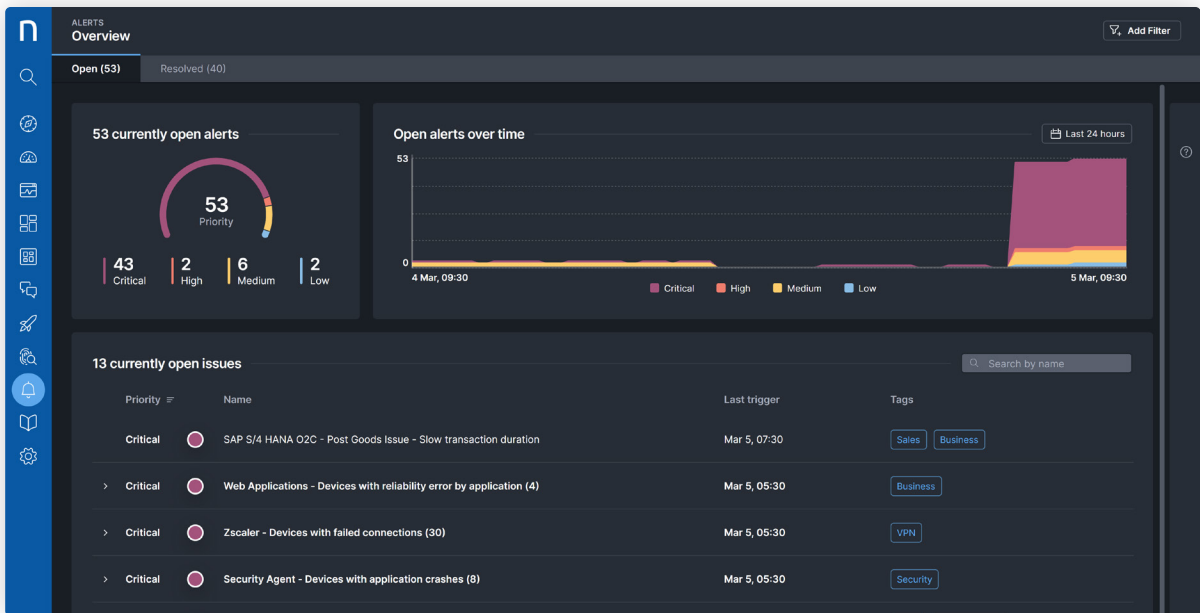


Figure 1 – Alerts overview screen with status, priority and trend

1.5 DIAGNOSTICS WITH AI-POWERED VISUALIZATIONS

Make use of AI to recognize trends and swiftly pinpoint the nature, scope, and effects of issues. Data that impacts employees across all locations and devices is shown at the event level.

Diagnostics is an effective tool for assessing and troubleshooting various IT issues using the following features: ²

- **Dedicated real-time dashboards** designed to troubleshoot issues of execution crashes, high CPU usage and system crashes.
- **Integrated diagnostics panel** to troubleshoot web applications directly on the Applications pages.

- **Artificial intelligence (AI)** powered insights to help scope and find the root cause of an issue.
- **Benchmarking information** from other Nextthink customers to identify if an issue is global or vendor related.

Nextthink Infinity makes suggestions for troubleshooting and offers pertinent details about those suggestions. Use AI to power your root cause analysis by providing possible areas you need to look for based on patterns. Visualize event-level data across all employee devices.³

² - See Figure 2

³ - See Figures 3 and 4 on Page 13

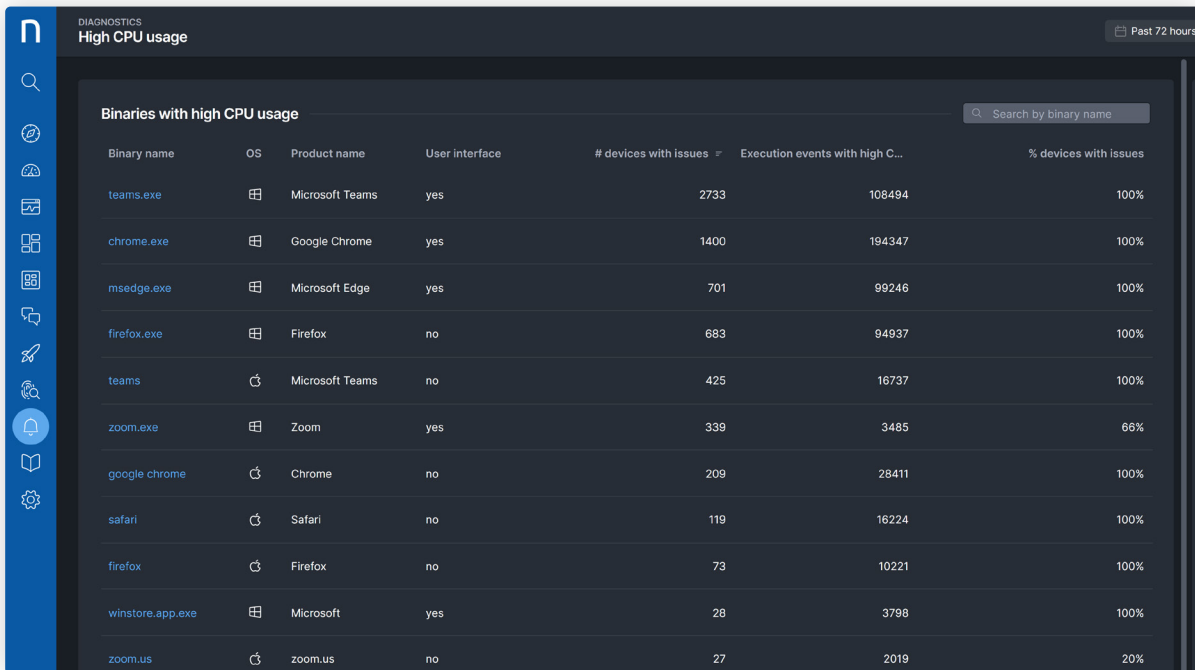


Figure 2 - The above is the diagnostic view of all binaries consuming high CPU.

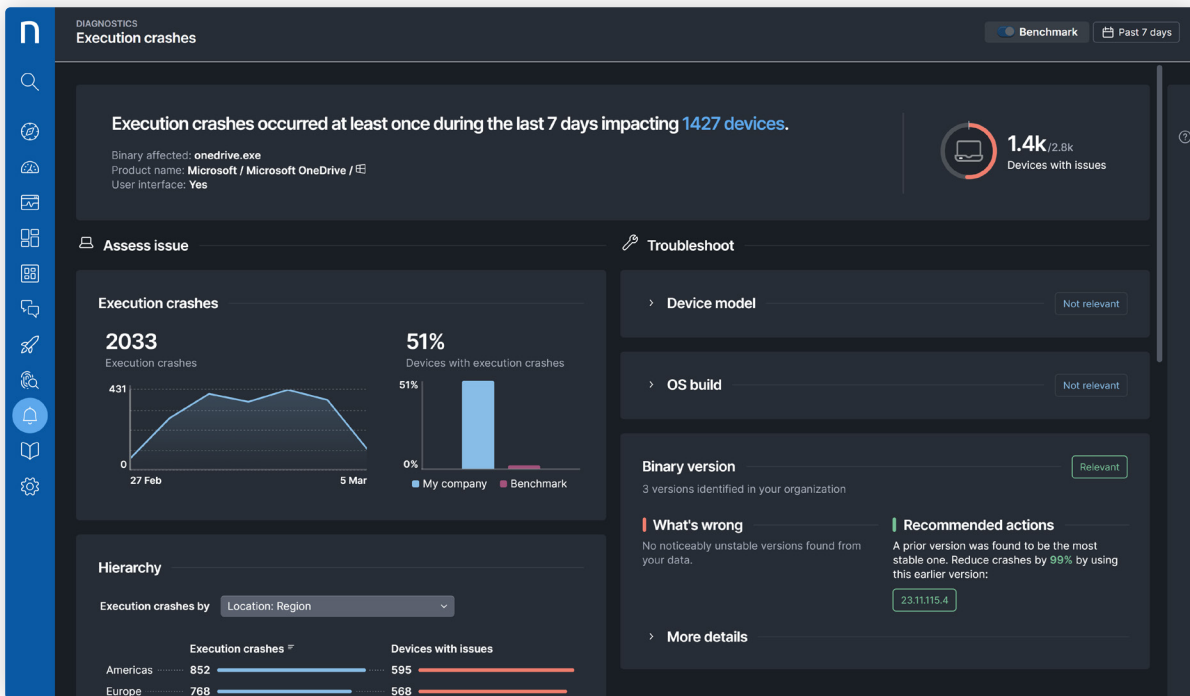


Figure 3 - The above is the detailed diagnostic view of a particular event to understand the impact and scope.

