

NEXTHINK OVERVIEW

Ahead of every IT disruption. Behind every business strategy.

Nexthink is the leading digital employee experience (DEX) platform, helping enterprises move from reactive IT support to proactive, autonomous, and insight-driven operations. As the productivity engine of the digital workplace, Nexthink gives IT leaders unified DEX intelligence and the power to act on it, accelerating employee productivity and business outcomes.



Today, IT problems are business problems. Every change like an application upgrade or BIOS update carries risk of user disruption with unplanned downtime, higher costs, and serious downstream impacts on business productivity. Teams have poor visibility across tools and environments resulting in reactive firefighting and recurring incidents. Make change predictable with Nexthink's unified observability, intelligence, and autonomous remediation.

What Nexthink does

Nexthink continuously collects real-time telemetry from millions of endpoints across physical devices, virtual desktops, mobile devices, applications, and AI tools. Its AI-powered analytics surface issues others cannot see, pinpoint root causes, and prioritize what truly impacts employee productivity. From there, Nexthink's always-on automation detects, diagnoses, and fixes without waiting for a human to intervene, often before employees notice. Unlike traditional monitoring, Nexthink does not just observe experience. It proactively improves it.

Business impact

Nexthink turns IT transformation from career risk into measurable business advantage:

- Unify visibility across endpoints, apps, and AI tools
- Discover, govern, and optimize AI usage
- Lower service desk volume with a personal IT agent for every employee
- Reduce disruption through autonomous remediation
- Prove ROI across apps, AI, and transformation
- De-risk app and VDI migrations without disrupting employees

Trusted by Accenture, Southwest Airlines, Lilly, GSK, and Honeywell to recover millions of productive hours and reduce costs.

CORE PLATFORM PILLARS



Deep, real-time observability

A real-time DEX intelligence layer and AI-powered operational console surfaces data across devices, applications, VDI platforms, networks, and AI tools. Leaders gain executive dashboards, benchmarking, and ROI insights, while IT teams get deep diagnostics, investigations, and root-cause analysis.



Self-healing and employee guidance

Always-available employee support through conversational IT agents, desktop pop-ups, Teams messages, and in-app guidance. Employees access instant issue resolution and AI governance controls in the flow of work, reducing tickets and frustration.



Autonomous agents and automation

A personal IT agent for instant IT issue resolution combined with continuous detection, diagnosis, and remediation through sensors, workflows, and automation. Fix an issue once to prevent it everywhere.

Why Nexthink

Nexthink keeps IT ahead of disruption and firmly behind the business strategy, enabling organizations to move faster, operate smarter, and deliver exceptional digital experiences at scale.

Only Nexthink combines real-time endpoint telemetry, AI-driven observability, AI governance, digital adoption, employee engagement, and always-on automation and autonomous action in one platform. Anything less isn't DEX. Visit [Nextthink.com](https://www.nextthink.com) to see why.