

Digital Employee Experience Management

Operationalizing DEX with Nexthink + NuAxis

USDA



“USDA seeks to be the federal lead in **customer-centered, data-driven** service delivery. In doing so, we will **accelerate** the use of **modern technology** and **digital tools** that our customers have come to expect in every other aspect of their lives.”

Gary Washington
Chief Information Officer
U.S. Department of Agriculture

1

Discuss USDA CEC IT Initiatives

2

DEX and Nexthink Overview

3

Q&A + Next Steps

Business Need:

- USDA is transforming and optimizing the delivery of their IT services as part of their digital transformation strategy to leverage data analytics, AI and automation to meet mandates required by several Whitehouse issued Executive orders focused on improving the customer experience.
- The CEC is leading an EUC consolidation effort to centralize tier 1 and 2 support across the mission areas to reduce Total Cost of Ownership of IT services and enhance the customer experience.
- Business decisions are driving CEC costs above benchmarks as they allow for a variety of technologies vs. standardizing as typical for a Service Provider; They operate more like an "internal provider of services". The complex customer base and limited standardization is driving up staffing needs and cost. (ex. Managing 80K+ software titles)
- Rapid growth and adoption of new technologies makes it challenging for IT to stay ahead of factors that are degrading the workstation performance and associated user experience. Meanwhile, functional IT teams (Assets, Apps, Collaboration, Networking, Engineer, Support) operate in siloes without the visibility needed to understand how their decisions impact the holistic end user digital experience. These factors prevent:
 - IT Support from taking a proactive approach to incident management
 - Asset Teams from making intelligent SW and HW refresh decisions
 - Accelerated timelines to execute on innovation/transformation projects that drive the missions forward

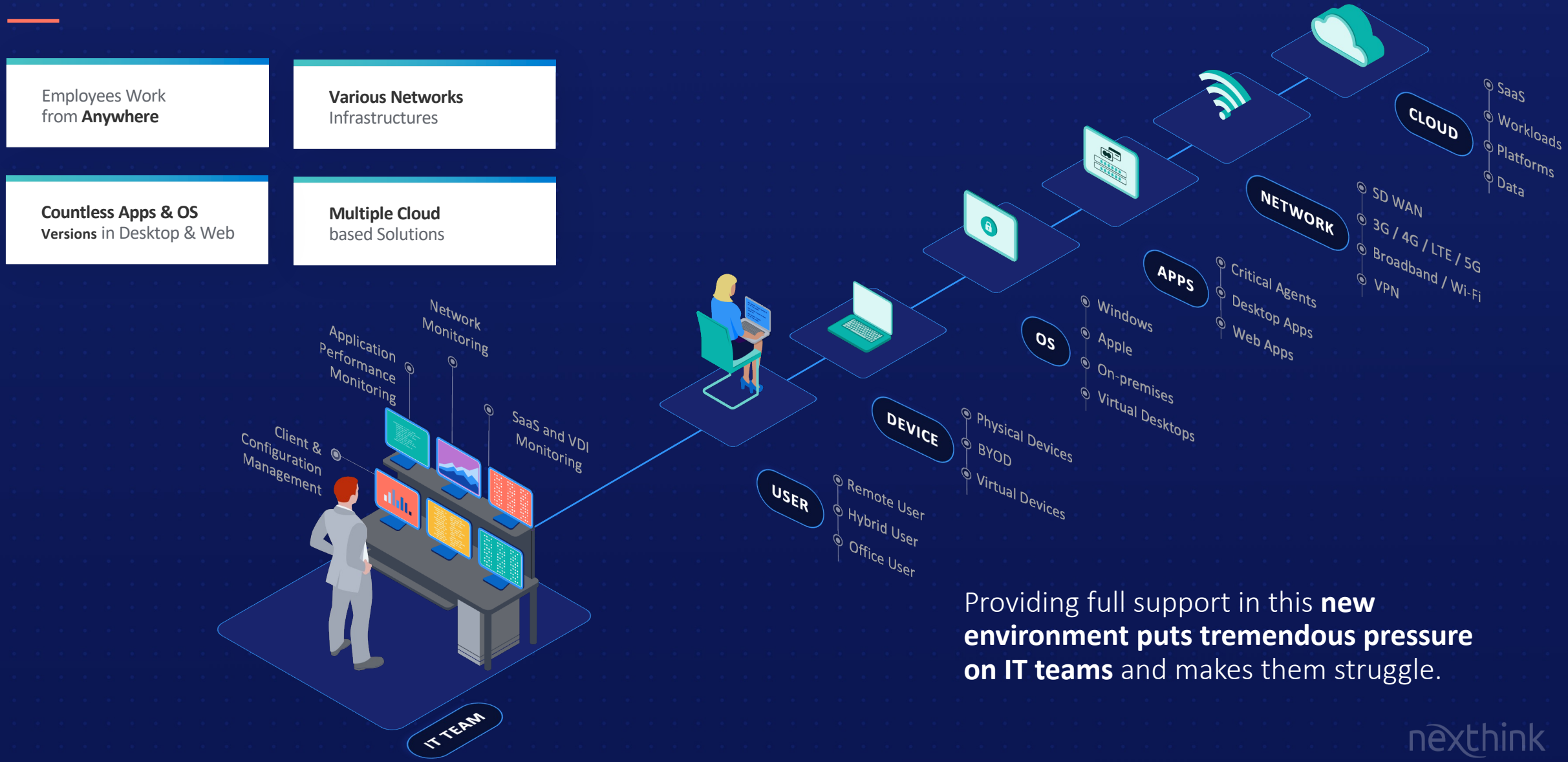
Desired Outcomes:

- Enhanced observability and predictive analytics - capture Quantitative (telemetry) and Qualitative (sentiment) data to proactively identify, diagnose and fix issues.
- AI enabled remediation and automation to speed resolution times and reduce staffing costs/requirements
- Right-size Application and Hardware portfolio by understanding and operationalizing a persona-based approach to provisioning and support.
- Leverage campaigns with end-users to co-create solutions to catalyze user adoption.

CEC Goal: Improve service levels to mission areas at a lower cost; Provide meaningful insights to stakeholders to optimize budgets and mission outcomes.

The Work Environment is Changing - Fast

The sheer complexity of what IT teams manage has exploded!



Providing full support in this **new environment** puts tremendous pressure on IT teams and makes them struggle.

Many organizations try to expand their current support model...



