Nexthink Collaboration Experience

Complete Visibility into Performance, Reliability, and Usage of All Applications

The Challenge of Collaboration Criticality

Collaboration applications underpin today's entire productive employee experience, where single-employee issues typically impact multiple employees to cause escalating productivity losses. Because IT lacks visibility into employee hybrid work environments and networks underlying these tools, almost every employee's productivity can be negatively impacted without IT knowing, until the ticket storm begins.

Comprehensive Collaboration Application Visibility

Nexthink Collaboration Experience gives IT comprehensive visibility across the entire employee experience adopting and using leading collaboration application like Teams and Zoom, enabling rapid validation, isolation, and remediation of any issues before ticket storms begin.
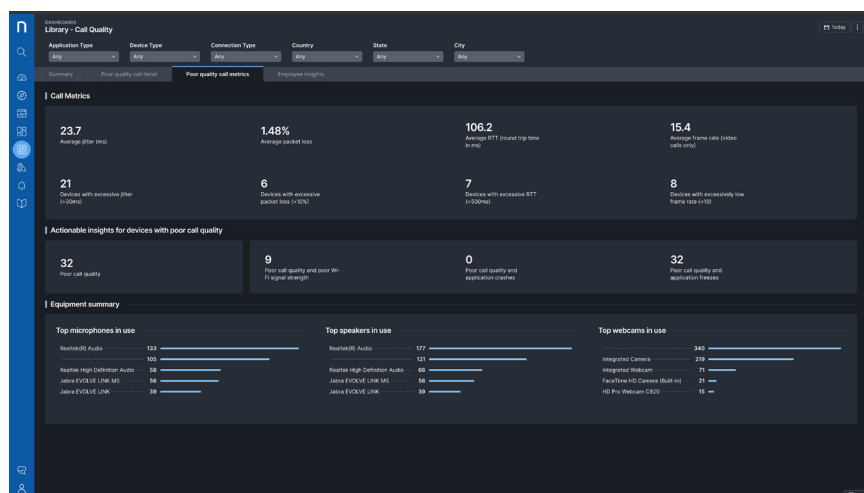
Comprehensive Real-time Visibility into Collaboration Tools

Nexthink Collaboration Experience provides the proactive visibility and actionability required across your entire estate. Real-time visibility into employee experience for each call and session, including audio and video quality ensures IT can stay ahead of potential issues before they build to cause significant cross-organizational impact. The result: significantly reduced tickets and maximized employee productivity using collaboration tools.

> " This level of visibility into web application performance and adoption from the employee's perspective was never possible before. "

David Paul
TRC Companies, Director, IT User Experience

Key Benefits

- Visibility into all aspects of employee session experience using collaboration applications prevents issues, speeds resolution, and informs vendor relationships.

- Combining application and session telemetry with device, configuration and networking data enables IT to immediately route issues in full context to the right team, to speed issue resolution.

- Real-time alerting enables IT to identify and resolve potential employee performance and availability issues while using collaboration tools long before employee sessions are impacted.
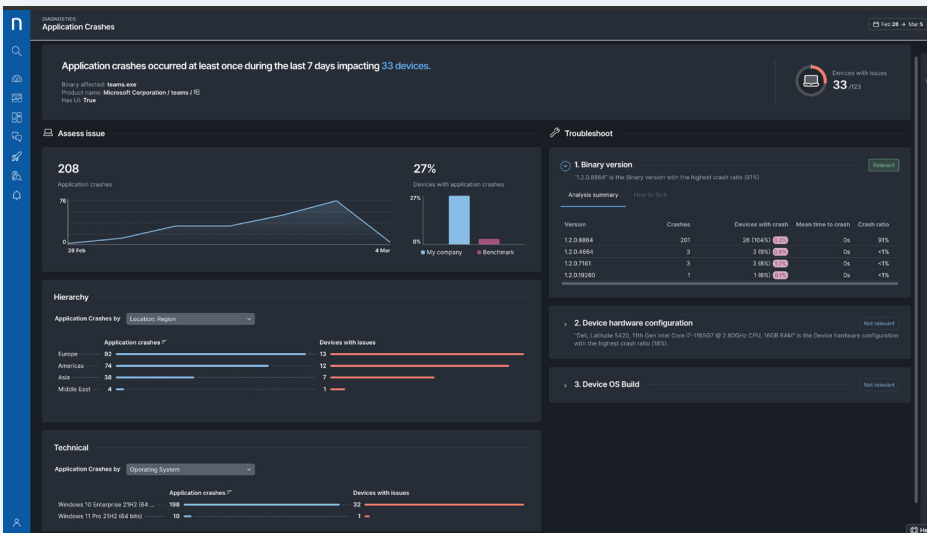
Gain the Full Picture of Collaboration Tool Health

