nexthink

What Happens When IT Puts Employees First?

How 5 enterprise IT departments are proactively managing Digital Employee Experience to drive productivity, engagement, and delighted employees.

nexthink
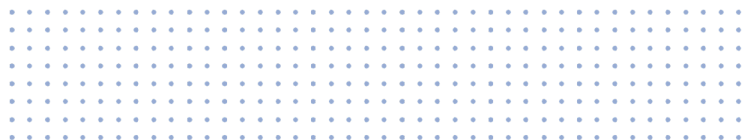
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Introduction

In this eBook we look at five IT departments embedded in some of the most competitive business sectors in the world. They have each cracked complicated business problems by focusing their efforts around their employees' digital experiences.

These teams once faced many of the same tech challenges that plague most businesses today: productivity loss, long ticket lines, exorbitant cloud costs, complicated digital rollouts, and a poor Digital Employee Experience (DEX).

By using our cloud-native solution for Digital Employee Experience management, each team was able to quickly diagnose and solve their most pressing technology problems.

Talk Numbers to Me

- **$25 million** annual productivity losses per company from IT issues [1]

- **62%** of workers are unhappy with current digital tools [2]

- **45%** of IT issues are never reported by employees [3]

- **83%** of tech leaders struggle to make progress with digital transformation projects [4]

[1] For companies with 10k+ employees. Research by Vanson Bourne & Nexthink: The Experience 2020 Report
[2] Deloitte Global Human Capital Trends 2019
[3] Vanson Bourne & Nexthink: The Experience 2020 Report
[4] Gartner Digital Dexterity at Work

Answer The Here & Now

So much of what IT is asked to do depends on their ability to solve problems in the moment.
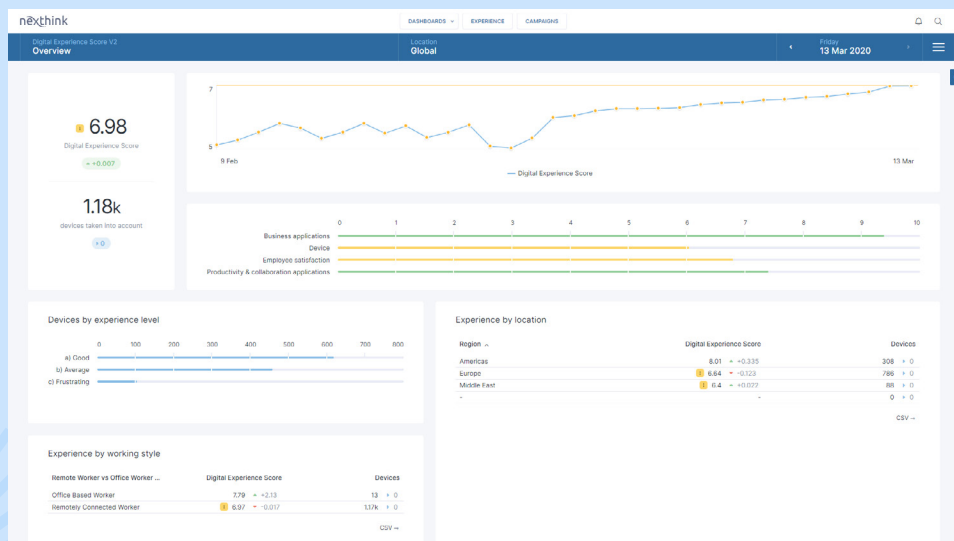
Long wait times at the help desk, a high volume of tickets, a slow resolution time—these are the symptoms of an IT department that struggles to shift out of a reactive service model.

To avoid this situation, our customers use Nexthink's digital experience dashboards to quickly drill-down into every single activity made on their employees' devices and within their company's infrastructure— all in real time. This capability grants our customers unprecedented flexibility and adaptability in the face of unplanned IT issues.

"I've always had the question, 'I wish I knew what was going to happen before it happened?'. Now I do."

James Young, Western Union

Nexthink's Experience dashboards enable IT to manage their entire DEX with confidence and precision.