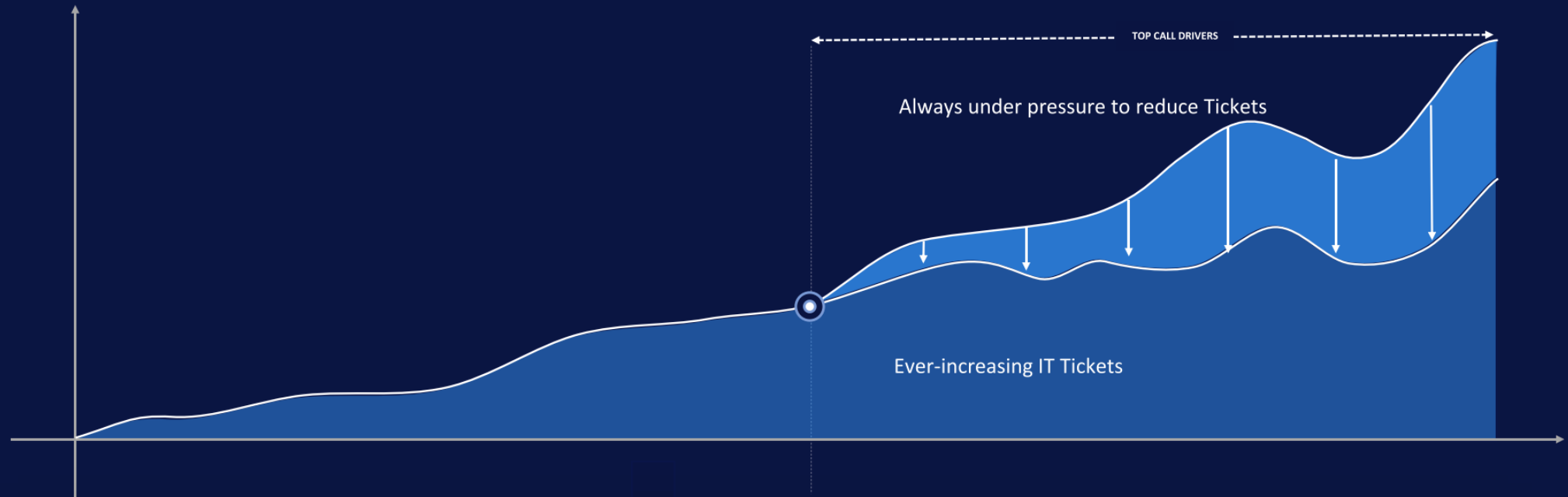
IT's visibility is limited with typical monitoring solutions **only providing limited views** of what's happening.



...relying on **employees** to report incidents to IT and then using that as a form of **telemetry to identify** potentially larger issues.

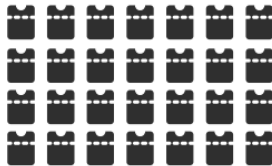


And managing technical issues manually gets expensive fast



REACTIVE
DIGITAL WORKPLACE

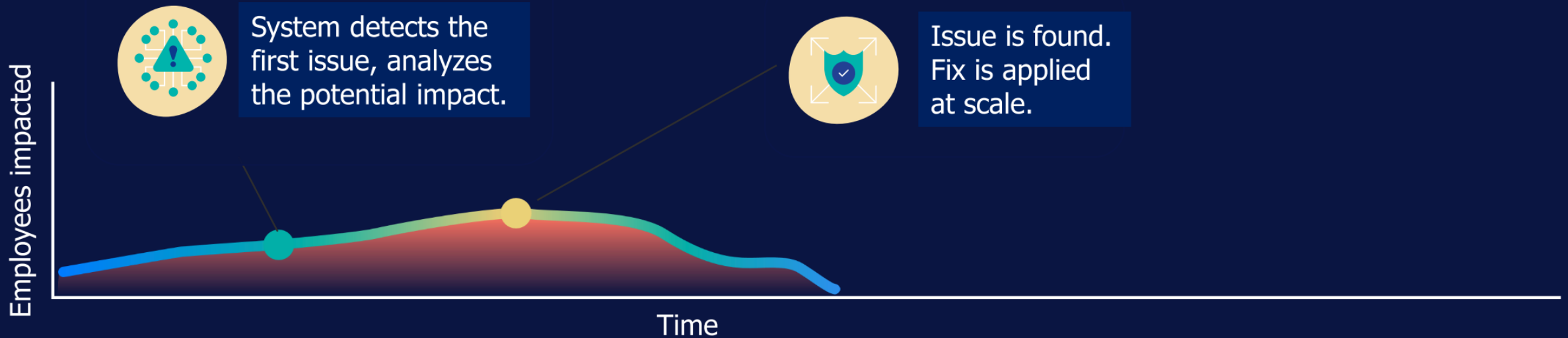
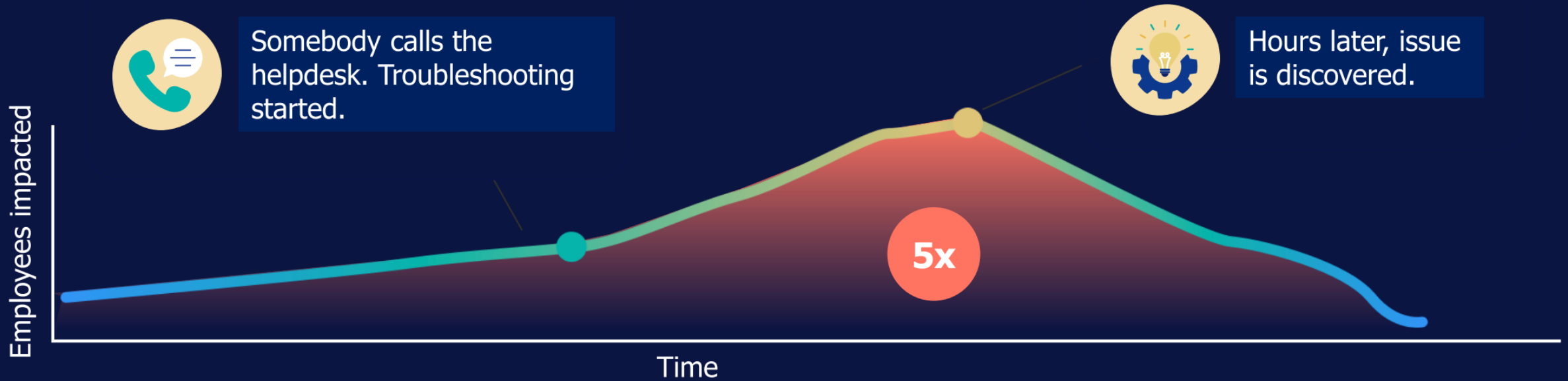
INCREASING IT TICKETS



