

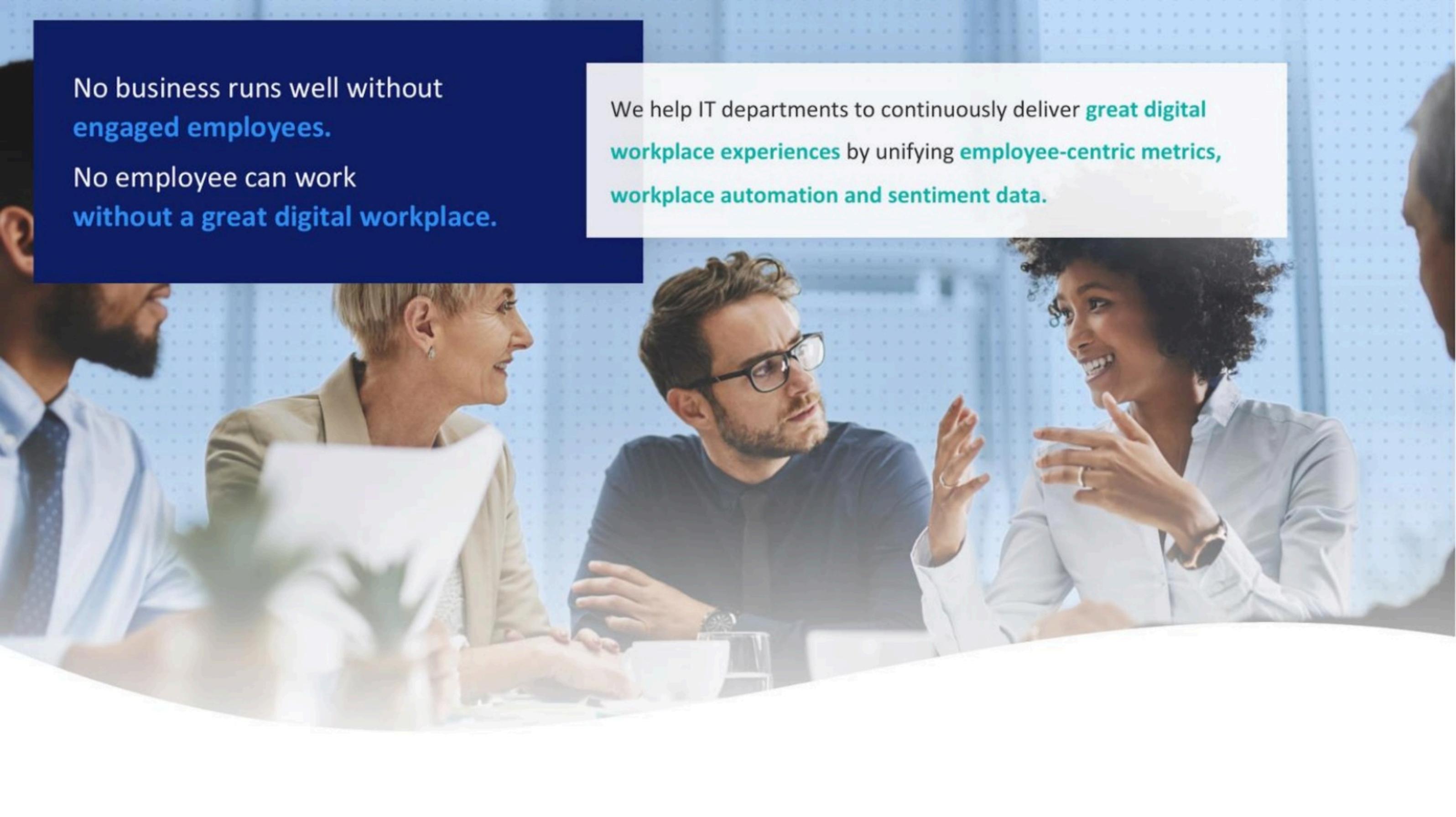
Transform Digital Employee Experience

Nextthink | October 2020

No business runs well without
engaged employees.

No employee can work
without a great digital workplace.

We help IT departments to continuously deliver **great digital workplace experiences** by unifying **employee-centric metrics, workplace automation and sentiment data.**



The current model to deliver IT service to employees is broken



THE CHALLENGE

Without endpoint visibility and employee experience data, IT is not able to deliver future IT services.

Existing technologies give a partial picture



IT Service Management

- Focus on **automated workflow**
- Does **not** reduce incidents
- **Cannot** measure experience



Client Management

- **No** real-time analytics
- **Not** integrated with user feedback
- **Limited** activity information



APM and Network Monitoring

- **No** true end-user measurement
- Focused on apps, **not** context
- **Not** integrated with user feedback



Sporadic Email Surveys

- **Low** response rate
- **Not** personalized enough
- **Not** integrated with hard data

