**Introduction to Nexthink**

Nexthink was Founded in 2004  
Nexthink is a Digital Employee Experience platform, often called DEX.  
It is designed to help IT teams understand and improve how employees use their computers, applications, and other digital systems.

With Nexthink, IT teams can see what is happening on devices and applications in real time. This means they can identify problems before employees even report them.

By having this real-time monitoring, IT can reduce downtime, fix issues faster, and make sure employees can work efficiently.

**Slide 2: Key Features of Nexthink**

**First, real-time monitoring** – it continuously tracks the performance of devices, applications, and networks. This allows IT teams to detect issues quickly and take action before they impact the employees’ work.

**Second, user feedback collection** – Nexthink gathers employee opinions and experiences through short surveys. This feature helps IT understand not only the technical performance but also how employees feel about their digital environment, giving a more complete view of the workspace.

**Third, application insights** – the platform identifies problems such as slow applications, crashes, or errors. It provides IT with detailed information to help resolve issues efficiently

**Fourth, automation** – IT teams can apply automated scripts to fix common problems remotely. This reduces manual work, saves time, and prevents disruptions for employees.

**Fifth is Dashboards and Reports**– -Nexthink gives dashboards and reports with detailed analytics. They help us track performance and trends—whether it’s daily, monthly, or quarterly—and make it simple to share the insights with management.

**Very last is security and compliance** – Nexthink continuously monitors systems for outdated patches, unauthorized software, and compliance gaps, ensuring devices remain secure and meet organizational policies.

Together, these features allow IT teams to **analyze, manage, and continuously improve** the digital experience. Nexthink helps create a more **reliable, efficient workplace** for employees.”

**PROACTIVE ALERTS IN NEXTHINK**.

Hi everyone, today I’m going to talk about **Proactive Alerts in Nexthink**.

Proactive alerts are basically notifications that help IT teams spot problems **before employees even notice them**. Instead of waiting for someone to report an issue

Nexthink keeps tracking on devices, applications in real time. If it notices something unusual, like apps crashing, or somwthing , it immediately notifies IT.

These alerts are very useful for fixing problems. IT can see exactly what is happening and also they can be solve it quickly. Many times, they can even fix the issue remotely, without the user.

Proactive alerts **also show patterns or repeated problems**, like if an app keeps crashing after an update, so IT can stop bigger issues before they happen.

**BENEFITS.**

Now let’s look at the benefits. First, they **reduce downtime**, because problems are caught and fixed early.It will to effectively reduce the downtime

Second, they **save IT time** by allowing them to handle multiple issues together instead of one by one.

Third, proactive alerts help IT **stay ahead of problems**, instead of reacting after the fact, which makes the whole system more efficient.

And finally, employees get a **smoother experience,** because issues are fixed quietly and quickly, without interrupting their work.

So, proactive alerts help to let employees do their work without interruptions, making the digital workspace more efficient and stress-free."\*