ADDING MORE IT WORKFORCE



There is a real need to move away from reactive IT



DEX tools help IT teams shift to proactive troubleshooting



Gain complete visibility

into all users, devices, apps, networks and cloud services



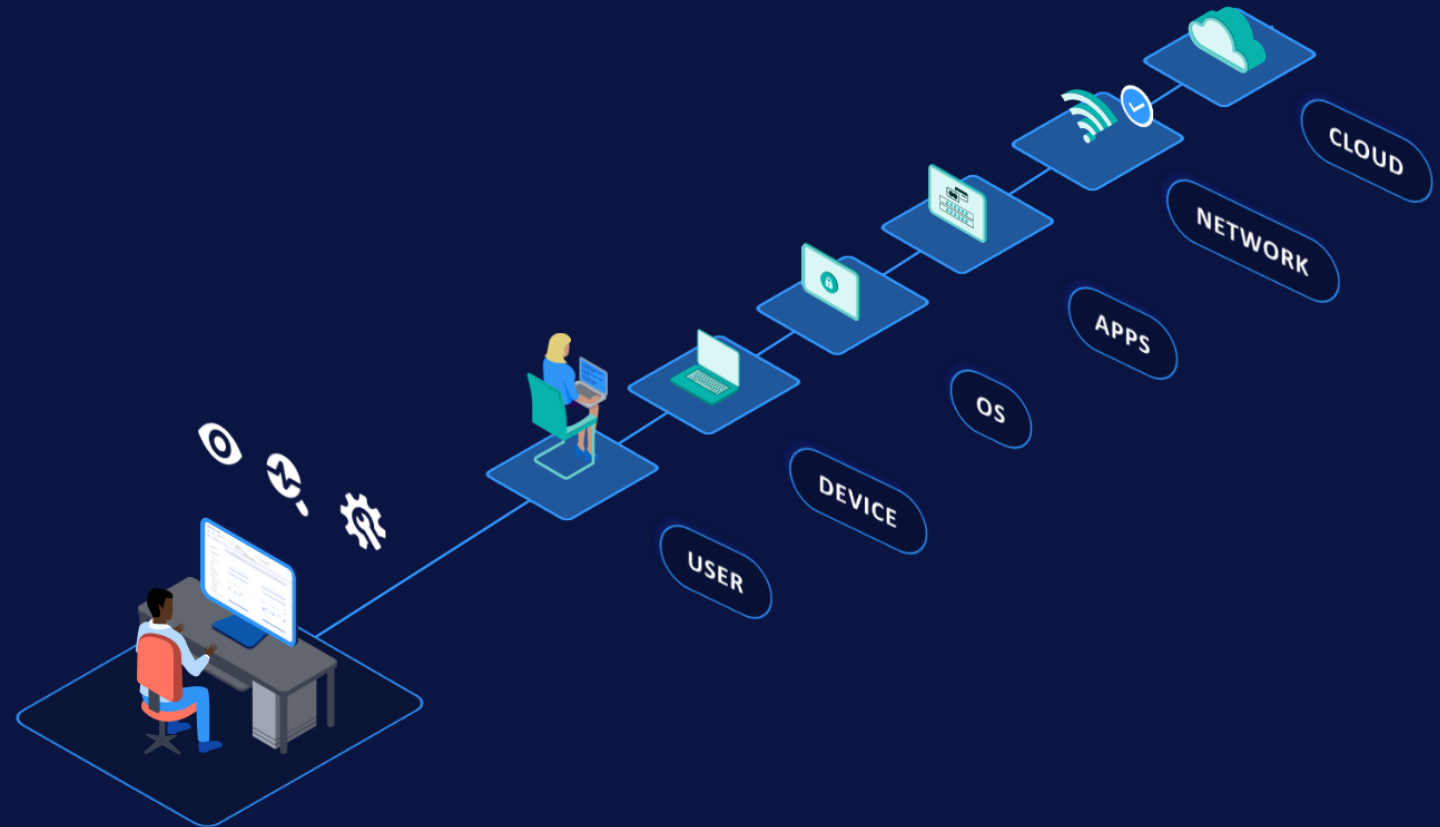
Detect and diagnose

employees' technical issues before they occur?



Ability to solve at scale

IT issues simply reliably and fix at scale



Introducing Nexthink Workplace Experience

Provides **unparalleled visibility & continuous improvement** in issue detection, diagnosis, & remediation.