Unifying Digital Employee Experience into a platform



Analyze



Experience Analytics

Discover and score workplace needs & issues in real time

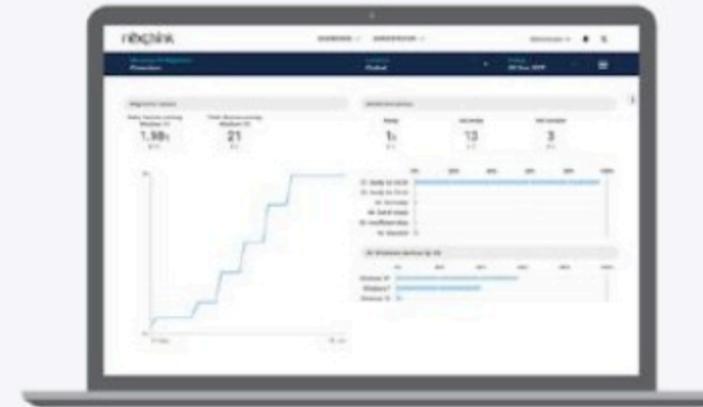


Engage



Employee Engagement

Get timely feedback & engage employees in personalized interactions

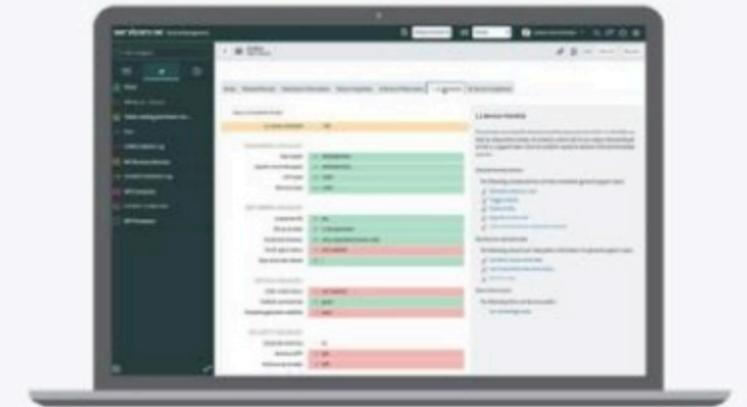


Act



Workplace Automation

Become proactive with self help and self healing



Integrate



Operational Intelligence

Enrich all IT systems with IT Workplace real-time data

Nextthink Experience:

The Trusted Solution for Managing Digital Employee Experience



Nextthink Helps You Achieve 3 Outcomes



Find and fix
IT issues **faster**



Proactively manage and
improve digital experience



Provide **the right
workplace technologies**
to every employee

Business Impact for Employee Experience



62% Reduction in time
for root cause analysis

US Pharmaceutical Company



72 Increase in Employee NPS, from
-60 to +12, in less than 6 months

US Pharmaceutical Company



440 Days of lost time & business
productivity avoided from
just one common outage

Global Manufacturer



\$900K Cost avoidance, for
hardware refresh cycle

US Healthcare Company



10% Increase in employee
experience score in 2 months

Global Manufacturer



37% Incident reduction,
freeing team up to work on
key transformation project

US Media Company

Major increase in incidents after migration to Skype for Business
No issue with the application, difficulties to understand the root cause
Solve the issue, and drive adoption with all employees

Large Software
Provider



Understand the issue from the users side

Compare all connections to Skype with the all context
The issue is related to the protocol used by some users
The change on user privileges was not successful



Engage with Users to understand their perception

Selectively ask employees after their use of the app

Compare their feedback with the technical measurement



Automate the change on all devices

Selectively push the change to users devices



Drive adoption

When users run another system, inform them about Skype running well

Deliver a “personalized” service with the optimum Experience for each employee group

Large Financial Service Provider



Which platform for which user group?

A dynamic, multidimensional Personae Grouping
An understanding of all users’ activities with all IT Assets



Decide the most impactful transformation

Measure and benchmark experience among pilots.
Get users’ sentiment feedback on each pilot.
Baseline Experience and prioritize gaps.



Succeed with the transformation

Readiness check on all aspects, Device, config, connectivity... Equip Level 2 and Level 3 with proactive management



Measure all Experience aspects on all platforms

An Experience Index that includes all aspects and see all events. An Experience Score that includes Users sentiment. A Benchmark to prioritize Gaps

“We are a successful business despite IT”

End-user computing projects should bring Experience *enhancement*, not the opposite

Large Financial
Service Provider



Improve change success and speed roll out changes

Real-time readiness check to any change.
Change assignment based on a dynamic personae.
Use “Engage” to push adoption with users.



Actionable insights and auto fixing

Correlate all users’ activities, compare good and bad experiences.
Drive automation based on events.



Automation and preventive support

Real-time alert for any optimal configuration gap.
Detect trends, see dips in experience.
Apply playbooks to improve it .



Insightful monitoring, where to focus?

Baseline all aspects of the employee experience.
Benchmark All aspects of Employee Experience.
Prioritize gaps.



Market Dynamics

Traditional IT disciplines were siloed

Digital Employee Experience integrates multiple disciplines with a unified **employee-centric view** of the IT services

Application
Performance
Monitoring



End User
Computing

Experience
& Sentiment

Huge addressable and underpenetrated market



The install base for business devices (Desk-based, notebook, ultramobile) in **2019** was **777M units.**

SOURCE: **Gartner**



By **2025, 70%** of digital business initiatives will require I&O leaders to report on the business metrics from digital experience, up from less than **15% today.**

SOURCE: **Gartner**



Market estimated at **\$11.7B** in 2019*

SOURCE: Based on Gartner device data and own estimates of \$15 avg. price point per endpoint



Technology