Real Time End User Experience Management
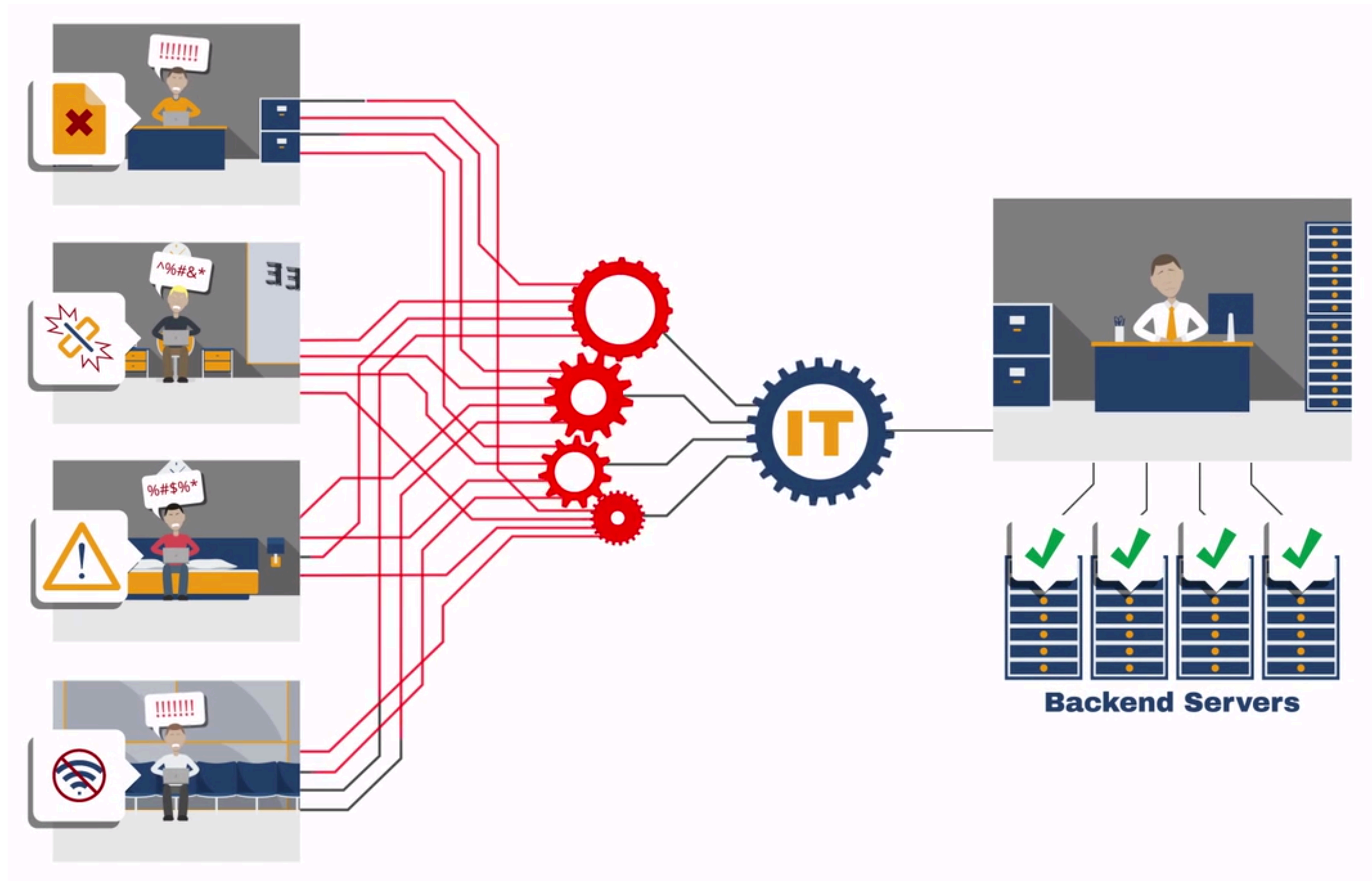
Introduction to Nexthink