See

all the issues immediately and provide insights



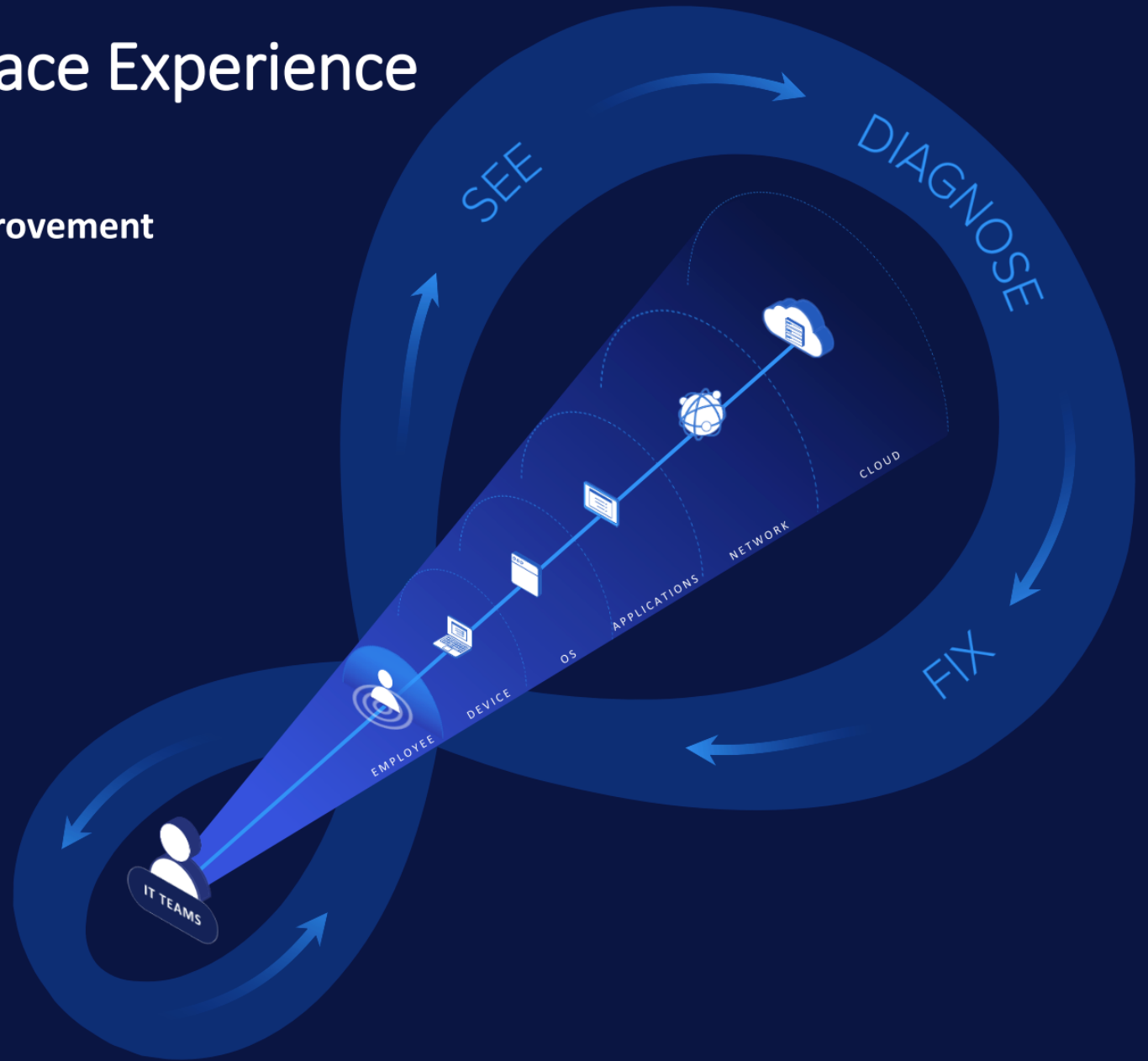
Diagnose

the impact, context and scope of issues, accelerating troubleshooting



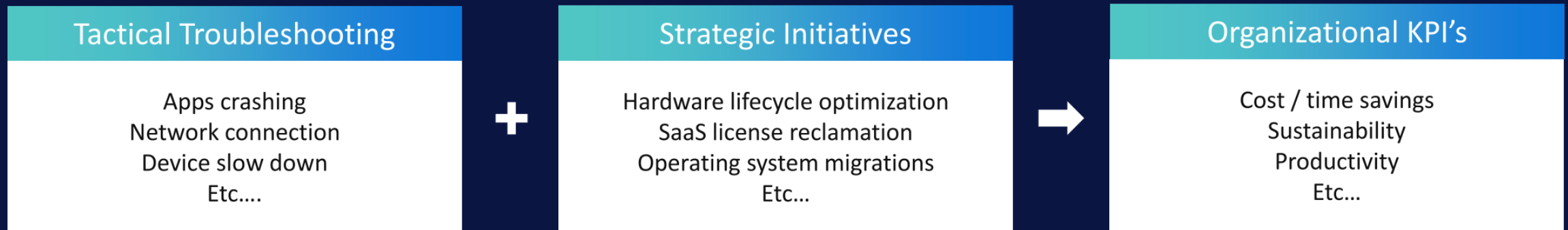
Fix

issues easily via remote actions, self-help & smart automation



Nexthink helps customers drive tangible value by optimizing DEX

For more than 20 years Nexthink has been the industry leader;
helping push more than 1100 organizations into the future of IT.



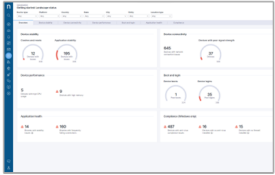


See, Diagnose, Fix Process

Proactive Troubleshooting with Nexthink: See, Diagnose, Fix.

What is normal?

Discovery



300+ preconfigured content packs help provide context quickly.

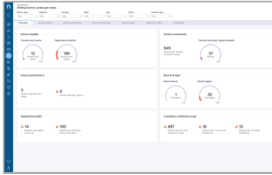
Library

- ◆ Dashboards
- ◆ Alerts
- ◆ Applications
- ◆ Campaigns
- ◆ Remote Actions
- ◆ Etc....

Proactive Troubleshooting with Nexthink: See, Diagnose, Fix.

What is normal?

Discovery



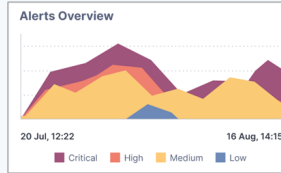
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Library

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- ◆ Etc....

What just happened?

Realization

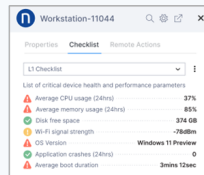


Proactively or reactively scope, prioritize & address issues.