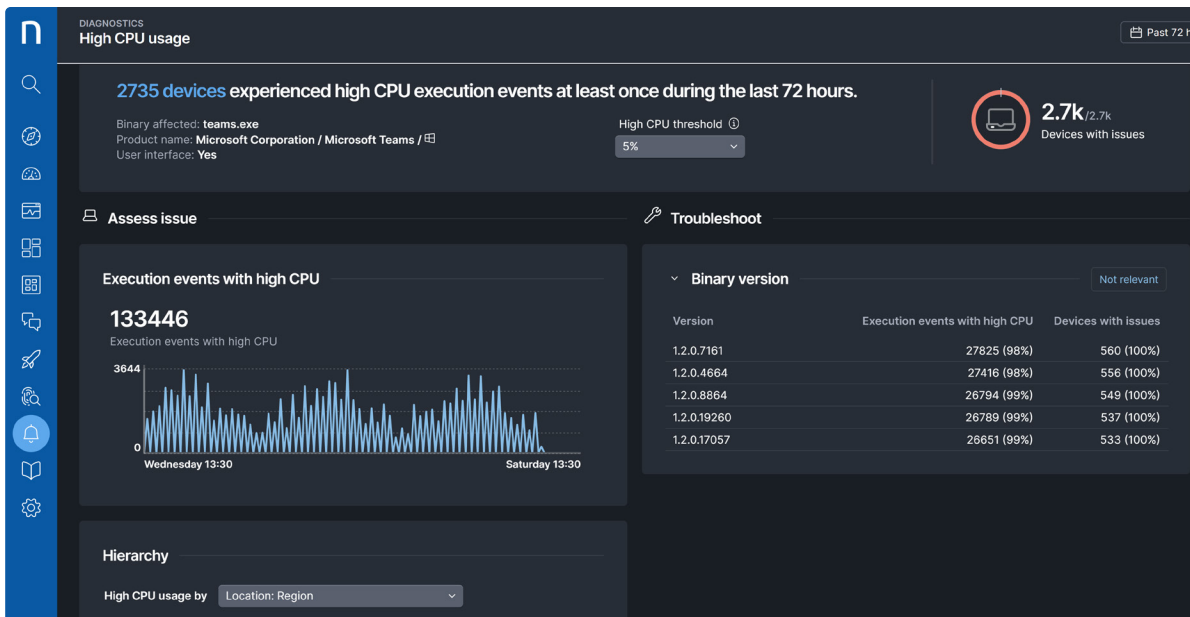


Figure 4 - The above is the deeper drill-down of the diagnostic view for omadmclient.exe consuming high CPU and suggested troubleshooting steps. AI gives you recommendations for faster troubleshooting.

1.6 SEARCH & INVESTIGATIONS

Dive deeper into events, find the specifics of what is triggering them and decipher patterns for their occurrence. Use relevant suggestions in search and quickly jump into troubleshooting.⁴

⁴ - See Figure 5

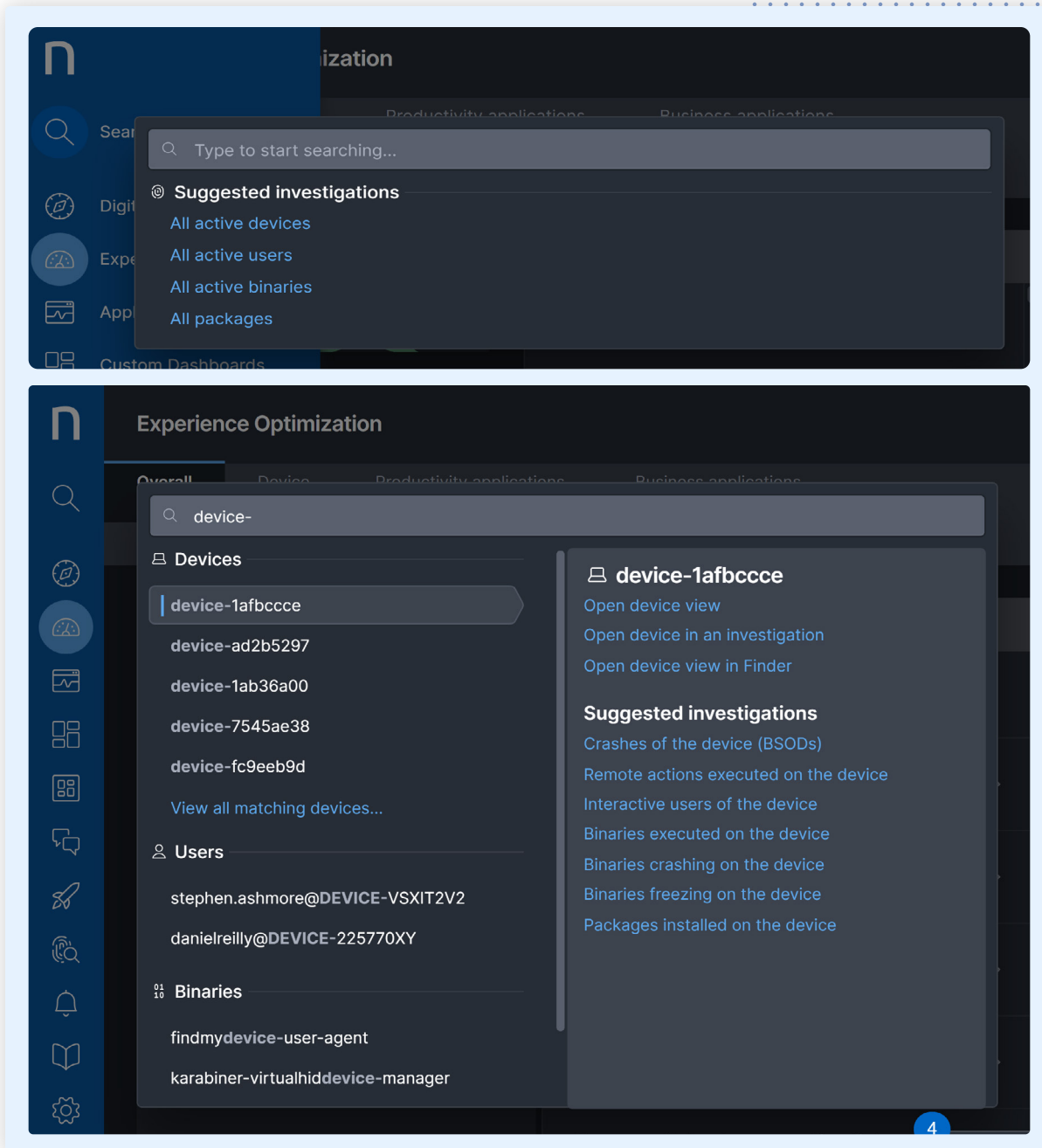


Figure 5 - Intuitive IntelliSense and appropriate suggestions

1.7 DEVICE VIEW

IT support staff can acquire a deeper understanding of device-level troubleshooting problems with the use of Device View. Examine the characteristics of the device and any actions that occurred up to 14 days ago. These are important details about significant occasions that may be contributing to a negative digital employee experience (DEX).

IT teams can identify the potential root cause of a problem and start working on a solution.

When viewing a device,

- You can explore events on the device chronologically using the Timeline tab, and you can learn more about them by using the side panel and logical tooltips.
- You can also delve deeper into events to get a comprehensive glimpse of numerous activities.
- The Checklists tab gives you quick access to important device characteristics.
- You can operate in the gadget using a panel specifically designed for executing remote actions on the device.