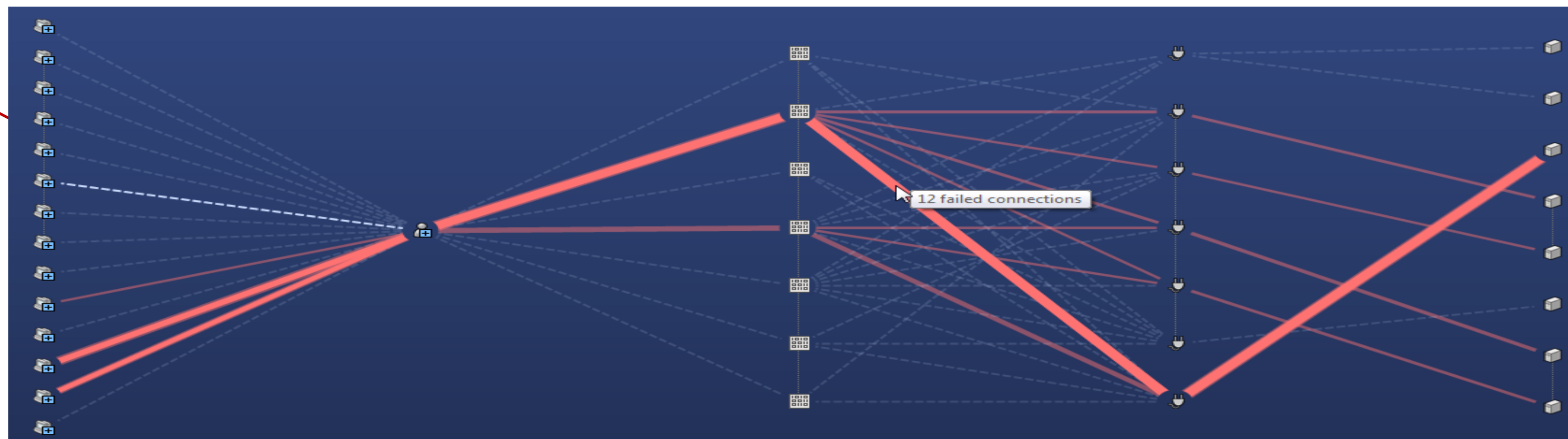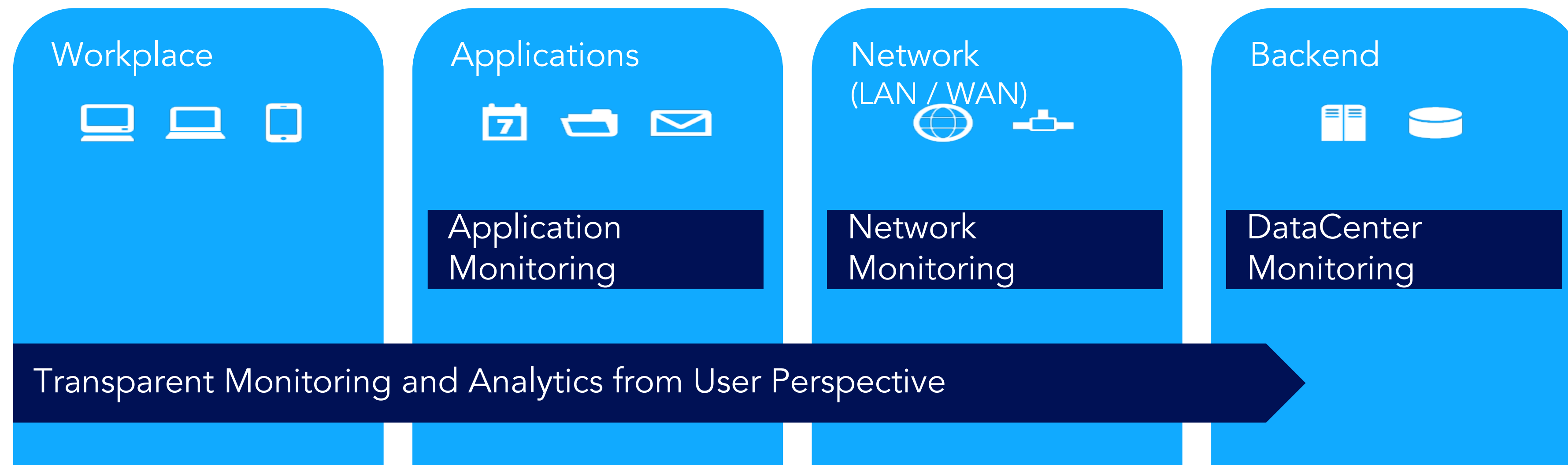### Seth White

Enterprise Accounts – Northern Europe

nexthink
change your perspective

End-users Struggle & No Way To Detect

Change your perspective with Nexthink

Workplace	Applications	Network (LAN / WAN)	Backend
	Application Monitoring	Network Monitoring	DataCenter Monitoring

Transparent Monitoring and Analytics from User Perspective
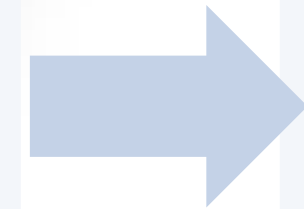
12 failed connections

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How we do it?