Know exactly which configuration specifics (e.g. microphones, cameras, etc.) cause poor performance to understand the full scope of the issue and rapidly focus remediation efforts. Employee-centric real-time monitoring of health and performance of every call and session ensures rapid, proactive, and focused remediation efforts. Rapidly find - and automatically fix – Teams and Zoom issues before employees are adversely impacted.
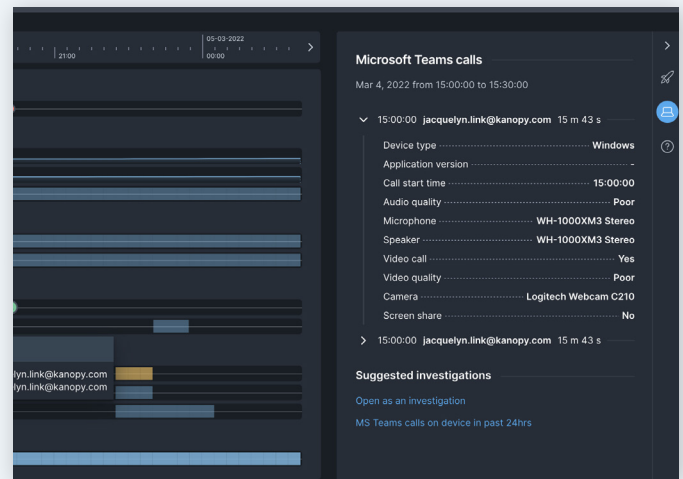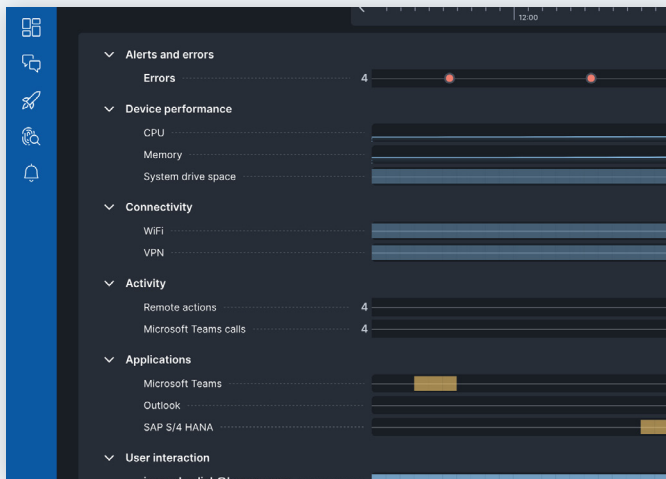
Proactively Assure Collaboration Productivity

Be alerted to potential issues with employee experience using Teams and Zoom long before they reach critical mass and seriously degrade employee session experience.

Put Employee Sentiment Front and Center

Technical data is only half the story – only your employees can tell you about their actual digital experiences using collaboration applications. Gathering and correlating employee sentiment with technical metrics enables proactive, full-context management of the entire digital employee experience across all business-critical applications.

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