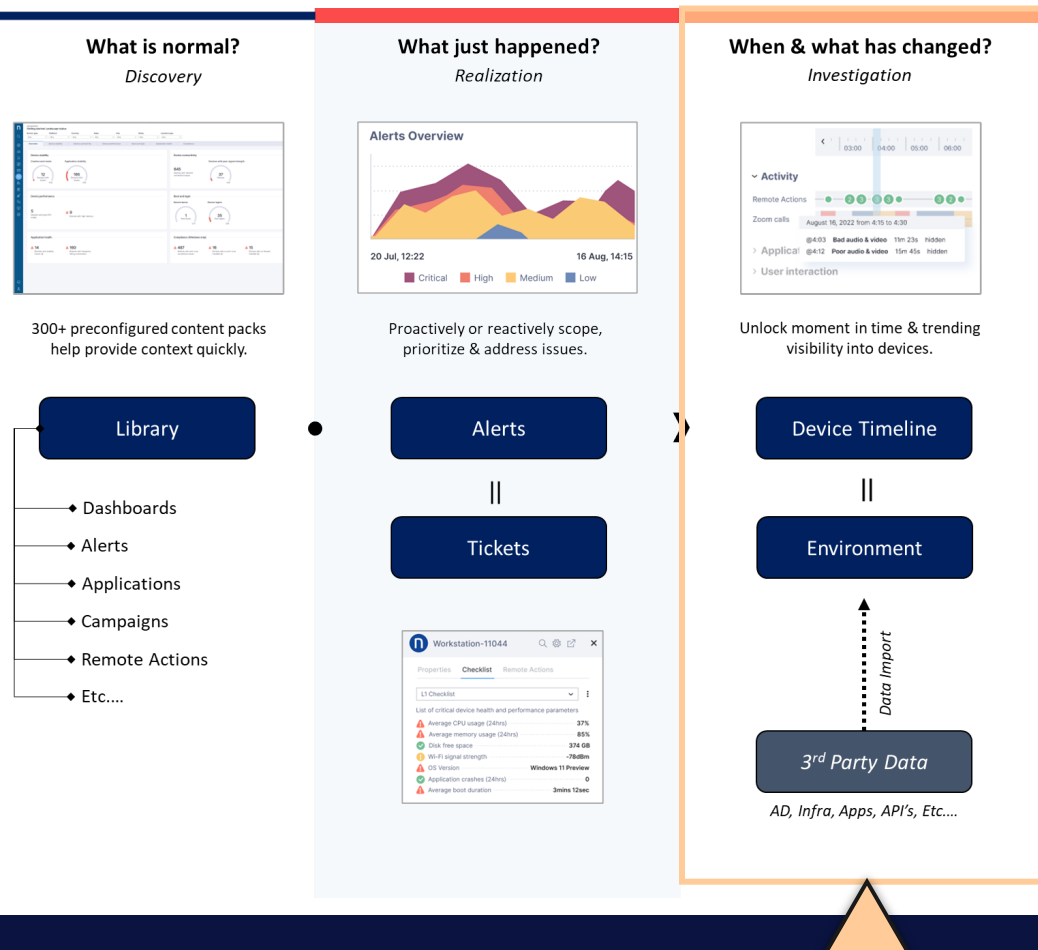
Alerts

||

Tickets



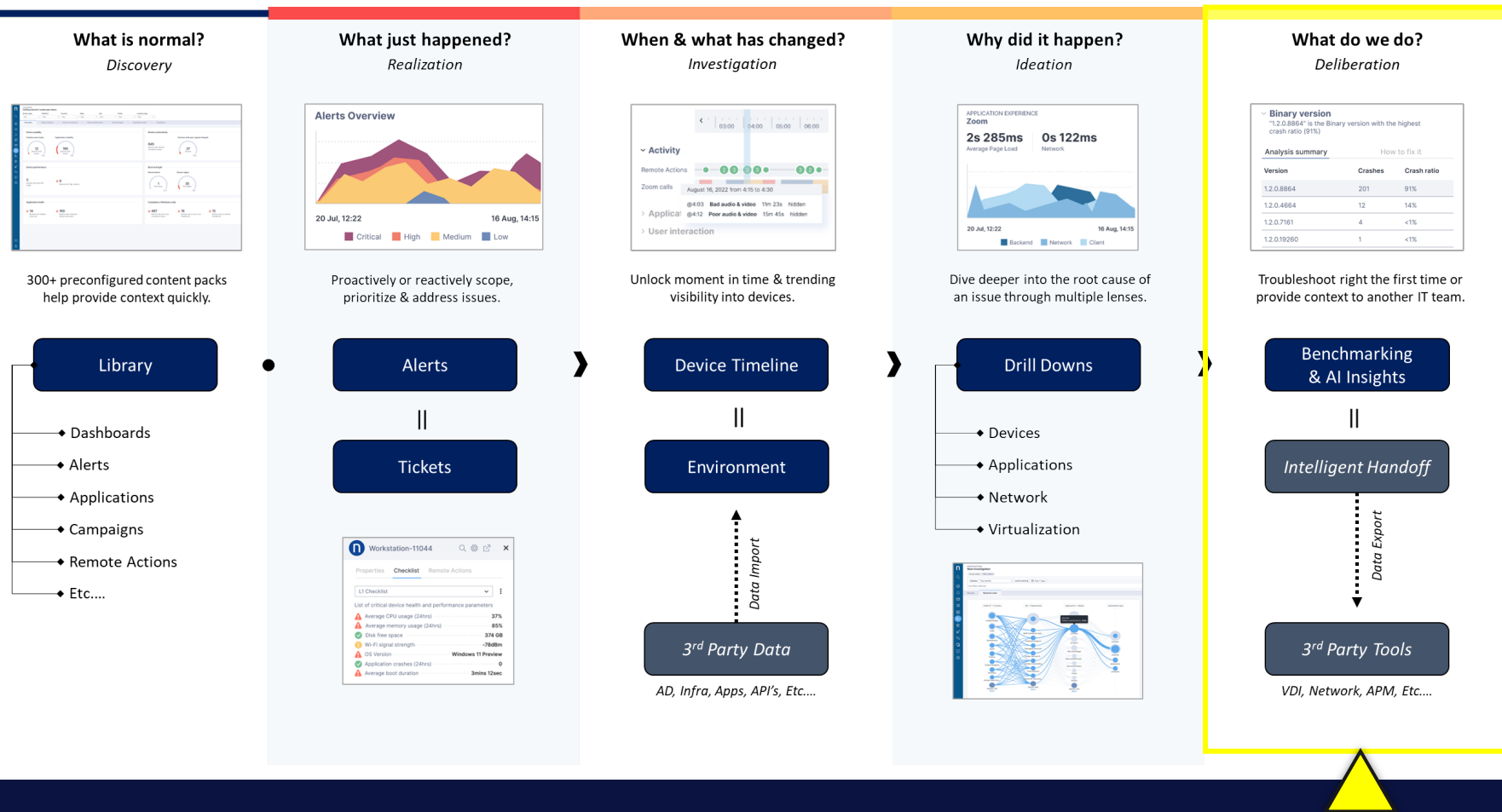
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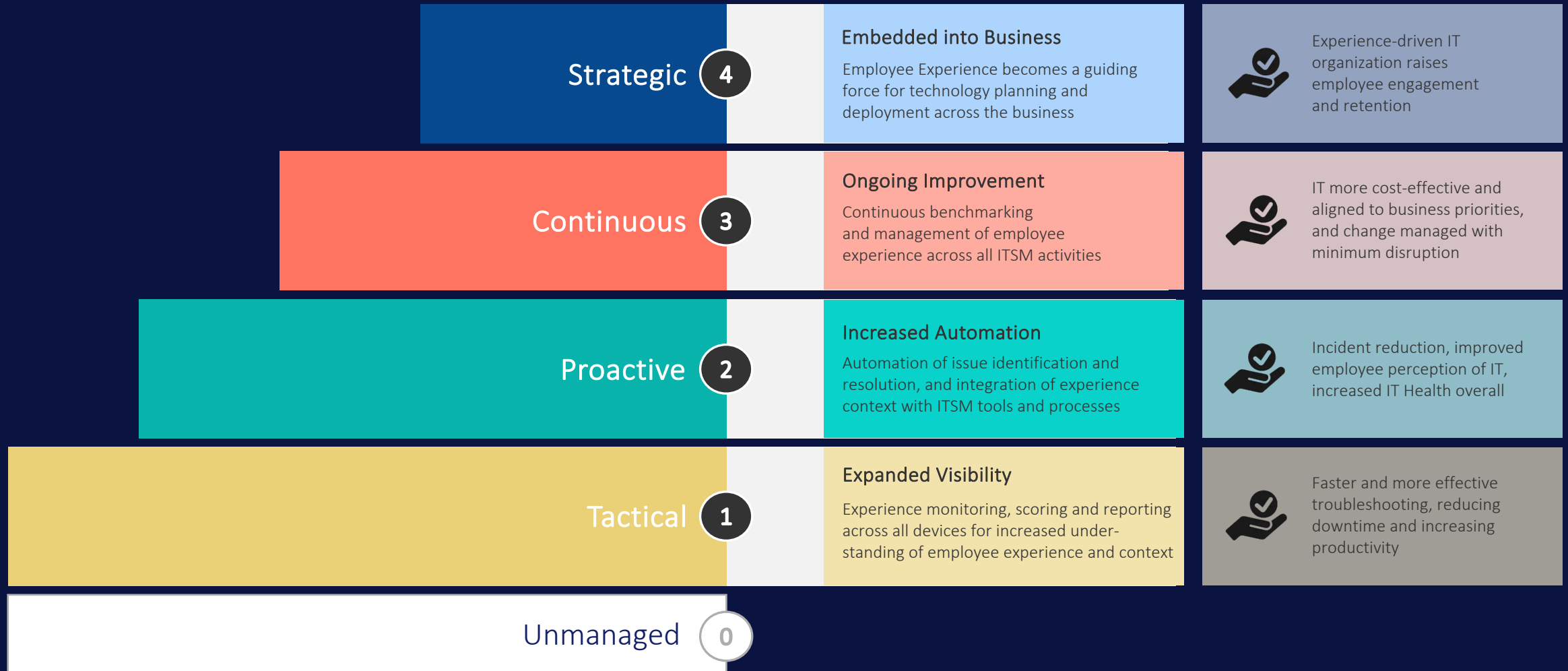
Proactive Troubleshooting with Nexthink: See, Diagnose, Fix.



Platform Demo

Digital Employee Experience Management Framework

A strategic guide to achieving value



Why
Nextthink?

