

Nexthink is a digital experience (DEX) management platform that helps organizations gain insights into the digital workplace, enabling IT teams to monitor, diagnose, and resolve issues before users even report them. It offers real-time analytics, automation, and employee feedback tools to enhance the digital workplace experience. [1, 2, 3]

Core Platform Features:

- **Real-time Monitoring and Analytics:** Nexthink collects and analyzes data from employee devices, providing visibility into application performance, network connectivity, and user interactions. [1, 1, 4, 4]
- **Automated Remediation:** The platform can automatically fix issues and deploy solutions based on predefined policies, reducing the need for manual intervention. [1, 1, 5]
- **Employee Engagement:** Nexthink allows IT teams to engage with employees through surveys, notifications, and feedback mechanisms, ensuring that they are aware of any potential issues and can contribute to their resolution. [1, 1, 2, 2, 3, 6, 7, 8]
- **Integration with Other Tools:** Nexthink can integrate with various third-party IT tools, enabling IT teams to leverage existing systems and streamline their processes. [9, 9]
- **AI-Powered Insights:** The Nexthink Infinity platform utilizes AI to perform root-cause analysis, provide global cloud insights, and offer step-by-step guidance for resolving or preventing issues. [10, 10]
- **Digital Workplace Observability:** Nexthink provides comprehensive visibility into the digital workplace, enabling IT teams to proactively prevent issues and resolve critical disruptions, ultimately driving workforce efficiency. [8, 8, 11, 11]