Enhanced Checklists

HARDWARE CHECKLIST	SECURITY CHECKLIST	SOFTWARE CHECKLIST

HARDWARE CHECKLIST

5	80%	✓ Disk Health
10	134.16 GB	✓ System Drive Space
10	0%	✓ CPU Load
10	0%	✓ Memory Load

SECURITY CHECKLIST

10	yes	✓ Corporate Antivirus
10	on	✓ Antivirus RTP
10	yes	✓ Antivirus up-to-date
10	no dangerous binaries executed	✓ Dangerous Binary Executions

SOFTWARE CHECKLIST

10	yes	✓ OS up-to-date
0	not installed	✓ SCCM Agent Status
0	14	✓ Days Since Last Reboot

Taking Care of What's Known

Vitality, one of the U.K.'s largest health insurance companies, is the perfect example of a company whose IT department can pivot at any moment. Vitality's employees needed flawless computing experiences to meet the demands of over 1 million customers.

For IT, troubleshooting tickets for slow connectivity, latency, lags, and other issues became a serious challenge due to the sheer volume of those requests and because the department lacked true insight into what their employees were experiencing in real time.

"Prior to Nexthink, my agents would spend 7-10 minutes logging into various screens while trouble-shooting commonly reported issues to the service desk," says Steve Amos, IT Customer Experience & Operations Manager at Vitality.

Vitality's IT department was able to quickly see relevant usage data on their employees' devices that they were never able to capture in one simple location. They had visibility over what applications their employees downloaded; what versions they used; how much data they generated; and a host of other critical endpoint information.

And with Nexthink's ITSM integration, their L1 help desk agents were able to diagnose their employees' computing problems by unlocking insight across any installation, execution, connection, web request, print job, system boot, and user logon recorded in their IT infrastructure.

"This (Nexthink) has enabled us to greatly improve our responsiveness. Before Nexthink, we had to search by dichotomy, but now it only takes us a few minutes, and without service interruption."

Frédéric Gaborieau, Système U

Diving Deep into Hidden End User Problems

Based on recent industry research, 45% of IT issues are never reported by employees. And it's often not until those problems directly impact an employee that IT has a chance to intervene. We discovered that prior to working with us, one of our customers, a large food distribution company with 4.6 million customers, experienced several unreported technology problems that directly impacted the company's supply chains. As a large food distribution company with 4.6 million customers, their entire business model depended upon them being able to quickly and accurately ship food orders to thousands of local grocery stores and small businesses.

"We had been hearing, anecdotally, about laborious log-on times and high application crash rates in our distribution centers, and this problem was negatively affecting our business" - IT Support Leader, Food Distribution Company.

With Nexthink, this distribution company was able to quickly discover that their employees' computing issues were caused by a few server misconfigurations. To remedy the situation, IT used Nexthink's automatic remote actions to reconfigure their servers and enable their employees to work without any digital blocks.

The company's Executive Service Manager told us "We used to average 50,000 failed connections a day, and in one morning the platform allowed us to bring that figure down to 10,000, and we kept on making improvements until the failed connections were entirely dealt with."

Of course, solving the issues of today is one thing, but some tech teams have taken their work a step further, as you will see in the next section.

By The Numbers

Food Distribution Company saved over $100k using Nexthink in just their first month.

$100,000 +
savings

50k

10k

Nexthink's Act & Engage products helped drive a Food Distribution Company's failed connections from 50k to 10k in just their first iteration.

Make Your Next Move Count

Several IT departments are transforming their once reactive service approach by cutting out future issues with the Nexthink platform.

Anticipate End-User Frustration and Remediate with Ease

For example, Arkema, a global leader in specialty chemicals with over 8.8 billion euros in revenue, recently asked their IT department to come up with a way to predict the digital experience needs for their 20,000 global employees.