Nextthink Key Points of Differentiation

- **Highest rated DEX solution by Analyst** (Forrester, Gartner) with largest market share and employee headcount
- **Highest rated DEX solution by customers** (G2) due to robust Community, online training (Learn) and content libraries and extensive customer success/support resources.
- **Usability, Actionability and Operationalization** – Nextthink isn't just a bunch of data from the endpoint. We invented DEX and understand what information is most relevant for users and their experience. We make it easy to configure data for different IT functions and correlate with sentiment to score the holistic experience. This allows us to surface the right data to the right folks at the right time to drive action.
- **Device Deep to Enterprise-wide** – The ability to see high-level trends to surface anomalies, then drill down into affected devices to get the historical activity detail to further isolate the nature of the issue and develop a resolution. The ability to surface this data in checklists for support and empower with remote actions to remediate, informed by the knowledge and work of engineering. Great reporting for leadership and granular, actionable data for functional teams.
- **Nextthink maturity model** – We have the packaging and support required to help customers mature and grow into the solution as they navigate their DEX journey.

References - Real Use Cases – Real Value

REAL CUSTOMER SAVINGS

Large Software Company

Environment: 210K Licenses (Just completed full deployment)

Why they chose Nexthink:

- Easy and efficient to manage. Three engineers oversee the environment
- Real time health investigations
- Automatic issue detection and remediation
- Proactive engagement with clients to fix issues “white glove support”

Large Pharmaceutical Company

Environment: 150K devices since 2018

Total Savings: \$20.9M

- Combination hard and soft savings from:
 - Ticket reduction
 - Time saved to focus on higher value tasks
 - Productivity return of clients

Large Consulting Firm

Environment: 450K devices globally since 2019

Total Savings: \$26M

- Highlights:
 - Reduced Microsoft SCCM crashes by 68% and reduced remediation efforts by 30min per device
 - OneDrive adoption increase by 20%
 - Workstation as a Service enhancements through reducing crashes during enrollment and right sizing devices based on usage

Large Manufacturer

Environment: 36K devices since 2019

Total Savings: \$10M

- Highlights:
 - Identified 5K unused software products to be reclaimed, reused, or retired.
 - Implemented automation resulting in 2K tickets avoided
 - Increased lifespan and functionality of hardware by targeting specific memory upgrades instead of replacing device

- Ernst & Young - 400,000 endpoints
- Microsoft - 250,000 endpoints
- Deloitte - 145,000 endpoints
- Honeywell - 136,000 endpoints
- Bosch - 362,000 endpoints
- Siemens - 250,000 endpoints
- Johnson & Johnson - 180,000 endpoints
- 3M - 90,000 endpoints
- Liberty Mutual - 50,000 endpoints
- Best Buy - 28,000 endpoints
- Synchrony Financial - 24,000 endpoints
- Intuit - 21,000 endpoints
- The Hartford - 31,000 endpoints
- Western Union - 13,600 endpoints
- Sony Pictures - 11,000 endpoints

Nexthink is the undisputed category leader

Gartner Peer Review Winner with
highest overall rating and most reviews

Leader in **FORRESTER**® Wave Report

2.5x

greater **ARR** than closest
competitor

4x

more **R&D** investment than
the competitors

Creators of the largest
conference in

DEX

Creators of the
DEX•HUB

an online site where DEX leaders share,
learn and connect

Strongest

tech alliances in market

8 out of 10

MSPs choose Nexthink

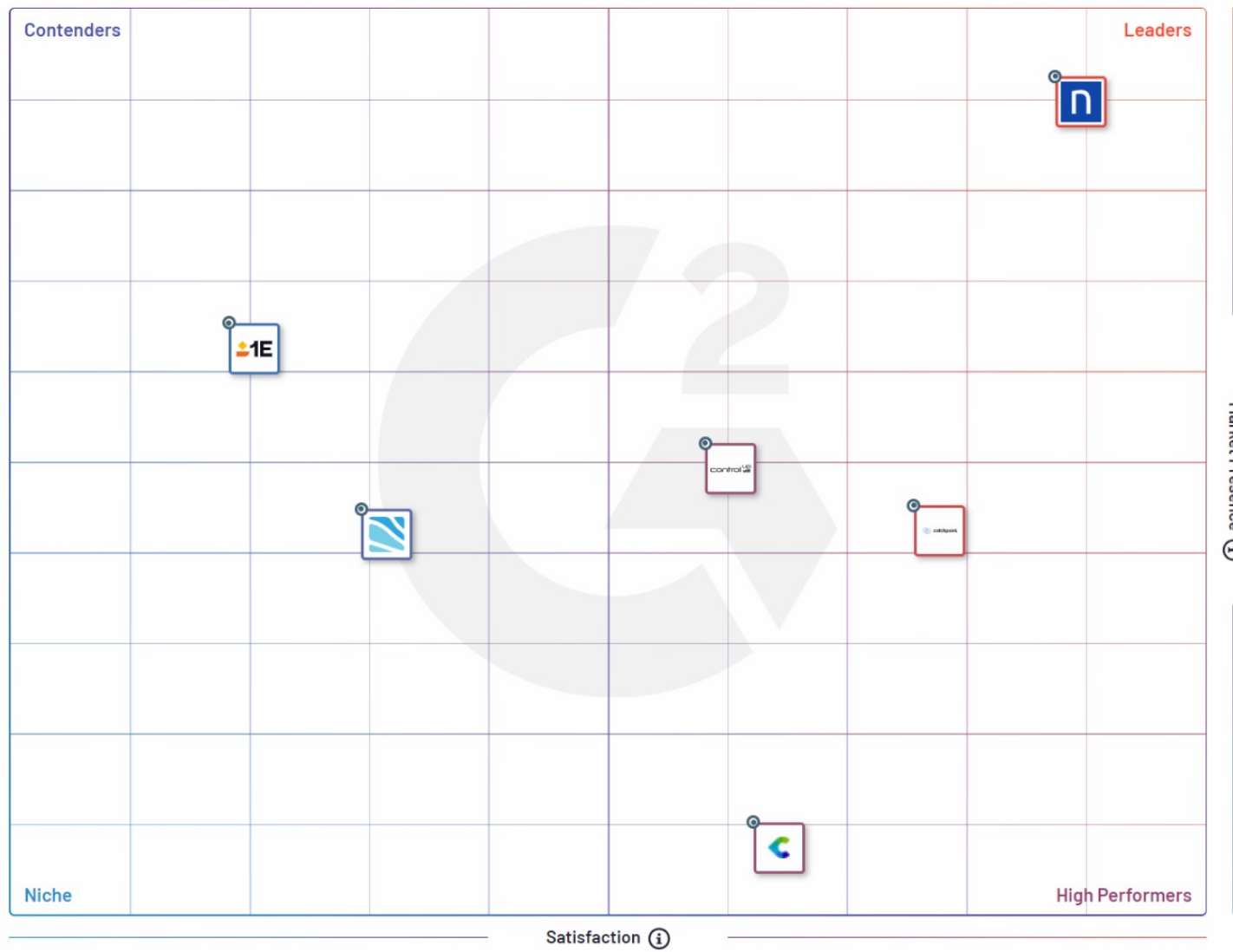
15 million

endpoints under
management

1,100 global

leaders deliver DEX with
Nexthink

Nexthink, THE leader in the New 2022 G2 Grid for: *Digital Employee Experience (DEX) Management*



The 4.6 out of 5 stars rating is the highest in the industry.