Collector

Real-time Monitoring:
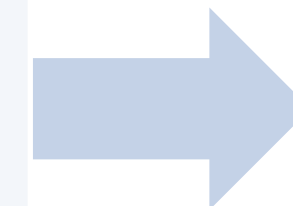
- 500KB passive driver
  - 0.1% CPU
  - 0.15 kbps NW
- All relevant end-user perspective events
- No configuration

Engine

Real-time Analytics:

- Self-learning
- Map all services
- Incident Detection
- Problem Detection
- Abnormal behavior
- #EU impacted

Finder, Portal & Integrations

Real-time Visualization:

- Trend Analysis
- Alerting
- Device Event timeline
- IT Service Metrics
- Investigations
- Root cause

Gartner. 2014
CoolVendor

nexthink.

Understand the Scope of Impact
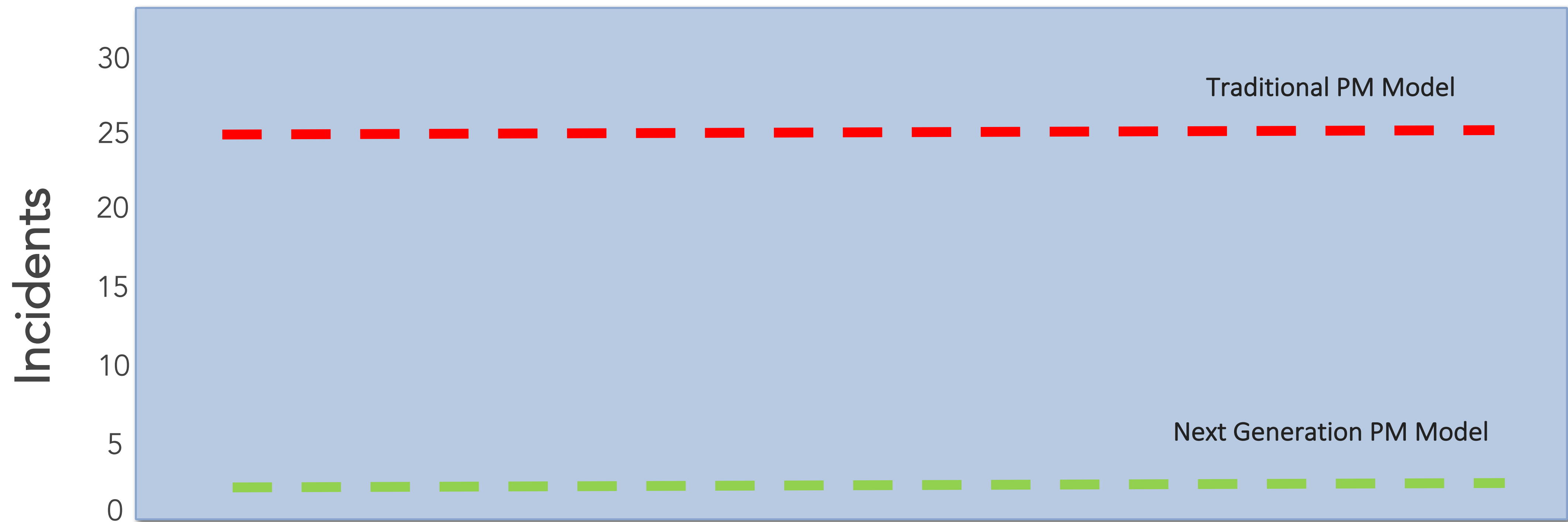
Old perspective >