Tired of handling incidents on an "as-they-occur" basis, Arkema's IT department deployed Nexthink with the hope of anticipating and fixing issues before they would impact their employees' network, application, and device experiences.
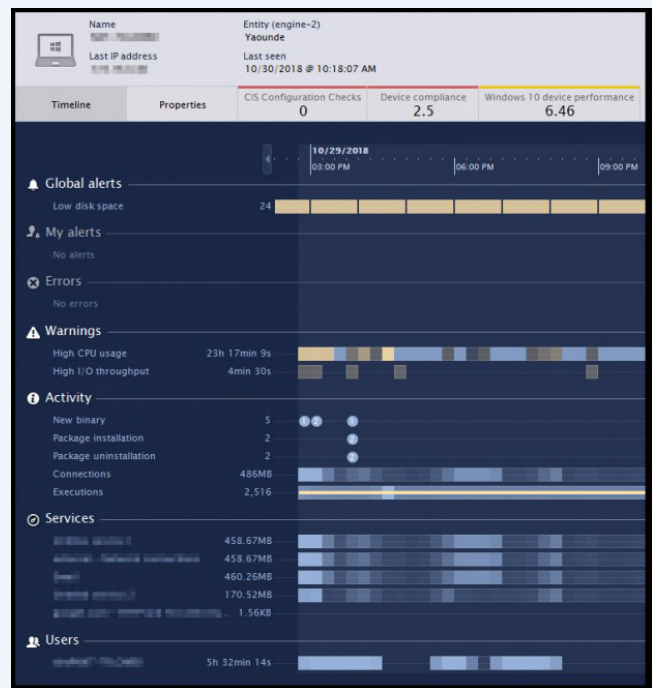
Similarly, Toyota Motor Europe (TME) came to Nexthink looking for tangible, proactive IT solutions that could support their business expansion into the European market.

Each Toyota office in Europe presented unique digital workplace challenges, and IT struggled to crack those cases and sustain a positive Digital Employee Experience across the region.

> ## "The IT team is no longer seen as a department that operates following an incident, but rather as a department that intervenes before they occur."
>
> **Bernardo Ramos, Arkema.**

Enable Your Support Teams To Retrieve Case-Specific Data Within Seconds:
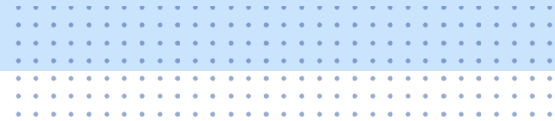

Nexthink's Digital Employee Experience dash-boards helped IT to: identify several devices that had Windows update issues; monitor & sustain their network health with real-time data; and hone in on several underperforming Skype applications and quickly remediate them.

Learn how Toyota takes the Digital Employee Experience to heart:

Using Nexthink, Arnaud Pire's team discovered that many issues emanated from the company's business applications before surfacing on their employees' devices. To remedy this problem, IT used the Nexthink platform to track and initiate self-healing remote actions at scale across those applications in question. In less than three months with Nexthink, Pire was able to drastically reduce the number of client and agent failures and bring the health status for TME's IT tools up to 97%.

More Variables? No Problem

Another IT department, who asked to remain anonymous, used Nexthink to help automate fixes across thousands of employee devices and closely monitor large-scale deployments for Windows 10, Office 365 and Zoom.

The IT team was embedded inside a Fortune 500 financial services firm with over $545 billion in assets and a mix of 25,000 onsite and remote workers working in the cloud. Tired of playing "guess the culprit," their IT department wanted better insight into the real reasons employees were calling the help desk, and they wanted a tool that could scale quickly and didn't require any on-premise installation or servicing.

"It felt like it got to the point where employees actually expected the worst to happen," says the Head of End User Computing. "Using Nexthink, we were able to immediately detect existing and nascent end user issues, fix them with the platform's remediation scripts, and then scale those resolutions across our 24 global sites."

The IT team also used Nexthink to help manage the planning, migration, and post-migration for their remote work setup. For example, IT was able to compare the performance of firewalls, collaboration tools, devices, and VPN environments pre and post deployment, and intervene with Nexthink's advanced tooling in the case of any digital experience decline.

In the next section, you will read about a group of IT teams that are pushing their companies' Digital Employee Experience even further by using Nexthink's capabilities to benchmark and trace progress along a transparent, informative IT roadmap.

Turn Good Digital Experiences into The Norm

Most enterprise technology teams have what it is known as the "watermelon problem."

The assumption is that if the lights are green on their internal dashboards then there must not be any problems for employees. The truth, however, is that most employees are seeing red like the center of a watermelon because they are unhappy with their current digital work environment.

Alan Nance, technology expert at CitrusCollab, suggests that IT instead aim for "kiwis," meaning their setups should factor in the employee experience and their current network, hardware and software performance concerns.

The only way, however, to ensure your workplace resembles a kiwi and not a watermelon is to measure and manage experience from the employee's point of view, instead of IT's point of view.