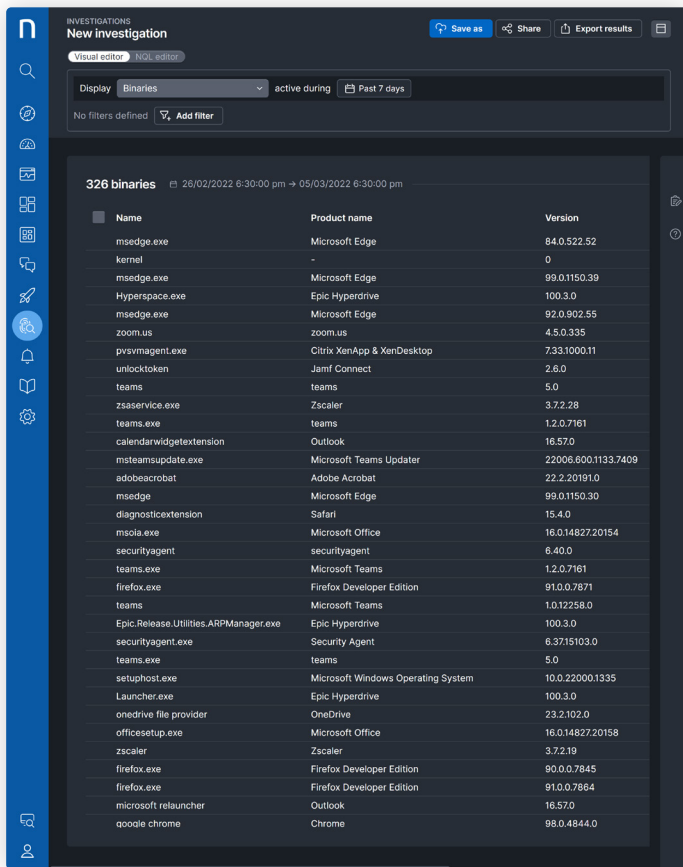


Figure 6 - A single pane timeline view of all events occurred on a device

For more details, refer to [Nextthink documentation](#).

5 - See Figure 6 and Figure 7

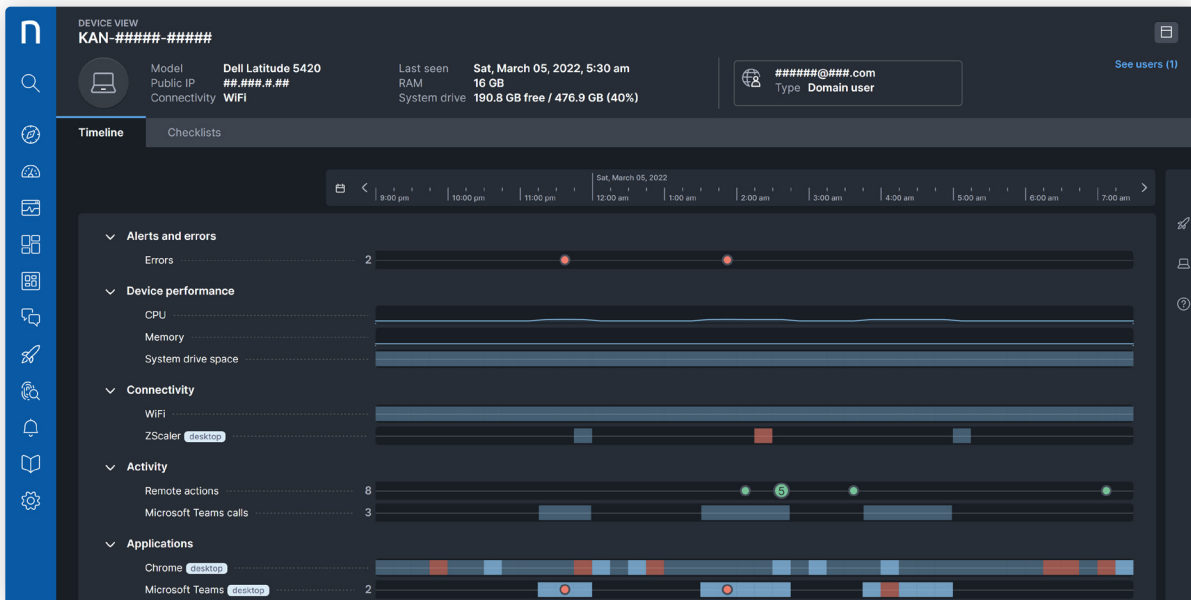


Figure 7 -

1.8 ADVANCED INVESTIGATION

The Nextthink Infinity platform offers a uniform query language called Nextthink Query Language (NQL) to acquire a deeper insight into what is happening in your IT ecosystem. These correlations can be utilized to address these problems and improve the working environment for employees in the digital workplace.

You don't need to be confident in developing NQL queries to use the Investigations feature of the Nextthink Infinity platform. You can quickly develop an inquiry using the Visual builder on the Nextthink Infinity platform.⁶

For more details, refer to [Nextthink documentation](#).
⁶ - See Figure 8

1.9 NEXTHINK QUERY LANGUAGE (NQL)

Nextthink Query Language (NQL) is the programming language developed by Nextthink and designed to request and retrieve information from the data storage layer.

NQL queries extract data and format it into a human-readable form.

For more details, refer to [Nextthink documentation](#).

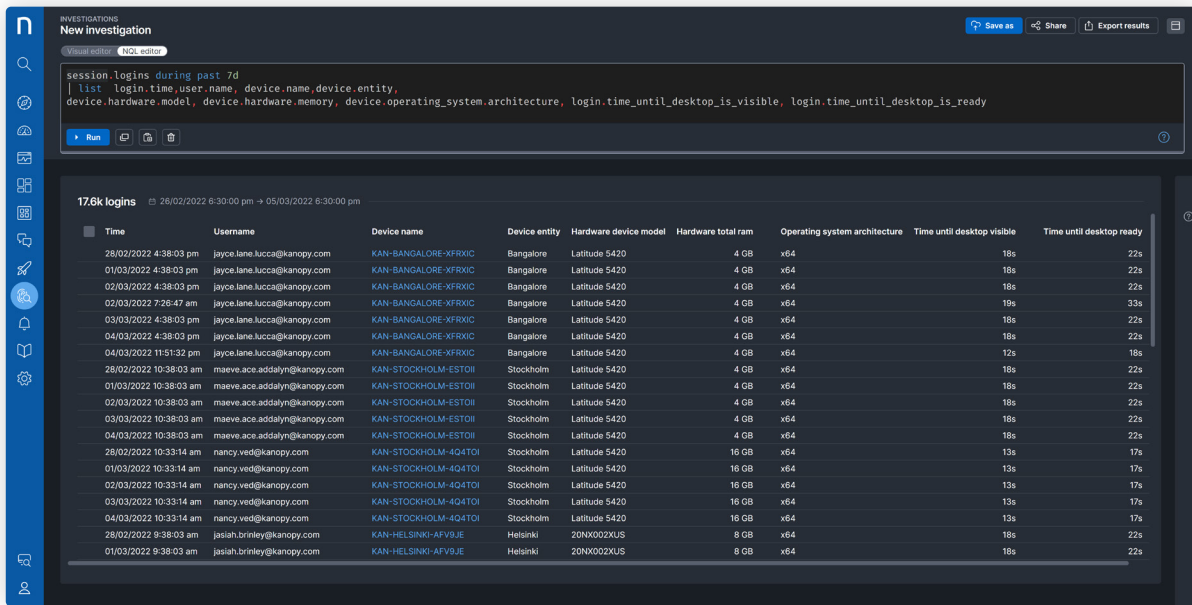


Figure 8 - The above shows how a new investigation can be created

1.10 INSIGHTS-DRIVEN AUTOMATION AND REMEDIATION

Fixing experience problems is the final step in closing the loop.

It's quite challenging to solve problems and innovate without seriously interfering with employees' ability to do their jobs, particularly when native operating system and application updates and configuration changes are involved.

With a large library of one-click automated operations or personalized remediation scripts, Infinity enables IT to automate and correct anything in the background.

However, even if a fix will make an employee's life better, the fix can't come at the expense of their ability to work, transact with a customer, or hit a deadline. **With Infinity targeted self-help campaigns** empower employees to resolve their IT issues with a single-click when it's convenient to them.⁷

For more details, refer to [Nextthink documentation](#).

