



# Shaping the Digital Experience for 134,000 People

Fortune 500 Healthcare Company

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Learn how this multinational healthcare company used Nexthink to take their IT team from operating in the past to scoring, monitoring and building the digital workplace of the future.

A leader in the healthcare sector for over 100 years, this customer came to Nexthink looking to gain better control over 180,000 devices and improve the work experience for 134,000 employees.

Like most large institutions, their IT department consisted of various support teams that seemed to speak different languages—they couldn't solve problems because they interpreted incidents differently and were blocked off from their own teams.

Nexthink came onto the scene and made an immediate impact identifying and resolving employee computing problems that were once thought impossible to crack.

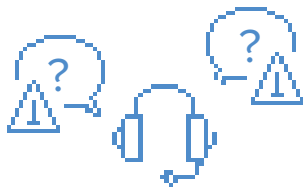
This is their story...

## DEEP-ROOTED PROBLEMS

Before this healthcare customer adopted the Nextthink platform, their IT department was under a considerable amount of pressure from both an incident management and employee experience stand point.

The department lacked the ability to truly understand their employees' perceptions about their digital work environment. Of course, they sent IT surveys but those always failed to connect with users in context—on average only 10% of users responded with any meaningful end-user insights. It was also challenging for the IT team to consolidate and interpret their disparate ITSM data sets and prioritize which problems were worthy of their attention. Service owners reported frustrations for working in “constant recovery mode” where issues were almost entirely brought to their attention first by users.

### Constant Recovery Mode



Failing to interpret and act quickly on key incident data was another common complaint within the IT department—not for lack of trying but because this information lived in so many different device, application and end-user areas and their support agents had no means to access all of this information in one platform.

“We’re a healthcare company, first and foremost, but our employees were really suffering from complicated technical computing problems, so we had to change our approach and mindset.”

**Director of End User Computing,**

Fortune 500 Healthcare Company

## TAKING CONTROL OF IT

During the first few months with Nexthink, the IT department was able to identify several key technical issues that were previously hidden.

In particular, Nexthink helped the IT department accomplish the following:

- 90%** reduction in missing Skype Plugins. (Skype was their #1 tool for collaboration!)
- 95%** reduction in incidents with Outlook going offline.
- 68%** reduction in BSODs (blue screens of death).
- 75%** recovery of devices which were impacted by an SCCM script issue.
- 50%** recovery of devices from a security tool memory leak issue.
- 15%** of refresh hardware volume prioritized thanks to Nexthink insights.
- 25%** of onsite incident volume attributed to Nexthink automations. Previously, 0% of their responses were proactive in nature.
- 50%** of employee password resets finished proactively thanks to Nexthink. Previously, most employees would ignore IT's email notices about resetting their passwords and then crash the help line the day they returned to work.

**75% recovery of devices which were impacted by an SCCM script issue.**



“Several of our teams missed these issues, and it's not their fault: this would never have been reported at the service desk, it would never have shown up in our ticket data, but with Nexthink we caught it.”

**Director of End User Computing,**

Fortune 500 Healthcare Company

## REPOSITIONING IT SUPPORT FOR YOUR EMPLOYEES

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The IT team also took full advantage of Nexthink's Engage module, which allowed them to build campaigns and send targeted, brief questionnaires directly to their employees' digital devices.

Previously, IT struggled to collect more than 10% response rates from their employees. With Nexthink they did much better because they could identify sub-populations and anomalies and reach out to them directly.

For example, during a Windows 10 upgrade the team noticed in the Nexthink platform that 15% of users were still using Windows 7. With traditional ITSM platforms they wouldn't be able to discern any more information than this but luckily with Nexthink's Engage module, the team sent a targeted campaign to those users and they promptly replied back that they didn't upgrade because "it seemed like a complicated process."

This information was extremely helpful for the team's service owners, who promptly tweaked their instruction materials to help those remaining Windows 7 users into the new Windows 10 environment.

Word spread quickly throughout the company that the IT team was using this new solutions platform called Nexthink that could cut right to end users and predict their problems before they happened.

