MTTR Reduction

Improve productivity / Decrease downtime

Deliver faster IT incident resolution and improve employee experience

BUSINESS CHALLENGE

Business technology leaders must manage increasingly complex IT service portfolios while simultaneously enhancing service quality—all while responding to an upsurge in IT incidents. Efficiently resolving incidents is critical for business productivity, but existing processes suffer from inefficiencies ranging from incomplete data, inaccurate recording and classifying of incidents, a lack of insight for rapid investigations and taking excessive time to resolve issues.
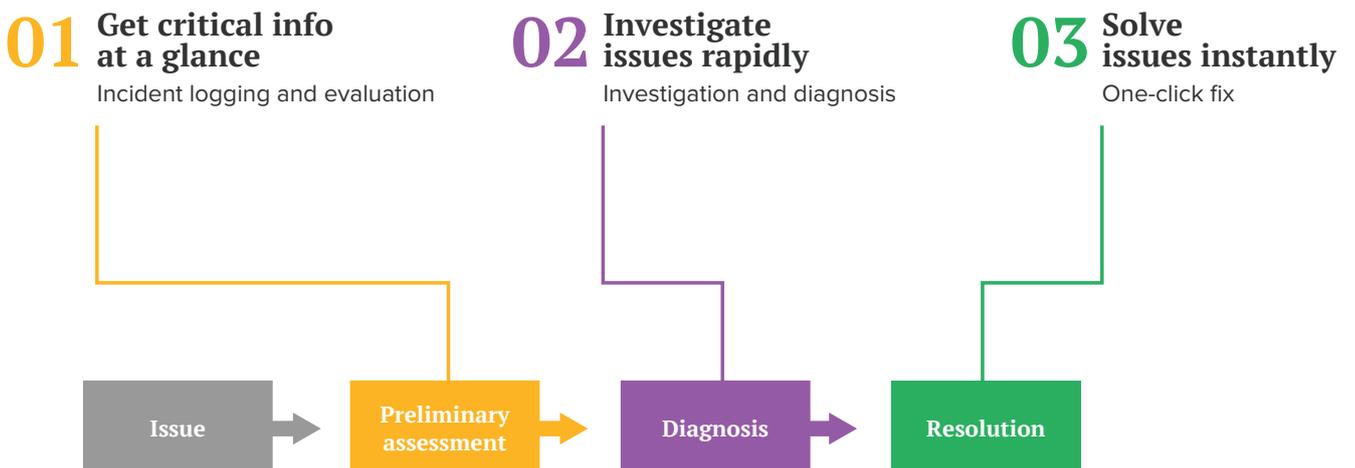
A NEW APPROACH

What if there was a way to increase the efficiency of support teams, enabling them to resolve tickets faster and reduce the MTTR, with minimal disruption to employees? With Nexthink, organizations take incident resolution to the next level. We move beyond remote desktop control sessions and endless back and forth between IT support and employees. Using Nexthink, enterprise IT can rapidly identify and fix reported incidents from their console—without disrupting the employee's work. Only Nexthink enables organizations to balance speed and efficiency, while enhancing employee satisfaction.

OUR SOLUTION

While the best solution is to prevent tickets from being raised in the first place, it is equally important to resolve incidents quickly when they happen. With Nexthink, organizations can decrease productivity loss and IT operations costs by resolving incidents faster. Nexthink makes this a reality with a three-fold approach to decreasing the MTTR that is automatic and seamless.