⁷ - See Figure 9 below and Figure 10 on Page 16

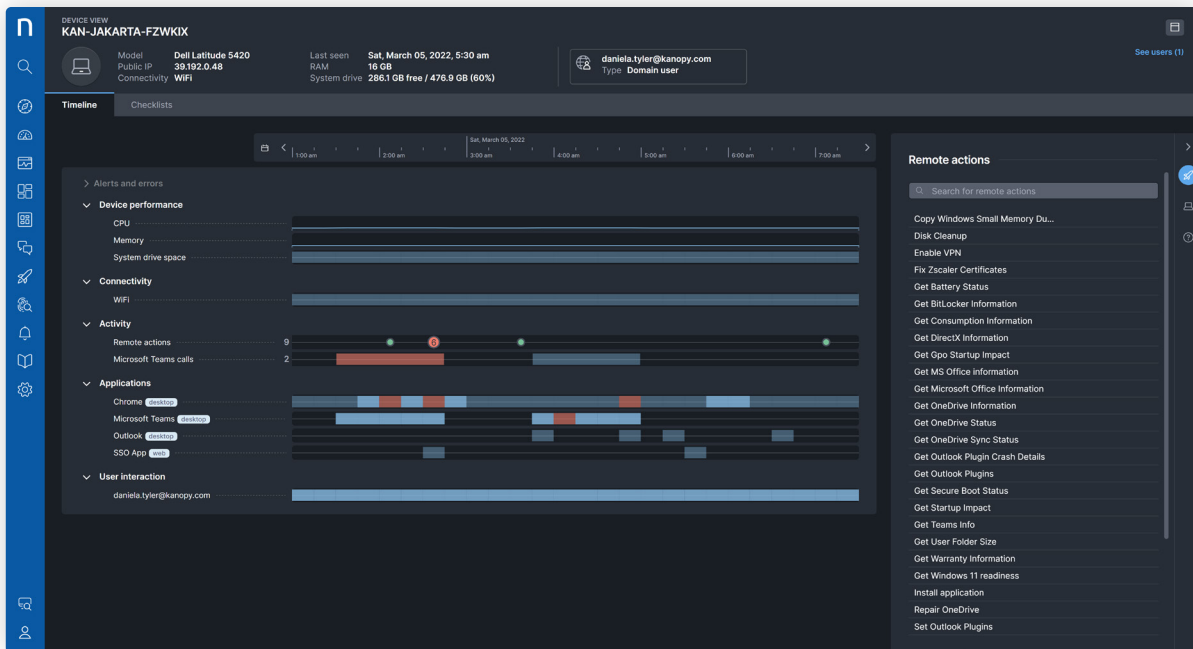


Figure 9 - Device view with a list of automations that can be executed on this device.

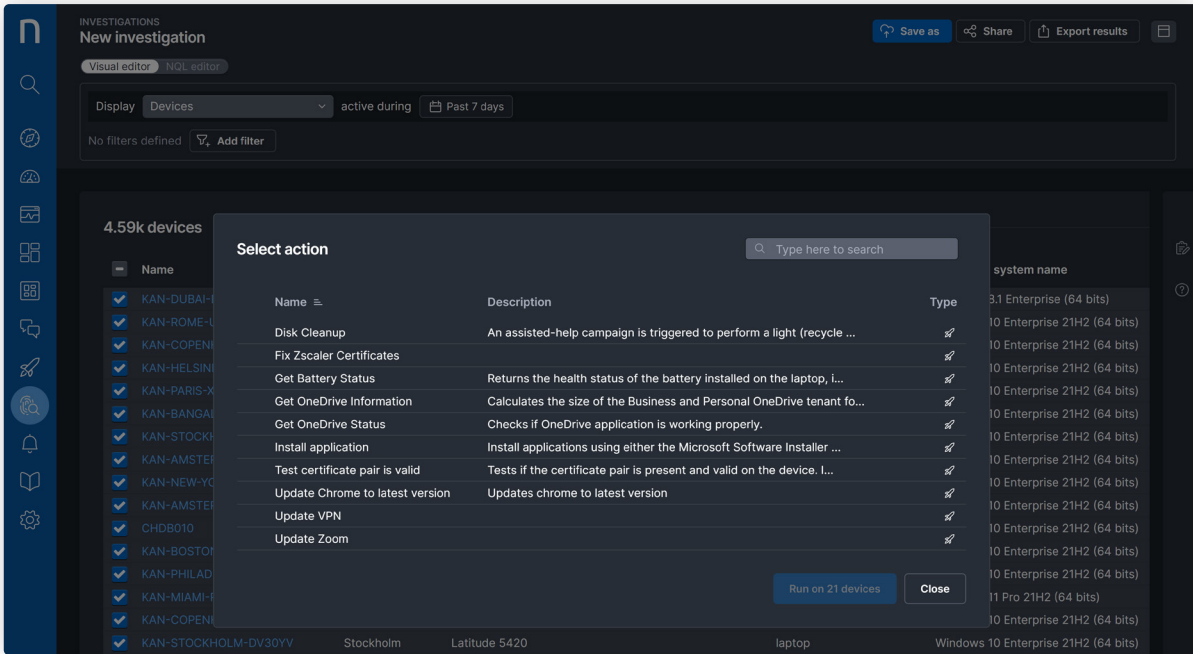


Figure 10 - Target remediation to multiple devices at one click.

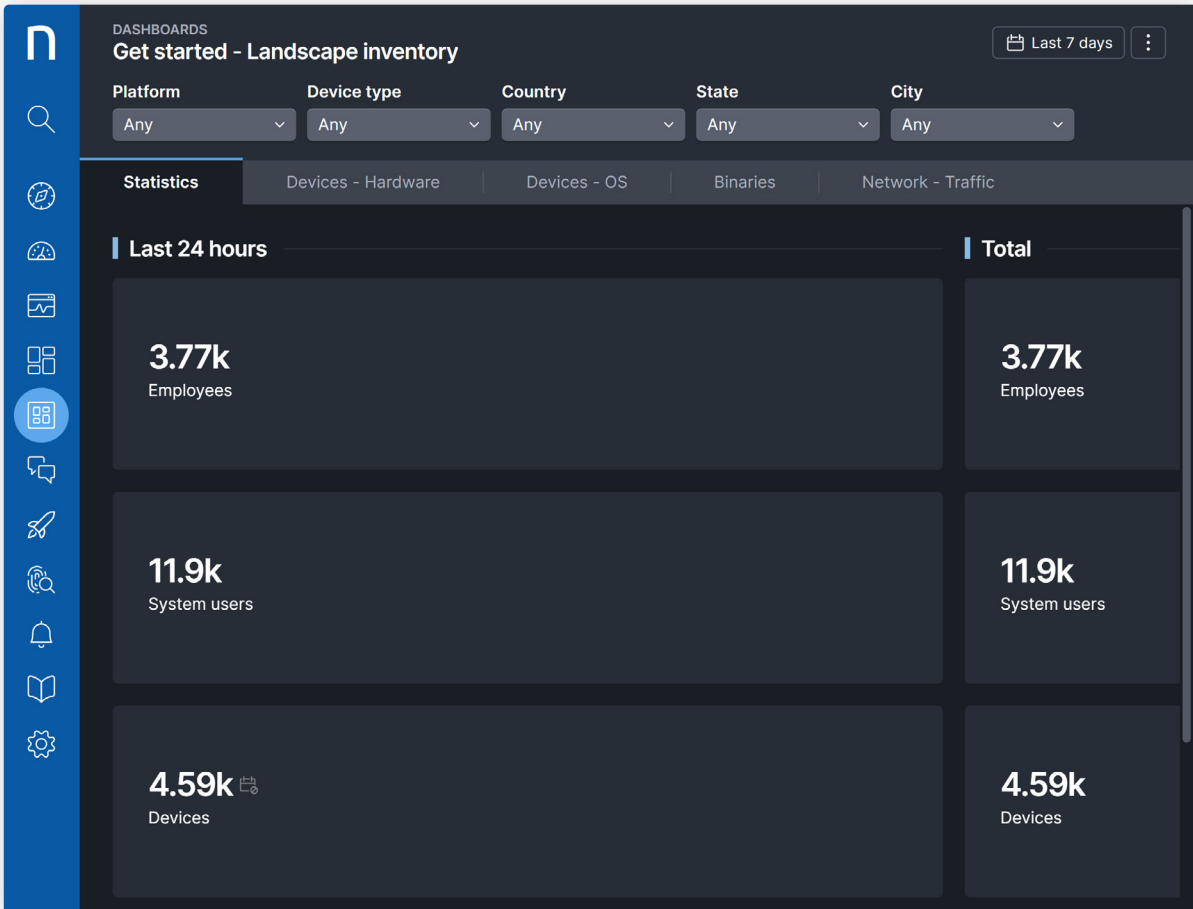


Figure 11 - The above dashboard shows overall statistics

1.11 LIVE DASHBOARDS

Nexthink Live Dashboards allows you to create and maintain your own dashboards using an intuitive dashboard builder with numerous widget options and powerful Nexthink Query Language (NQL) for data visualization and drill-down possibilities.⁸

For more details, refer to [Nexthink documentation](#).