Total number of customer reviews:

- Nexthink 108
- 1E 28
- Lakeside 21
- Aternity 10

Strong growth, increasing investment from customers driven by value delivered

47% CAGR
(2017 – 2021)

\$200M ARR (Est 2022)

950 Nexthinkers
(350+ R&D)

75% SaaS Delivered
(Est 2022)

North America Momentum



Deloitte.



**AMERICAN
EXPRESS**

VISA

CENTENE
Corporation



Aflac



Lilly

P&G

1,100+ Global Leaders

Deliver exceptional digital experience
with Nexthink

250+

Customers In Global 2000

48

Customers In Fortune 500

15+Millions

Endpoints

Customers & Tech Alliances

Customers



Partners



1,250+ Global Leaders

Deliver exceptional digital experience with Nexthink

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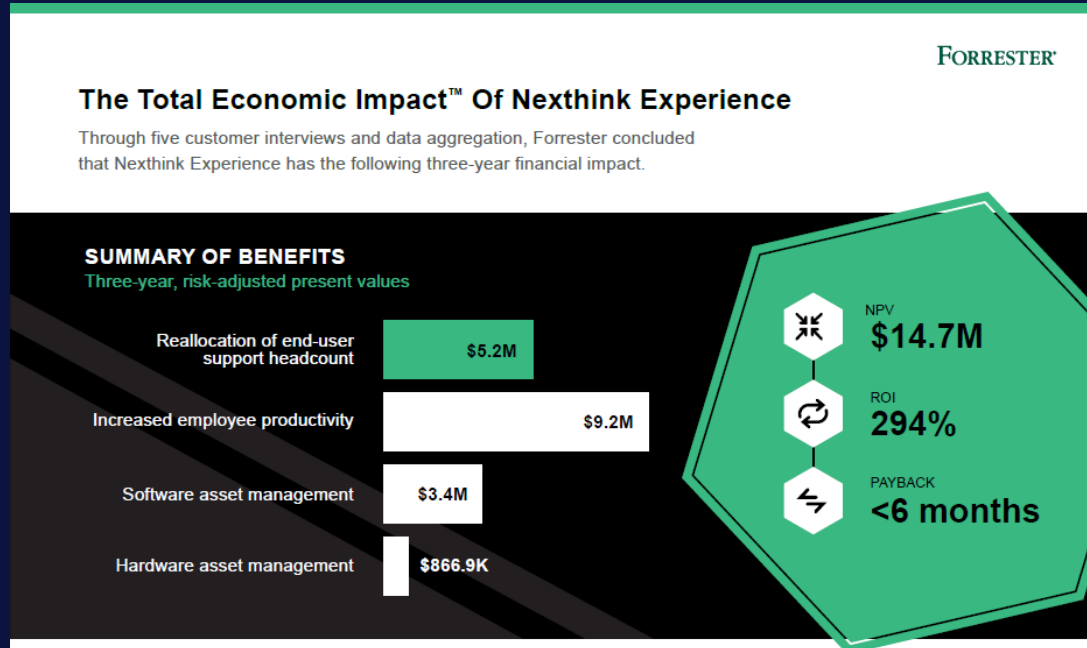
15M

Endpoints

nexthink

Business Value

What are the Analysts Saying?



[How to Save IT Cost: 3-Year ROI Customer Examples \(nexthink.com\)](https://www.nexthink.com/resources/whitepapers/how-to-save-it-cost-3-year-roi-customer-examples)

ADDITIONAL BENEFITS



10% to 20% IT support headcount efficiency



Savings from displacement of other single-purpose tools



10% contribution towards reduced office rental costs in support of hybrid work

VOICE OF THE CUSTOMER

"The biggest gap we had was visibility into our [end-user] world. It was all reactive, we were flying blind, and the tools we were using were inconsistent across regions."

"We were looking for something more proactive, to get a better view."

"At the beginning of the year, 20% of incident remediations were automated; at the end of the year that had grown to 45%."



VP of workplace support,
global technology and manufacturing firm

"Despite a number of significant [mergers and] acquisitions over the last few years, the volume of tickets has remained flat thanks, in large part, to Nexthink."



Director, IT service desk,
engineering consulting firm

Drive Service Desk Cost down without increasing escalations

Reduce MTTR by Improving Efficiency

Quickly identify the issues, validating their velocity and volume. Automate SOPS OF Top Call Drivers.

Eliminate Incidents by Automation

Identify IT issues in the early stages and fix them with Automation to avoid Top call drivers

Deflect Incidents by Contextual Self-Help

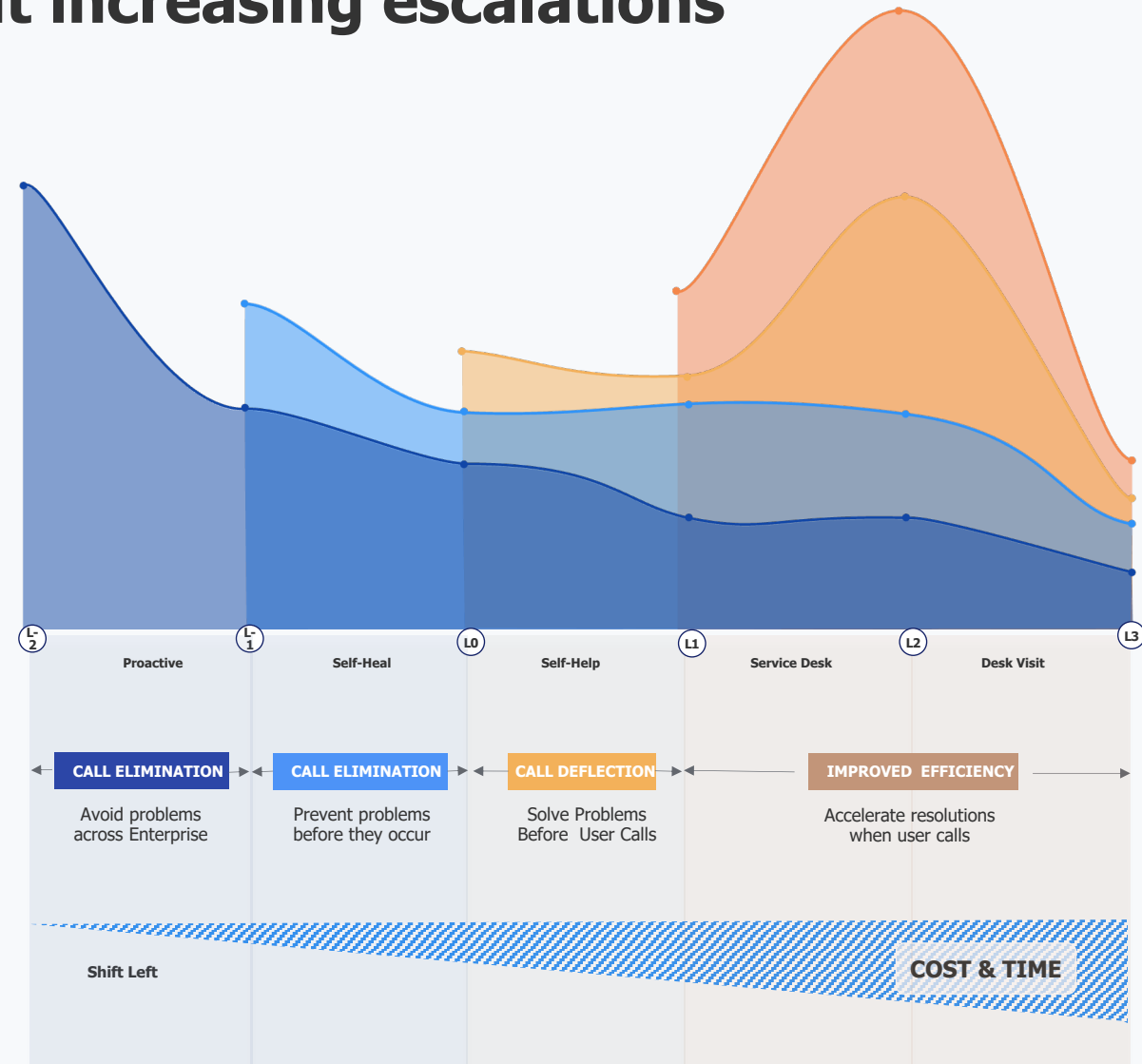
Engage users to fix issues before calling the Service Desk and Embed the Self-Service portal with Automated Fixes.