New perspective >
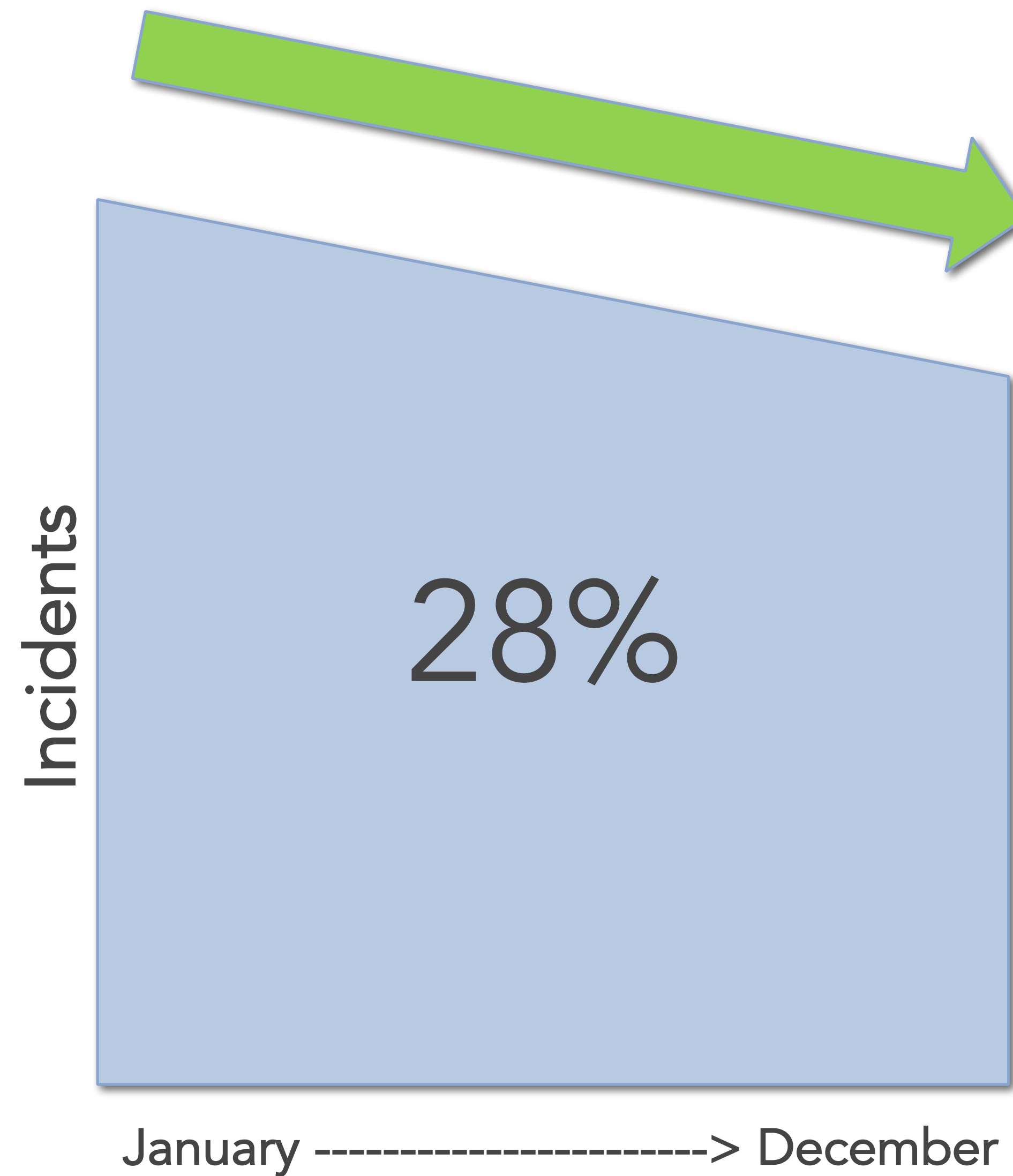
4
incidents

72 Users
experienced 101 crashes
In 7 days

3266 devices exposed to
same issue

nexthink

Reduce Detection Thresholds Through Proactive Problem Management

Real Tangible Benefits

28%

Incidents

January ----------------------> December

nexthink

Top use cases

⭐ QUALITY OF SERVICE

Incident Reduction
Self-Help

Self-Healing

Proactive Problem Management

Enhanced Self-Service Portals

MTTR Reduction
Support Checklists

Assisted Service

Enhanced Diagnostic

Increasing IT Satisfaction
IT Satisfaction Measurement

IT Satisfaction Improvement

Continuous IT Satisfaction Measurement

Service Monitoring
Service Monitoring for Infrastructure Team

Service Monitoring for Service Owners

⌖ TRANSFORMATION

Office 365
Office 365 Migration

Office 365 Monitoring

Skype for Business

Windows 10
Personas definition

Windows 10 Migration

Windows 10 Monitoring

Proactive Change Management
Change Impact Analysis

Continuous Change Monitoring

After-Change Acceptance

Endpoint Asset Inventory
Accurate Asset Inventory

License Cost Optimization

Smart Hardware Renewal Cycle

Automated CMDB Discovery

🛡 COMPLIANCE

Ensuring Compliance
Compliance Monitoring

Patch & Versioning Management

Compliance Enforcement

Compliance Standards

Shadow IT

License Compliance

Threat Detection and Prevention
Abnormal Behavior Detection

Vulnerability Analysis

Insider Threats

Incident Response
Automated Response

Forensic Security Analysis

Employee Security Awareness
Employee Risk Assessment

Employee Risk Education

Security Improvements

Real Time End User Experience Management

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