⁸ - See Figure 11 on Page 18 and Figure 12 below

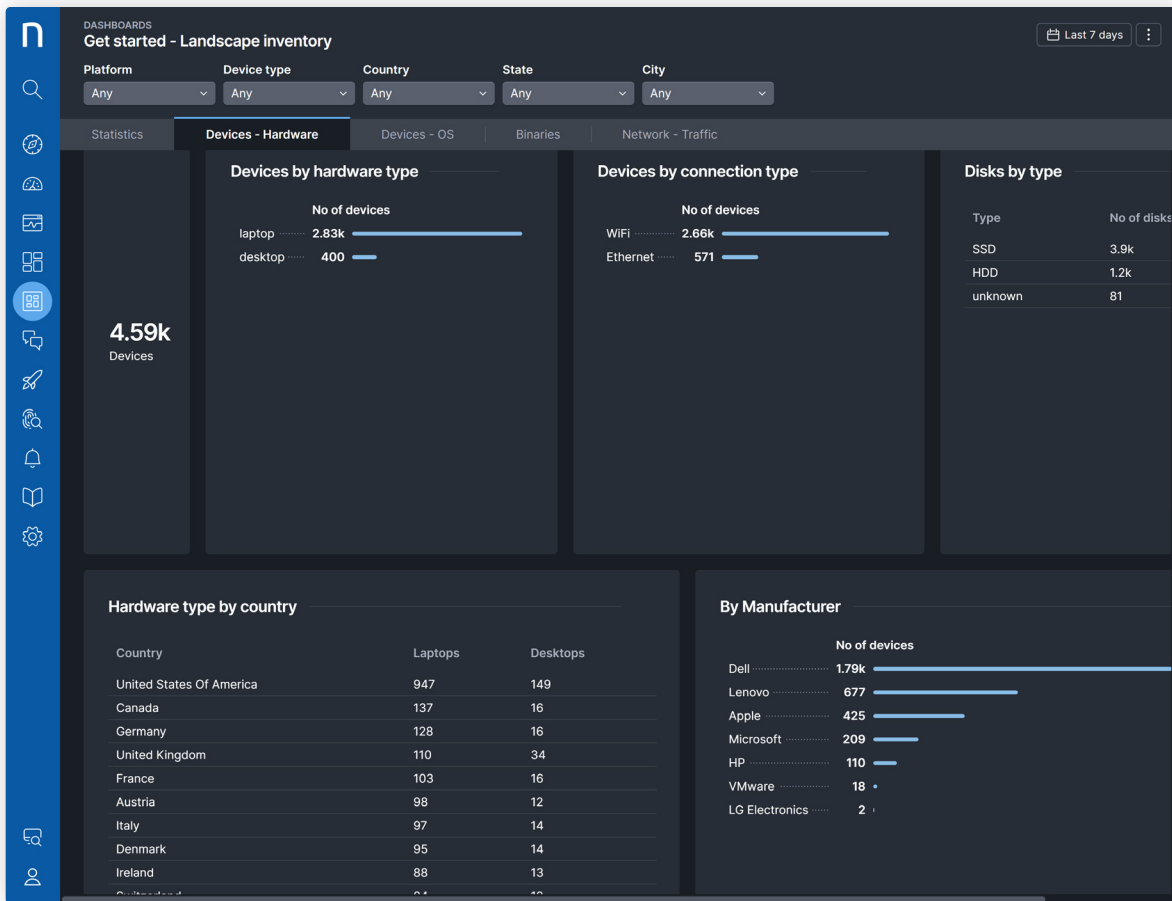


Figure 12 - The above dashboard shows real time data and insights of devices in the landscape

1.12 INTEGRATIONS FOR DATA-DRIVEN DECISIONS

The Nextthink Infinity platform also provides an **out-bound data collector** where IT teams can pull the data collected by Nextthink along with the ready-made and correlated insights into another system so that the existing process is improved accurately and in real-time rather than relying solely on intuition or personal experience.

Nextthink provides two ways of getting data out:

- Webhooks
- Bulk data exporter

Webhooks

Webhook integration functionality is one of the main accelerators in the proactive route of IT Support teams. Through automatic notifications, it enables Nextthink to quickly submit IT events, issues, changes, messages, requests, and alerts with various third-party products, making this information accessible to the several teams within the IT ecosystem.

Webhooks are automatic notifications that the Nextthink Infinity platform sends when an event happens. They are delivered to a unique URL that acts as the address for the application and may include a message or payload, such as the findings of the investigation.

Data Export

Data Export functionality enables the distribution of Nextthink data insights across third-party tools through automatic scheduled extraction. The following third-party tools are supported:

- Exporter to Azure Data Lake
- Exporter for Qualtrics
- Exporter for Secured File Transfer Protocol (SFTP) server.

For more details, refer to [Nextthink documentation](#).

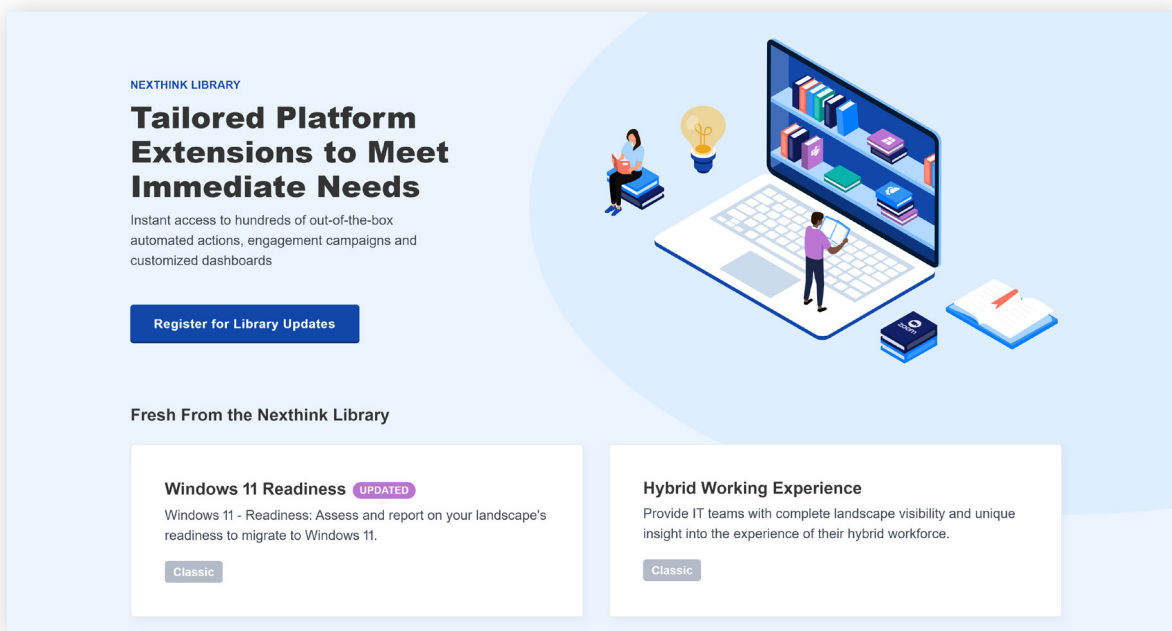


Figure 13 - Library home page



1.13 CONTENT LIBRARY

Access a wealth of useful ready-to-use out-of-the-box contents like automated actions, engagement campaigns and customized dashboards for extending all your digital workplace-related initiatives.⁹

⁹ - See Figure 13 on Page 20 and Figure 14 below

The screenshot displays the 'All Library Packs' interface. At the top, there is a search bar with the placeholder text 'What are you looking for?' and a magnifying glass icon. To the right of the search bar are three filter dropdown menus: 'Filter by platform', 'Filter by use case', and 'Filter by release'. Below the search and filter area, there is a grid of six library pack cards. Each card contains the following information: a title with a 'NEW' badge, a brief description, the 'Infinity' logo, and the release date. A 'View Library Pack' link with a right-pointing arrow is located at the bottom right of each card.

| Library Pack Title | Description | Release Date |
|---|--|-------------------------------|
| Digital Experience Score NEW | Digital Experience (DEX) refers to an employee's ability to get things done by interacting with the IT environment in an enjoyable and effective manner. It is the cumulation of events and touchpoints with IT that impacts an employee's perception of it. | Released on February 24, 2023 |
| MECM (SCCM) Client Health NEW | Ensure MECM client presence, compliance, and stability at scale. | Released on February 20, 2023 |
| Sustainable IT NEW | Provides valuable insights into the energy consumption and carbon emissions of laptops in your landscape. | Released on February 17, 2023 |
| Synthetic Transaction Monitoring NEW | This pack provides you with insights into the performance and availability of applications. | Released on February 7, 2023 |
| Toolkit : Endpoint Management NEW | Provides valuable information into the various aspects of endpoints in your landscape. | Released on February 1, 2023 |
| Toolkit: Application Management NEW | Provides valuable information into the various aspects of applications in your landscape. | Released on February 1, 2023 |

Figure 14 - List of library contents

2. Nextthink Infinity Platform - Expansion Products

2.1 APPLICATION EXPERIENCE

Applications are everything. IT must continuously monitor the effectiveness of every single one of them, regardless of type. With web and SaaS application adoption exploding, IT has the impossible task of cost-effectively delivering the ideal digital workplace.