"Nexthink provides us with a goldmine of information about the end-point's infrastructure (applications, services, network, etc.). This allows us to take an end-point management approach that can be best compared to preventive medicine."
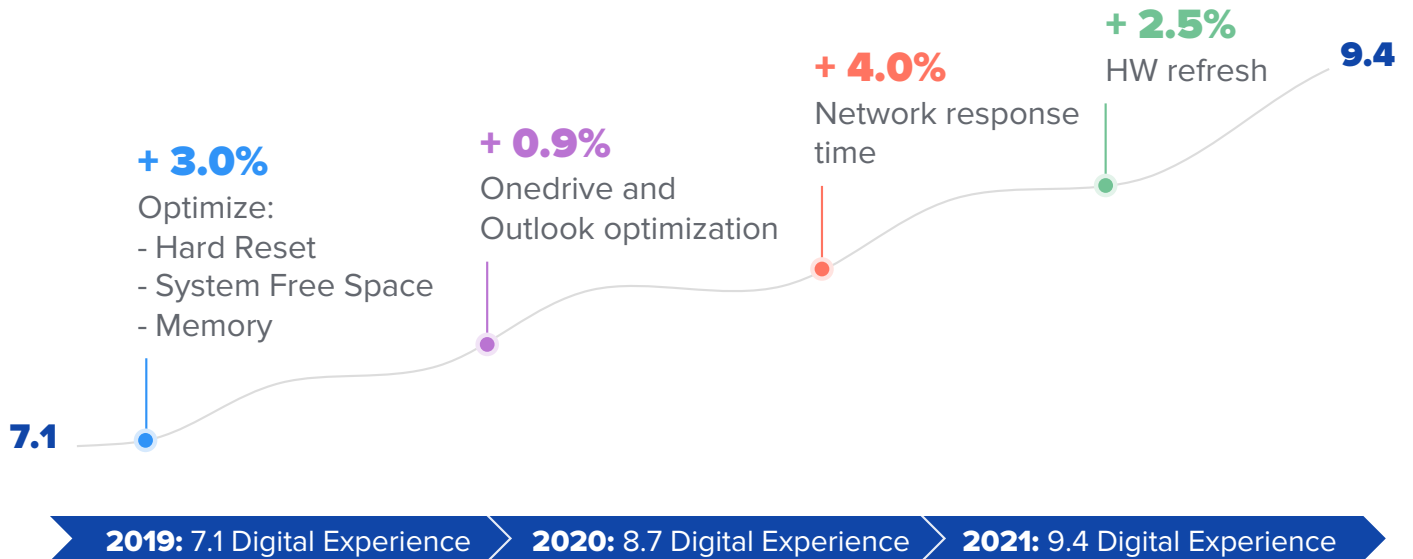
Bernardo Ramos, Arkema.

How "Kiwis" Affect Their Company's Digital Employee Experience

Arkema, mentioned in the previous section, is one company that has used Nexthink's Digital Experience Score (the Score) to accurately index their entire digital landscape. Arkema's IT department used the Score for a more scientific way to track device and software renewals. With a comprehensive index that aggregates network, business apps, sentiment and other key metrics, the Score helped Arkema easily track their overall IT health performance on a scale of 1 to 10.

Using the Score to analyze their overall Digital Employee Experience over time has allowed Arkema to set micro and macro targets that they can adjust depending on whether they need to transition to a fully remote workforce or call employees back into the office.

The Digital Experience Score helps IT build a clear roadmap for continuous improvement.

+ 2.5%
HW refresh

9.4

+ 4.0%
Network response time

+ 0.9%
Onedrive and Outlook optimization

+ 3.0%
Optimize:
- Hard Reset
- System Free Space
- Memory

7.1

2019: 7.1 Digital Experience ⟩ **2020:** 8.7 Digital Experience ⟩ **2021:** 9.4 Digital Experience

