

With the addition of more endpoints and with more varied business processes relying upon them, enterprise IT infrastructures are expanding and becoming ever more complex. **IT Operations Analytics, or ITOA**, a form of real-time analytics recently identified as an emerging and growing sector by Gartner, is set to have a major impact on the IT industry as it develops, enabling new and more cost-effective ways of carrying out business processes and delivering services to end-users.

Nexthink ITSM Analytics are a collection of templates, investigations, dashboards and alert rules that operationalize Nexthink, helping IT departments resolve issues 60% faster, proactively reduce incidents by as much as 35% and improve end-user satisfaction and business productivity. Nexthink ITSM Analytics dashboards help optimize IT and streamline problem and capacity management.

Predefined Investigations & Templates

- › Pre-defined alerts and investigations help detect issues and its probable cause for faster resolution.
- › Sample one-click investigations for proactive incident management; fix issues before other users know there is one.

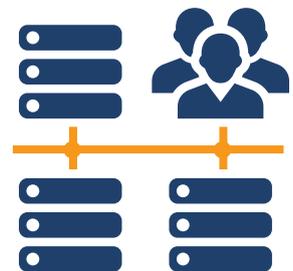


End-users



Dashboards for Trending & Analysis

- › Nexthink ITSM Analytics are delivered with actionable dashboards and metrics for capacity and problem management
- › Historical trend analysis can be segmented by location, department and organizational unit.



IT Infrastructure

Data Integrations

Integrating historical end-user activity and failures with other ITSM systems is a key step toward automation and being deterministic:

- Endpoints, end-users, destinations: to populate CMDB
- Activity: for operations and capacity management
- Application and network analytics: for early issue detection
- Trends in activity and failures: for predictive analysis

Third-Party Integration

Nexthink ITSM Analytics data can be integrated programmatically with other ITSM solutions:

- Import user (AD, IAM, ERP) and applications (PCLM),
- Export endpoint activity to PCLM tools (SCCM, LANDesk, etc),
- Export failures to incident & problem management tools,
- Report analytic events to event correlation systems (BMC, HP, etc)

“Nexthink gives us a clear real-time movie of the infrastructure usage, performance and security from a unique vantage point: the end-user.

Pierre Jacmin, Chief Information Officer, Grand Hôpital de Charleroi

Nexthink ITSM Analytics aim to fulfill the following main objectives

- **Provide visibility** into end-user endpoint activity, mapping the IT services and how they are operating and performing.
- **Streamline operations** by getting all of the IT departments on the same page with real-time insight.
- **Improve support** with IT analytics that detect issues and the probable cause before end-users call the service desk.
- **Proactive incident management** via one-click investigation that finds similar issues before other end-users report them.
- **Improve capacity management** through actionable dashboards, historical trend analysis and discovery of new IT services.
- **Improve end-user satisfaction and business productivity** by understanding the gap between end-user activity and the services that IT is providing and aligning with the business.

“ Thanks to Nexthink we can automatically check for faults in the blink of an eye, usually even before users become aware of them. This kind of responsiveness is critical especially to monitor our medical applications and prevent them to crash.”

Thomas Andrieu, IT Operations, Centre Hospitalier Universitaire Vaudois (CHUV)

How to get the Nexthink ITSM Analytics?

The Nexthink ITSM Analytics are delivered as consulting engagements. The master templates are available through Nexthink certified partners and then must be customized and adapted to each client's context and specific ITSM project based on their expressed needs and requirements.

The Nexthink ITSM Analytics are owned, managed, maintained and constantly enhanced by the Nexthink Global Analytics Services organization. They come with detailed methodologies, road-books and best practices on how to use the Nexthink products. Such best practices are the results of years of collaboration with dozens of customers and partners. This collaborative and centralized approach guarantees to our customers to benefits from the latest iteration of the Nexthink ITSM Analytics.

Visit www.nexthink.com and contact us to get the list of Nexthink ITSM Analytics Certified Partners.

“ Nexthink help us maintain a permanent control over service performance while optimizing our infrastructure cost.”

Sandra Neves, IT Director, Portuguese Ministry of Finance