Nextthink Application Experience is the one-stop shop for comprehensive real-time visibility into the adoption and performance of ALL applications. Expensive and time-consuming blame games are avoided, money is saved, and employee experience is optimized.¹⁰

¹⁰ - See Figure 15 below and Figure 16 on Page 23

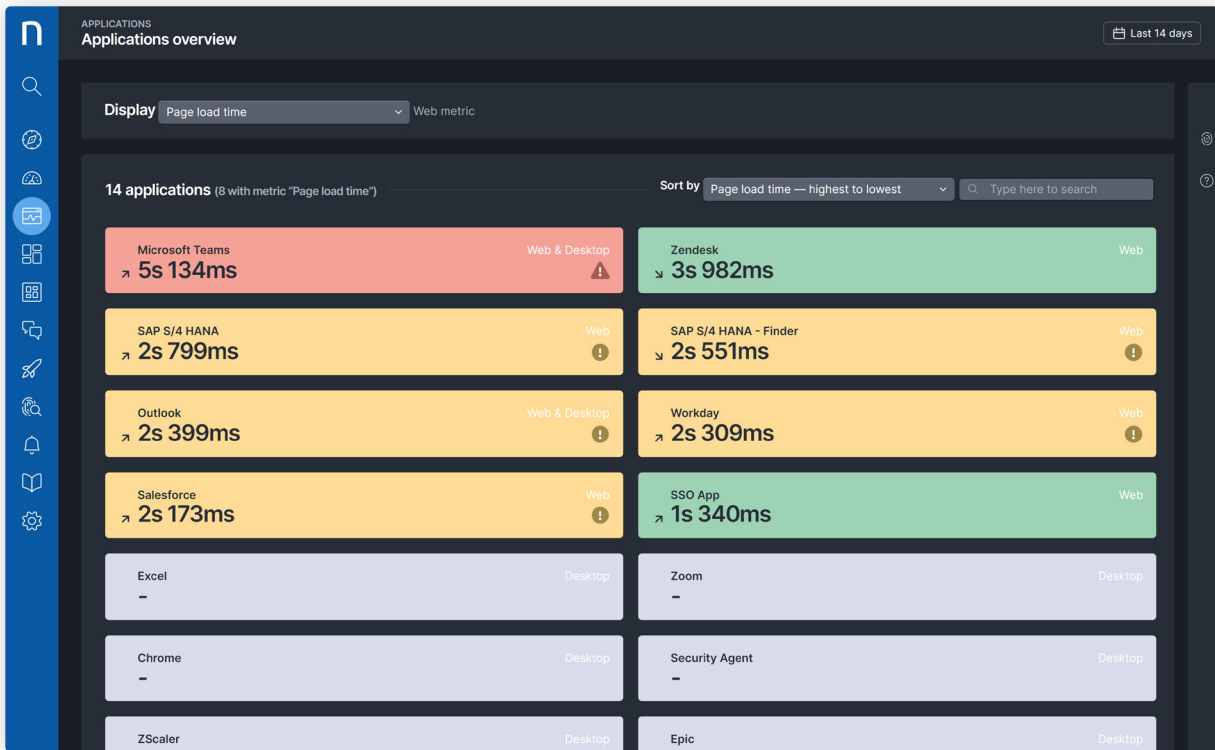


Figure 15 - Applications Experience at a glance.



Figure 16 - Applications Experience in detail

2.2 EMPLOYEE ENGAGEMENT

Dispersed workforces face a higher rate of breakdowns in communication, unforeseen disruptions, and frustrating digital experiences leading to employees checking out, or even worse, leaving. Nextthink Employee Engagement keeps employees engaged with attention-grabbing notifications that cut through the digital workplace noise to update, survey, or assist employees when they need it most. Nextthink Employee Engagement is the proven employee connection.

While factual data can be captured from employee devices and browser-based applications, it is not technically possible to gauge everything about what employees

think and feel about the apps they use. Nextthink offers businesses the option to interact with employees to get their direct feedback. The combination of objective data with employee sentiment gives digital workplace teams a 360-degree view of the entire IT ecosystem.

Bridge the communication gap between your IT team and employees facing issues. Share eye-grabbing updates directly or send out surveys to better understand their perspective without the hassle of countless tickets. ¹¹