Likewise, Toyota Motor Europe leverages Nexthink's Digital Experience score to take a more technical approach towards their business philosophy. Coined the Toyota Business Practice (TBP), the company's philosophy asks employees to focus on continuous improvement in virtually every project they take on. "Here at Toyota, if we make just a 1% improvement, we aim to make that sustainable, to never concede our forward progress," says Arnaud Pire.
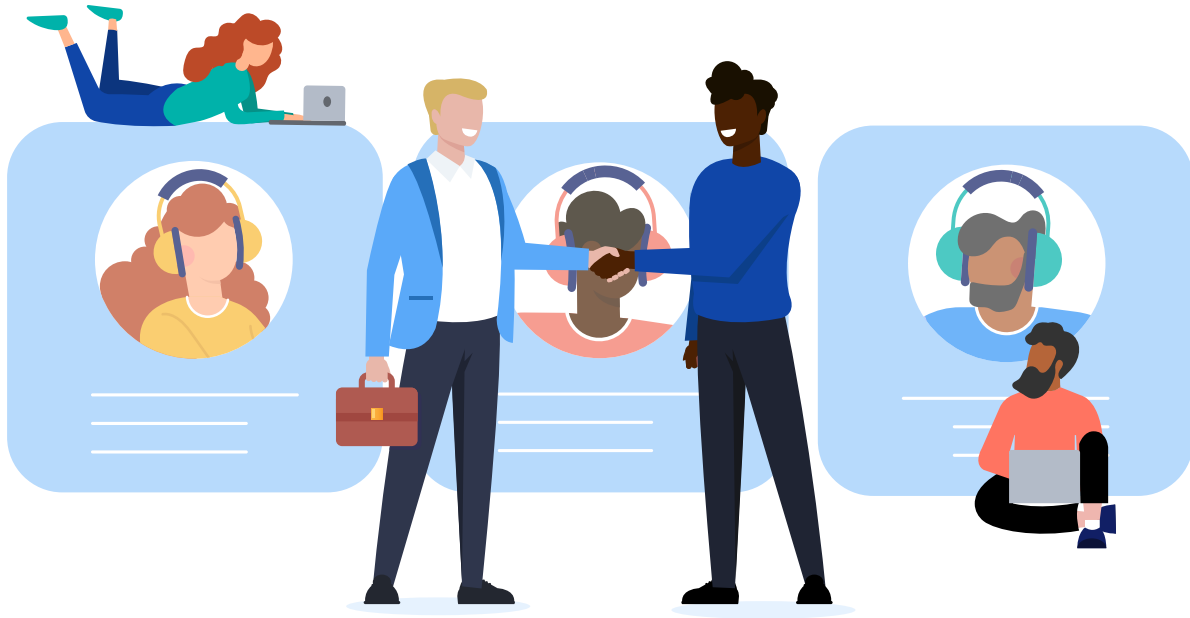
For Pire's team, rolling out massive digital transformation projects, like Office 365, was painless because they used Nexthink's Score and adoption modules to test user groups and monitor their progress from pre to post-deployment. Pire's IT department carefully watched the company's Office 365 digital experience score to ensure the software's performance was high and that employees responded favorably to its tools.

Each day with the Nexthink platform open gave Pire the opportunity to see into the past, present, and future of Toyota's digital landscape.

After just the first few weeks using our platform, Toyota made a 14% leap in their Digital Experience Score from 6.29 to 7.14 (on a 10 point scale). This overall improvement in experience was attributed in large part to the insights, alerts, and scalable remediations made possible in the Nexthink platform.

"The ability to measure is something that's extremely important to Toyota's workplace culture. We want to know that we're making real improvements and making a difference for the end user's perceptions." – Arnaud Pire, Senior Manager IT, Toyota Motor Europe.

Toyota serves as an ideal example where culture and technical practice works together in the digital workplace. But regardless of your company's industry, philosophy, or IT challenges, there are plenty of options for your IT department to stand up and affect positive change starting today.

Conclusion

It's easy sometimes for IT professionals to get lost in the minutiae of their projects and to think their problems are unsolvable because of company-specific business practices and demands. But the one constant that binds all IT departments together is change—and whether change comes in the form of an in-market competitor or a freak, global health pandemic, IT must be able to pivot quickly or else their companies will be dead in the water.

If they weren't already, millions of employees around the globe are now looking to IT to help navigate complex changes to remote digital work, to forge a path back to the office, or bridge some sort of hybrid, flexible work setup that delivers value to employees regardless of where they connect.

As we've highlighted in this eBook, no matter the sector, industry, or technical challenge, IT support can conquer their digital work challenges with the right technology tool at their side. Approaching computing problems from the employee's perspective and with their endpoint consumption data helps elevate IT's role within a company, enabling them to be a conduit of change and business innovation.

With Nexthink, you get the full story on your employees' computing issues, digital transformation projects, and ITSM health checks. Nexthink delivers insight into a world of digital work that no other platform can even come close to replicating.

nexthink

If you're ready to take on the status quo
and transform the way your enterprise
support teams deliver IT service then
visit us at nexthink.com

**Want to see the Nexthink
platform in action?**