The company's physical security team contacted IT to use Nexthink to collect contact information in case of an emergency. Traditional outlets like Email and Yammer were poor at accomplishing this task but with Nexthink Engage, they sent a campaign to 40,000 users and the physical security team reported back that they had collected every single employee's contact details and received zero complaints for their efforts.

“Engage is intelligent enough to take into account how the user is using the desktop to avoid disruption.”

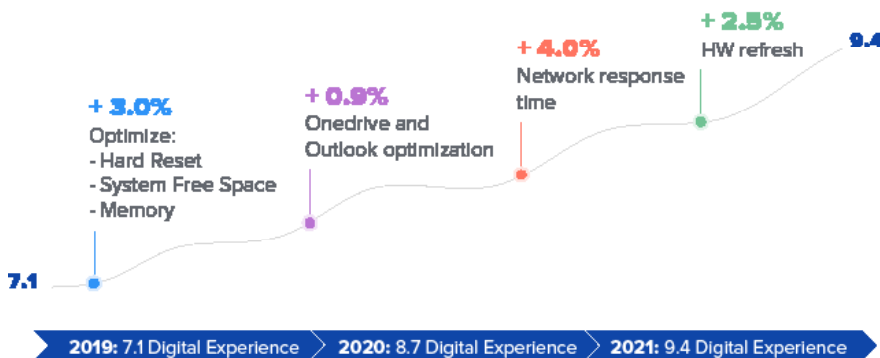
**End User Support Manager,**  
Fortune 500 Healthcare Company

# HITTING THE MARK WITH THE DIGITAL EXPERIENCE SCORE

The IT department also uses the Nexthink Digital Experience Score (DEX Score) to measure the IT experience for all of their digital devices and employees over the previous 7 days, every single day. This unique, real-time window into their IT estate helped the team road map and work towards a single goal.

In particular, the IT team set a minimum threshold DEX Score of 7.0 for key metrics like the number of BSODs (blue screens of death), logon duration, boot speed, number of hard resets, amount of system free space, and cpu and memory. Each day, the IT department would review this real-time index and investigate both the hard IT metrics and soft, end-user feedback that lay behind the Score. Working off these daily DEX Scores, the IT team could quickly isolate and adjust IT issues in real time, and actually see those incremental changes impact their company's overall experience score. In just one year, the IT department was able to boost their score from 7.1 to 8.1, an improvement of 14%!

## The IT Experience Roadmap That Works



With the DEX Score, the IT team could finally speak to one common source of truth and study the same metric from multiple perspectives (i.e. global, regional, country, site, business application, and from the device level). This was a game-changing capability that they never could do prior to Nexthink.

### BEFORE NEXTHINK:

When I first heard about the DEX Score, I thought there is no way that will work.

### AFTER NEXTHINK:

But within the first week I saw the immediate benefit it provided. Now the DEX Score guides our entire intelligent service management approach.

**Director of End User Services,**

Fortune 500 Healthcare Company

## WITH EYES ON THE FUTURE

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Looking ahead, this healthcare customer is looking to build upon the progress they've made with the Nexthink platform. In particular, they are tackling more ambitious IT goals, like pushing their DEX Score to 9.4 come 2021, and boosting their proactive onsite incident resolution volume to 50% (currently at 25%).

In addition to these tangible business KPIs, overall, the IT department had elevated their status in the company and are now viewed both from executives to entry-level employees as a beacon for innovation and dependability. Ultimately, it is the IT support team that is championing the Digital Employee Experience and using Nexthink to turn this dream into a reality.

## NEXTHINK

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Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily experiences of technology at the device 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 10 million employees. Dual headquartered in Lausanne, Switzerland and Boston, Massachusetts, Nexthink has 9 offices worldwide.

“I would recommend the Nexthink platform to any serious enterprise technology team. It offers the total package and we can't wait to expand our use of their advanced automations and IT playbooks—ultimately, it makes us better at what we do.”

**Director of End User Services**

Fortune 500 Healthcare Company

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