¹¹ - See Figure 17 and Figure 18 on Page 24

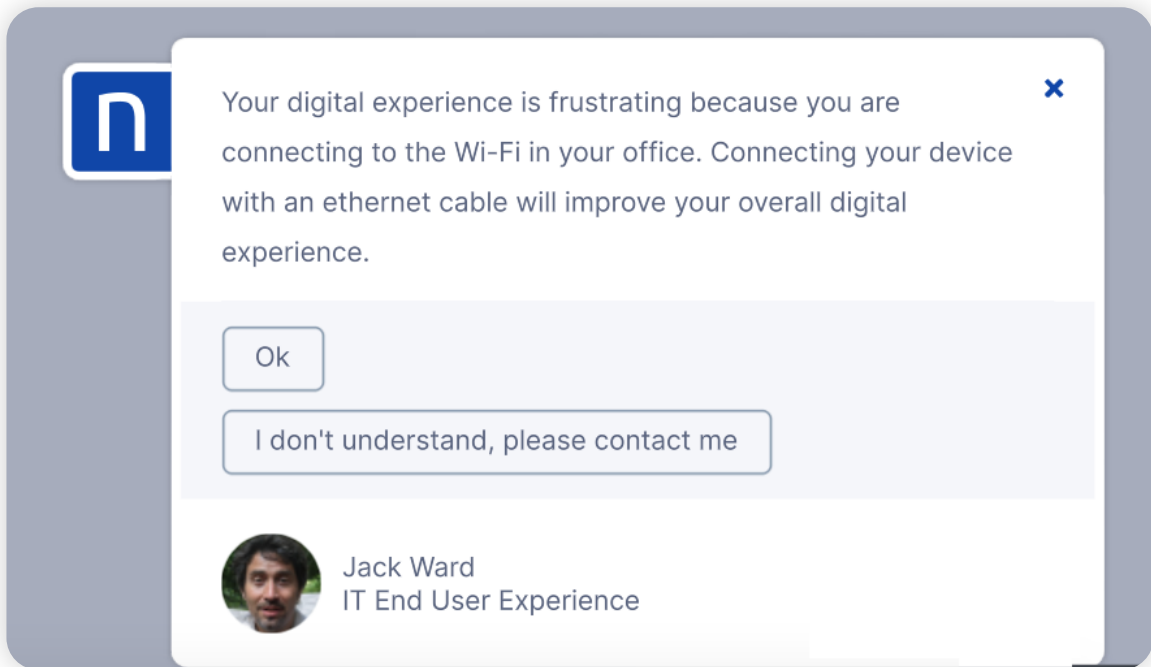


Figure 17 - An engage campaign as seen by the end-user

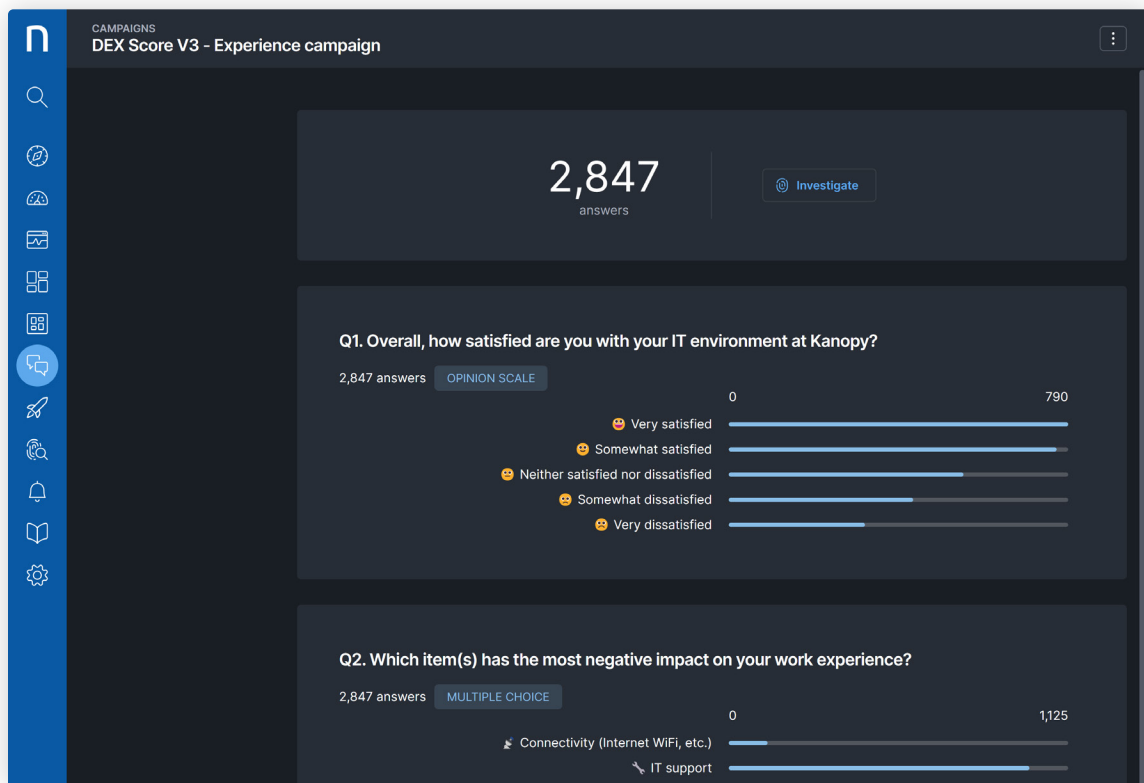


Figure 18 - Employee engagement responses

2.3 COLLABORATION EXPERIENCE

Collaboration tools like Teams and Zoom are mission-critical to employee productivity. And the productivity of the entire team is only as good as the worst experience for any single member of the team. With IT lacking critical visibility into collaboration tool experience, virtually every employee’s productivity can be negatively impacted without IT knowing.

With Nextthink Collaboration Experience, IT has the visibility they need to stay ahead of collaboration tool issues – for every session and every employee.¹²

¹² - See Figure 19

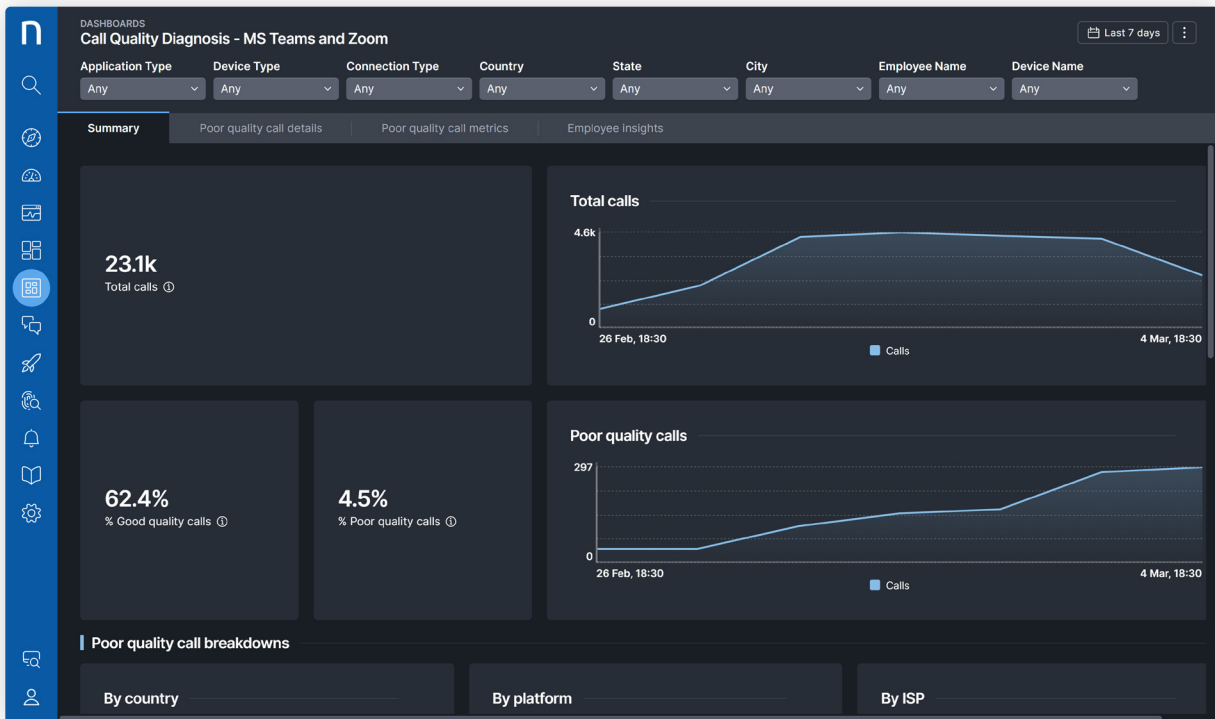


Figure 19 - Summary screen of Zoom and MS Teams Call Quality diagnosis



2.4 AMPLIFY

Service Desk Tier-1 or L1 is the “face” of IT operations for all your direct and indirect employees. They offer basic assistance to both IT issues or incidents and support requests. Knowledge Management (KMS) is a critical system L1 agents use for every interaction they receive. They search for the problem in the KMS and follow the Standard Operating Procedure (SOP) as detailed in the Knowledge Base (KB) article. For unknown problems where there may not be a documented SOP or the SOP is not working for a user for known issues, L1 agents escalates to L2. **Undeniably, it is very critical for L1 agents to know more information about the user, the device where the problem is reported and any possible problem areas on the device.** Along with these difficulties, L1 agents are closely monitored by their strict SLA and metrics like below that play a critical role in the Service Desk operations:

- Respond to incidents faster – Response time is critical to L1 agents as the time an incident is created to the first documented action taken will have to be measured and tracked.
- Resolving the incidents faster – The faster the resolution time, happier is the employee facing the problem and higher will be the Employee Net Promoter Score (eNPS).

How can IT help L1 agents improve their performance? This is where Nextthink Amplify can help your IT organization:

- You do not have to rely on your end-user to provide the basic information to troubleshoot. Amplify gives you the **visibility to all the relevant information** with a click of a button and **it is accurate saving critical time to resolve**. Saving time the Amplify way leads you to reduce dependencies on remote desktop tools thereby **saving costs and improving the efficiency** of Service Desk operations both in one go.
- Give the power to solve regular or recurring issues to the L1 agents. Amplify **gives the power of automated resolution to L1 agents and thereby reduces time to resolve the ticket and/or escalations**. Reducing time to resolve incidents means automatically **increasing the capacity for handling more ticket volumes or avoids adding new support headcounts**.
- IT teams do not have to spend huge time to do a complex integration with their ITSM tools. **Amplify saves time and improves efficiency without requiring an integration with your service desk. You can Amplify your L1 from day one.**¹³

¹³ - See Figure 20

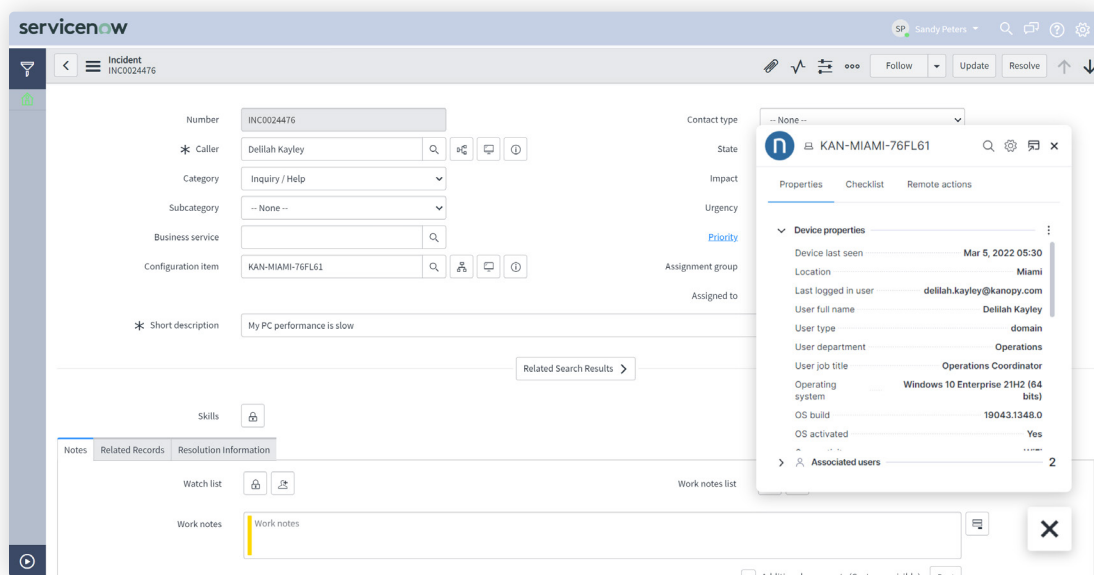


Figure 20 - Visibility provided to L1 agents by Amplify

device-1bd00cce

Properties Checklist Remote actions

Device properties

- User job title
- Operating system: macOS Ventura 13.2.1 (ARM 64 bits)
- Connectivity: WiFi
- IP address
- Device type: laptop
- Model: Apple MacBookPro18 3
- Serial number: 66040899cb360cbc9bf2c0b3561ca25d1f
- CPU
- RAM
- GPUs