Avoid IT Problems by gaining Digital Visibility

End-end Visibility across Enterprise on identifying issues and critical insights. Integrate IT systems like ITSM, Chatbots, HR systems, Security Systems etc.

90%
reduction in MTTD
and MTTR

Avoids new support
headcount by
60%



Reduce Hardware Costs without increasing hardware tickets

With the ability now to,
**measure the actual usage,
performance and perception
of the Employee,** you can
immediately...

70%

of devices have the potential for right-sizing,
offering an average **savings of \$50 per
device**



Retain

Devices **having good technical performance and employee satisfaction** don't need a refresh.



Upgrade

Few Devices just need a **simple hardware upgrade**—like memory or disk space, not a complete replacement.

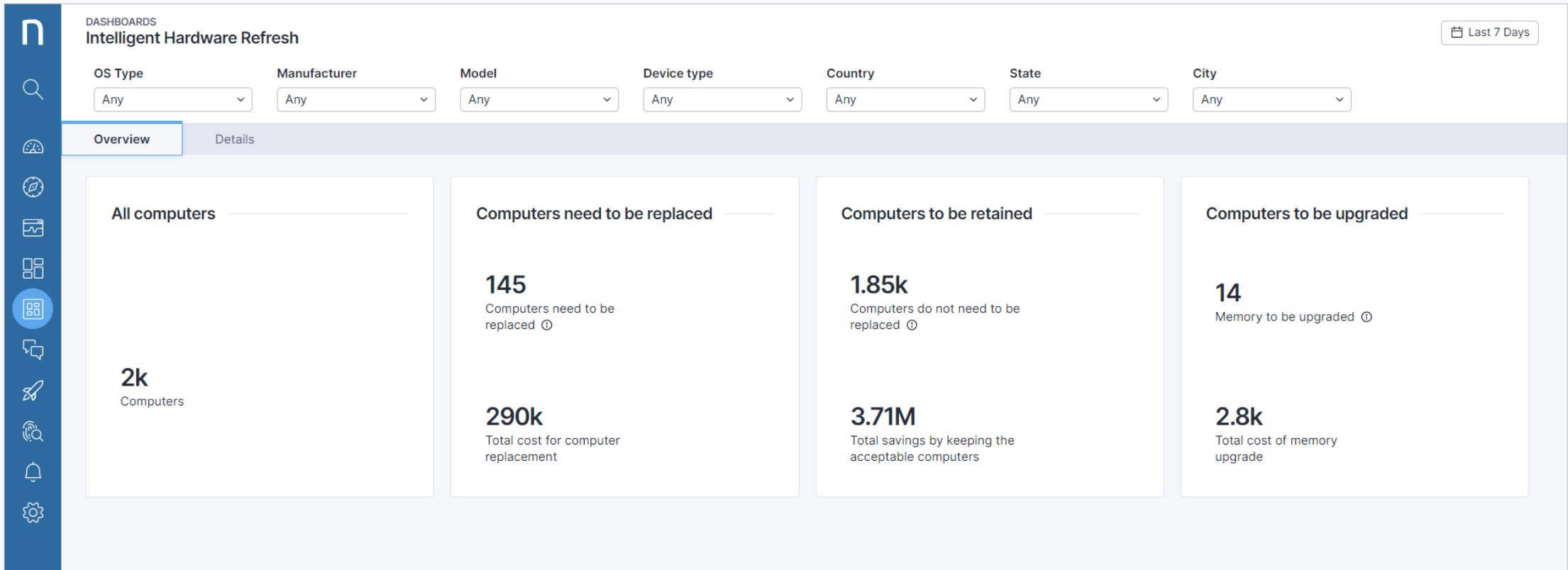


Replace

only the devices that have **bad performance, over-utilization and bad user feedback.**

Delivering the Cost-Efficient Digital Workplace

Reduce Hardware Costs without increasing hardware tickets



Nexthink provides an **accurate hardware Asset plan** to manage the lifecycle of your devices based on scores that **measure the actual usage, performance and perception of the Employee.**

Drive SW License Cost down without increasing the Service Requests

With the ability to **discover all aspects** of applications in the enterprise, like **utilization by user, time of utilization, usage pattern, parallel licensing** etc.. you can immediately....

10% per seat on general-use applications and **20%** per seat on Specialist Software can be saved.

general use applications cost, on average, **\$90** and **specialist software costs \$1,125** per seat per year.



Discover

Discover and Meter the software usage, real figures in hours, minutes and seconds for each execution over a period helps **precise Software Optimization**.



Reduce

Identified the Users not using the licenses, engage with them and **remove those under/unutilized licenses**



Re-Allocate

De-deploy the recovered license to required / requested users.

Delivering the Cost-Efficient Digital Workplace

Drive SW License Cost down without increasing the Service Requests

Nexthink with a genuine ability to permanently discover, without performance impact, the global software activity and Utilization on endpoints, helps

Optimize the software licenses you already have.

Remove the cost burden of maintaining and supporting **underutilized** software.

Gain fair value from annual software **license reviews** and **"true-up"** negotiations.

Accurately **plan** your **IT budget** and **forecast** needs.