BUSINESS OUTCOMES

- Improve productivity
- Reduce IT operations costs
- Increase employee satisfaction

01 Get critical info at a glance
Incident logging and evaluation

02 Investigate issues rapidly
Investigation and diagnosis

03 Solve issues instantly
One-click fix

Issue → Preliminary assessment → Diagnosis → Resolution

01. Incident logging and evaluation

Critical info at a glance

- Discover device/user information to rapidly assess and classify
- Get instant clarity with real-time checklists that pinpoint issues

Examples:

- ✔ Retrieve device name, IP address and type of hardware
- ✔ Verify critical services are running
- ✔ Check available hard disk space
- ✔ Check version of installed browser and Java
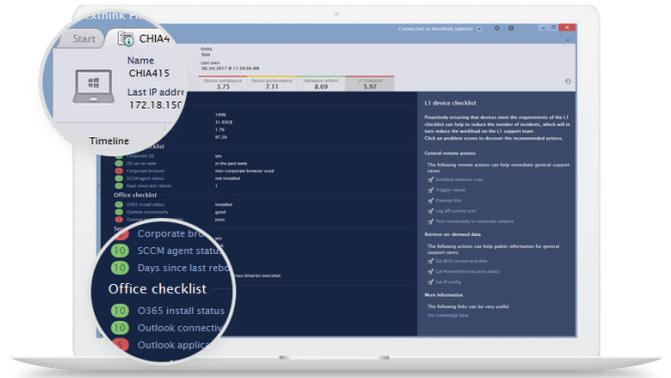
02. Investigation and diagnosis

Investigate issues rapidly

- Optimize incident and problem diagnosis with real-time data
- Retrieve device-specific information, at a glance
- Engage with users to keep them informed and better evaluate the impact

Examples:

- ✔ Detect installations and executions happened before the incident occurred
- ✔ Examine historical details on network traffic and connections
- ✔ Retrieve WiFi stats for troubleshooting
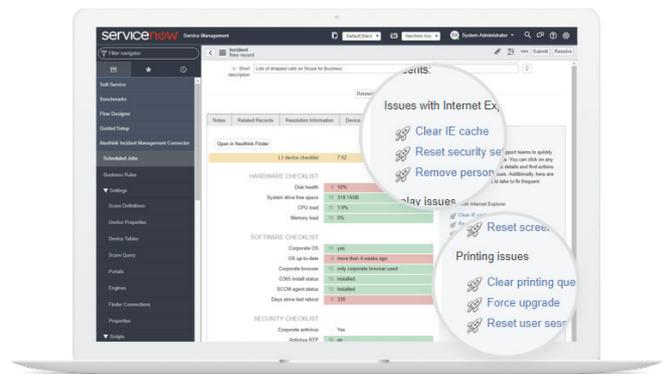- ✔ Collect log files to analyze business application incidents
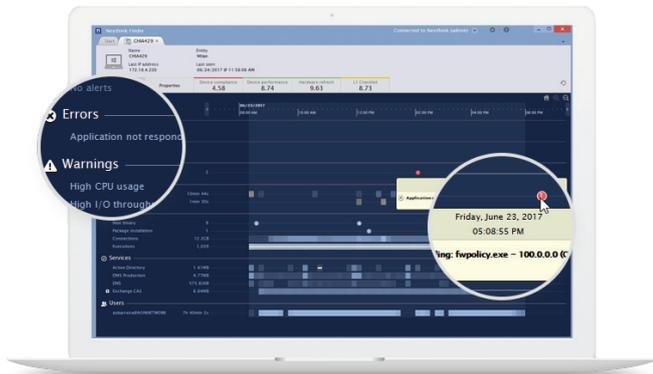
03. One-click fix

Solve issues instantly

- Solve common issues with 1-click remediation
- Execute remote actions on any device—instantaneously

Examples:

- ✔ Restart critical services
- ✔ Clear/set browser settings
- ✔ Clear print jobs stuck in queue
- ✔ Modify OS and corporate tool settings

IMPLEMENTATION WITH NEXTHINK SERVICES

We provide assessment and implementation services to identify where Nexthink technology will be most effective for reducing the MTTR.

LEARN MORE

Nexthink provides digital experience management for your enterprise. We combine data collection and monitoring, analysis and intelligence, with automatic remediation and employee engagement to ensure the continuous optimization and transformation of your digital workplace. Learn more and schedule a demo at www.nexthink.com