Associated users

device-1bd00cce

Properties Checklist Remote actions

- Number of boots (past 7 days): 2
- Average boot duration: 1m 2s
- Average full logon duration: 1m 2s
- Average CPU usage: 95.6%
- Average memory usage: 86.7%
- Disk space available: 72.8 MB
- Average number of application crashes (24h): 10
- Average number of system crashes (24h): 0
- VPN status
- Antivirus
- Firewall

device-1bd00cce

Properties Checklist Remote actions

Search

Name

- Clear Chrome settings [Execute](#)
- Feb 27, 2023 15:04 [Copy results](#)
- Disk cleanup [Execute](#)
- Clear recycle bin [Execute](#)



How does Nexthink Infinity solve stakeholders' different expectations in the digital workplace?

See-Diagnose-Fix as the core feature

This refers to Nexthink Infinity's goal of achieving business objectives when it comes to optimizing their digital workplace but in a cost-effective and operationally efficient way.

For businesses, in difficult economic times, cutting IT costs may be necessary as part of a larger cost-cutting initiative to improve a company's financial performance. However, as per Gartner Research [7 cost-reduction mistakes to avoid](#), "Aggressive cost reductions can drain

resources from high-impact innovation projects or indefinitely delay funding to a point where competitors can hurdle your organization in the market."

While employees always expect a stable work and flexible work environment, neither the business nor IT can reject their simple demands.

For IT leaders, between the ever-changing demands of our digitized world and exceeding employees' expectations for their ideal digital workplace, attaining the optimal balance is always difficult. But with the critical capabilities offered by Nexthink Infinity, nothing is out of reach.

Nexthink Infinity, the market's first digital workplace observability and automation platform, achieves the business objectives through a core platform capability that is - **See, Diagnose and Fix** - the motto at the heart of every IT support team; Infinity gives you complete observability to identify, diagnose issues using AI and resolve them accordingly.



| | What does this mean? | What are the critical Nextthink's features that support this? |
|----------|--|---|
| SEE | <p>Clearly understand the current situation that is important.</p> <ul style="list-style-type: none"> • Proactively Identify employee experience issues before they become IT problems, with immediate red flags about any incident. • Intelligently Notify IT teams of urgent issues in real-time, integrating with 3rd party systems to ensure the right teams are always informed. • Prioritize based on the impact | <ol style="list-style-type: none"> 1. Real-time alerts 2. Device view 3. Employee Engagement 4. Application Experience 5. Collaboration Experience 6. Amplify 7. Integrations via Webhooks |
| DIAGNOSE | <p>Determine the significance, context, and extent of problems to expedite troubleshooting.</p> <ul style="list-style-type: none"> • Find Impact and Scope using AI-powered Root Cause Analysis • Speed Troubleshooting to automatically correlate issues against common criteria, turbo-charging IT's response to the most complex digital workplace issues. • Continuously Analyze experience insights within the Nextthink platform or export to your system. | <ol style="list-style-type: none"> 1. Diagnostics 2. Device view 3. Search & Investigations 4. Employee Engagement 5. Application Experience 6. Collaboration Experience 7. Amplify 8. Bulk Data Exporter |
| FIX | <p>Automate everything & fix anything without disruption at scale.</p> <ul style="list-style-type: none"> • Scale Instant Fixes by Resolving issues behind the scenes with an extensive catalog of one-click automated actions or customized remediation scripts. • Deliver Targeted Self-Help by empowering employees to resolve their IT issues through targeted campaigns delivering self-help information and 1-click fixes. • Deploy Automated Fixes using automated remote actions for recurring issues, removing the need for IT or employee involvement. | <ol style="list-style-type: none"> 1. Act 2. Employee Engagement 3. Integrated Self-Help within ServiceNow 4. Integrated ChatBot within ServiceNow |



| Expectations of Business | How Nextthink delivers them via “See, Diagnose, & Fix” |
|--|---|
| <p>Ability to innovate fast</p> | <p>“70% of transformation efforts fail, and it takes around three years for organizations to even begin competing in the digital market, even when they get it right. At the heart of most failures is not the technology, it’s the people.” says Deloitte study.</p> <p>Nextthink Infinity provides insights and enables your digital innovation project team to easily navigate strategy, planning, implementation, and adoption hurdles. Through the platform, you can deduce what might fail, why it might fail, and how to fix it, empowering employees with delightful experiences that are at the center of all decision-making.</p> |
| <p>Cost-efficient operations</p> | <p>As per the recent study from Freshworks, despite the consequent rapid changes to the way we work, employees reported widespread failures from the workplace technology they use every day. Most common of them are slow speeds (51%), extended response times from IT teams (34%), lack of collaboration between departments (30%), missing important features/capabilities (28%), lack of automation (25%), and hard-to-use applications with a high learning curve (68%).</p> <p>You may provide a better working environment for your employees in the present complicated digital workplace by implementing proactive IT while using fewer IT resources and personnel. The Infinity platform from Nextthink will assist your IT department by providing comprehensive end-user visibility throughout your whole IT stack, being proactive in finding and resolving issues, and lowering operational costs.</p> |
| <p>Low attritions in important talent</p> | <p>“Replacing an employee costs anywhere from one-third to double their annual salary, according to the Work Institute.”</p> <p>When replacements are delayed, employee turnover results in burnout.</p> <p>Giving employees the resources, they need to succeed is one of the fundamental tenets for retaining workers and avoiding cascading effects. Utilizing the Nextthink Infinity platform, you can compare your employees’ technology usage patterns to industry and organizational benchmarks, receive instant feedback, and prevent future cascade difficulties.</p> |

| Expectations of Employees | How Nextthink delivers them via “See, Diagnose, & Fix” |
|---|--|
| <p>Stable and reliable workplace</p> | <p>The single pane of glass provided by Nextthink Infinity to IT teams enables them to continuously understand what all workers are using, what they require, and what situations they are dealing with. Without such technology, not only would employees’ daily tasks be at risk, but also cutting-edge transformation programs.</p> <p>When an issue arises, or even before it does, Nextthink Infinity offers a solution to identify it, giving workers the impression that everything at work is always going as planned.</p> |
| <p>Work from anywhere</p> | <p>Still concerned about how to maintain employee satisfaction while they are working remotely? Not if you’re running the Nextthink Infinity solution.</p> <p>With a continuous view of every single activity and every single change across all the devices in the digital workplace, be it anywhere, the Nextthink Infinity platform has the capacity to understand the big picture. When you understand what took place, the issue is nearly resolved. Even when staff is working remotely, the platform allows you the option to delve further, study the trend, and fix the issue.</p> |
| <p>Never open a ticket</p> | <p>Incidents reported by employees in an organization are only the tip of the iceberg. Is your IT department still relying on employees to report problems? How much education do they need to report what they see? Even if they do, how do you find problems that employees aren’t aware of?</p> <p>Using the Nextthink Infinity digital workplace observability and automation platform, your IT will be able to see problems that no one else has. This makes it easier to delve deep into the root cause and, rather than stopping there, resolve the problem through automation and remediation.</p> |

Conclusion

The digital workplace evolves at a breakneck pace, and it needs to keep up with the change to avoid roadblocks. But how do you truly incorporate a highly productive and happy digital workplace into your organization as one of the drivers of growth?

According to the Nextthink Pulse Report, “96% of technology leaders report that providing a strong Digital Employee Experience (Digital Workplace) is a top priority.”

Nextthink Infinity is the ultimate Digital Employee Experience solution available in the market today. With its crucial focus on observability and automation in the digital workplace, it’s the obvious choice for any organization that values Digital Employee Experience and wishes to optimize to its full potential. Nextthink Infinity truly lives up to its name, offering limitless possibilities to take your organization forward.



ABOUT NEXTHINK

Nextthink is the global leader in Digital Employee Experience management. The company’s products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nextthink helps IT teams meet the needs of the modern digital workplace.





Want to learn more about how
Nextthink can help you improve
employee experience?