

Nexthink Amplify

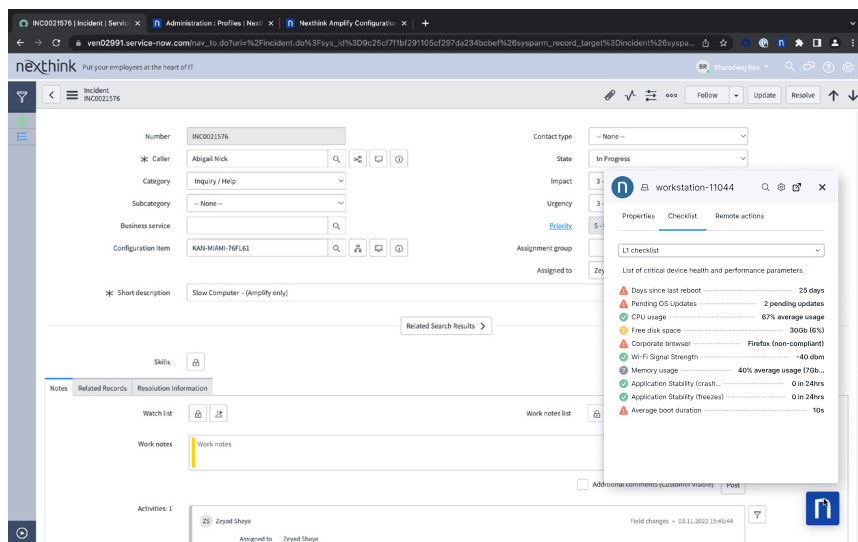
Close Tickets Faster & Escalate Less

Your Service Desk Is Struggling

Your service desk is struggling because agents rely on end user involvement, are forced to move between dispersed tools, lack the insights to diagnose accurately and the tools to remediate fast. The resulting cost of that inefficiency adds up: Tickets take too long to fix and too many are escalated to more costly teams. All of this drives up average handling time and mean time to resolution - and your bottom line.

Strengthen Your Service Desk With Complete Insights & Remediation Power

Nexthink Amplify puts incident information, diagnostic checklists, and remediation power at your frontline agent's fingertips – immediately, in one view, without end user involvement. An easy to install, platform-agnostic browser plugin unleashes the power of Nexthink into any service desk tool. L1 agents can close tickets faster and escalate less, leading to a 5-10-minute reduction in call duration, 30% efficiency gains in end user support, and \$5.2 million in 3-year quantified benefits (Forrester Total Economic Impact™ Study, 2021).



“The impact on driving efficiencies through reallocating IT headcount has been around 20% to 30%; I would say that at least half of that is attributable to Nexthink.”

VP of Workplace Support

Key Benefits

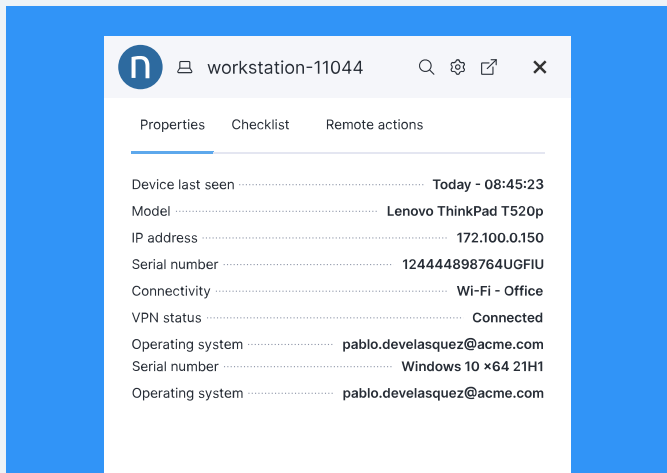
- Access complete and unified device and user information in one place
- Equip L1 agents with actionable checklists & remediation power
- Customize checklists for any role or use case
- Link seamlessly to the full Nexthink platform
- Install browser plugin in minutes with zero integration
- Supports all service desk / ITSM platforms

5-10 min
Call Duration Reduction

for all level 1 tickets

10-30%
Efficiencies

from reallocated headcount
in end-user support

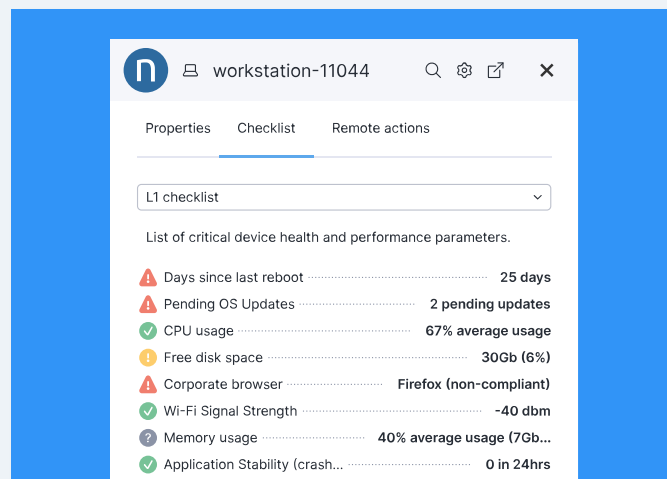


See Context Fast

Get complete insight in one place. Get an immediate view of the key attributes of the employee and their device properties in a single pane, without end user involvement.

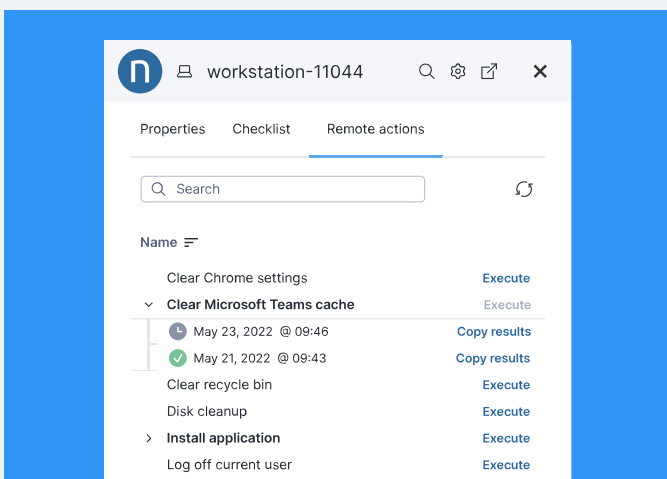
Diagnose With Checklists

Troubleshoot on the spot. Understand root causes quickly via L1 checklists with clear callouts on problem areas, as well as customizable checklists for all other service desk roles.



Fix With Remote Actions

Remediate more, escalate less. Remote actions help L1 agents close tickets faster, while a seamless link to the Nextthink platform enables L2+ agents to launch more complex and proactive fixes at scale.



Learn More

Nextthink 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. Nextthink 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, Nextthink has 9 offices worldwide. Learn more at nextthink.com

