

*“If systems management monitoring takes care of servers, Nextthink presents you all you need to know about the end-user side of the coin. Nextthink sits apart from the nuts and bolts of Service Management tooling, but offers guidance to analysts to help expedite resolution with real-time End-user IT Analytics, integrated into major ITSM tools to significantly reduce problem diagnosis times.”*

**Ros Satar**

Managing Director & Principal  
Consultant, RFS Informative  
Solutions Ltd

*“Nextthink real-time dashboards help us meet our service agreements, internally and externally.”*

**Stéphane Vandroux**

Director of Information Systems,  
Chambre de commerce et  
d'industrie de région Alsace

## IT Service Management—Real-time End-user Context Has A Dramatic Affect On Incident and Problem Resolution Times

### INTRODUCTION

The enterprise IT Service Management landscape has changed beyond recognition over the past few years. With a growing number of different devices now connected to the infrastructure and a growing number and variety of applications being used for both business and personal purposes, the once clearly defined catalog of IT services are becoming blurred as the help desk and back-line support resources are being asked to support increasingly diverse devices and applications.

Fortunately, there is a new category of IT software products that when used with traditional PCLM and MDM products will help IT departments improve detection of known and unknown problems. Industry analysts, such as Gartner and Forrester, have named the product segment IT Operations Analytics (ITOA). ITOA is an approach whereby software is used to gather vast amounts of availability, performance, security, and other types of data and then attempts to filter out the “noise” to discover significant complex patterns within the data.

Many of products making up this new segment of IT software rely on traditional paradigms regarding the monitoring and gathering of data. The traditional method is to set up monitoring systems, define what you are looking for, and establish parameters or thresholds to govern notification. The problem with the products that use the traditional paradigm is they requires significant work to set up, you have to know exactly what you are looking for to configure them correctly, and they fail to gather or consider data relating to the end-user experience.

Nextthink’s unique, real-time, ITOA approach—called IT Security Analytics—represents a new and innovative form of analytics that sets Nextthink apart from competitors and addresses the problems found in the traditional paradigm.

Nextthink End-user IT Analytics gathers and analyzes data from the perspective of the end-user. This means Nextthink can see the user, the device, the processes running on the device, and correlate this data with knowledge of the network services, resources, latency, and other factors, amounting to the most complete IT service analysis available.

Not sure what to look for—Nextthink uses patented self-learning technology and visualizations which allows Nextthink to see and interpret data that no other products see. Our IT Security Analytics is simple to install and will guide you to the area’s in your environment that are of greatest risk for threats and problems. This will allow you to better manage IT services and deliver more business value to your organization. Nextthink’s approach has resulted in Nextthink being named a Gartner Cool Vendor in ITOA.

*“We selected Nextthink to deliver real-time IT analytics and provide the end-user perspective of our IT infrastructure and endpoints. As part of our ITSM initiatives, Nextthink V5 will help us to improve performance and increase enduser satisfaction.”*

**Jorg Nadler**

Head of IT Business Applications,  
Eugster/Frismag AG

*“Previously, IT service desk resources were taken up with duplicate calls and firefighting but, by allowing the team to isolate issues before they affected the wider user base, Nextthink has allowed a considerably more proactive, methodical and rational approach to incident responses.”*

**Minesh Chikniwala**

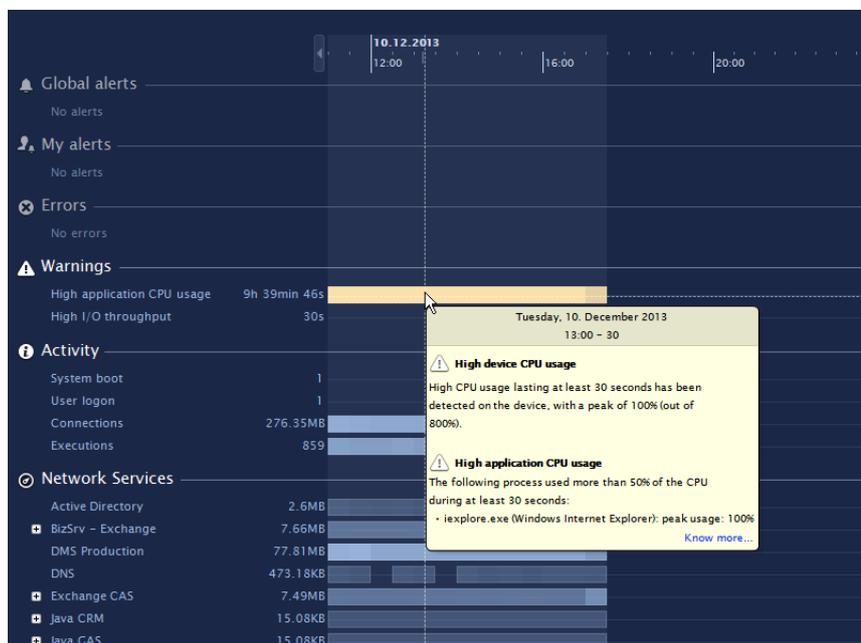
Deputy CIO, University of  
Bedfordshire

## CHANGE EVALUATION

### Plan, Implement, Measure

Change management is a core principle of ITIL. It tries to ensure that standardized methods and procedures are followed to enable efficient handling of all IT related changes requests. When contemplating change, whether it be rolling out a software update or upgrading an entire OS, minimizing disruption and having the end-user perspective before, during and after any change is crucial. Nextthink End-user IT Analytics provides a better way to plan, implement, and measure the results of IT projects and initiatives.

Let’s take for example a Microsoft Office update. Having information about the installed Office application is not enough to build a plan that will ensure a seamless update. IT needs to understand the context, use, and connections made by the application to ensure these connections will still be available with the new version. This extends the knowledge of configuration and usage beyond just the Office suite. IT must ensure that all workstations are ready to support the new version, configuration (patch level and other OS update, disk space), and health status—a workstation that struggles with Office 2003 may not support an upgrade to release 2013 in terms of CPU, RAM and I/O.



Finally, it is useful to show end-users and management that the new version is better for them with a before/after comparison of indicators reflecting the quality improvement with the new release. This includes metrics such as crashes, freezes, high CPU and I/O per end-user per week for Office applications. Planning, analysis, and demonstrating success of any migration is subjective without Nextthink!

*“Nextthink provides great visibility on application usage and has been extremely valuable in our efforts to standardize applications and in enabling our Windows 7 migration. Without Nextthink we would not have been able to accomplish this project as efficiently and with so much precision. Nextthink enabled my team to complete our Windows 7 migration with no external support and zero data loss.”*

**Louis Leclézio**  
IT Director EMEA, Bunge

*“Nextthink helps us to solve concrete problems by guiding us to the right answers to two key questions: Why did the problem occur and what can we do to solve it? The obvious direct benefit is end-user satisfaction.”*

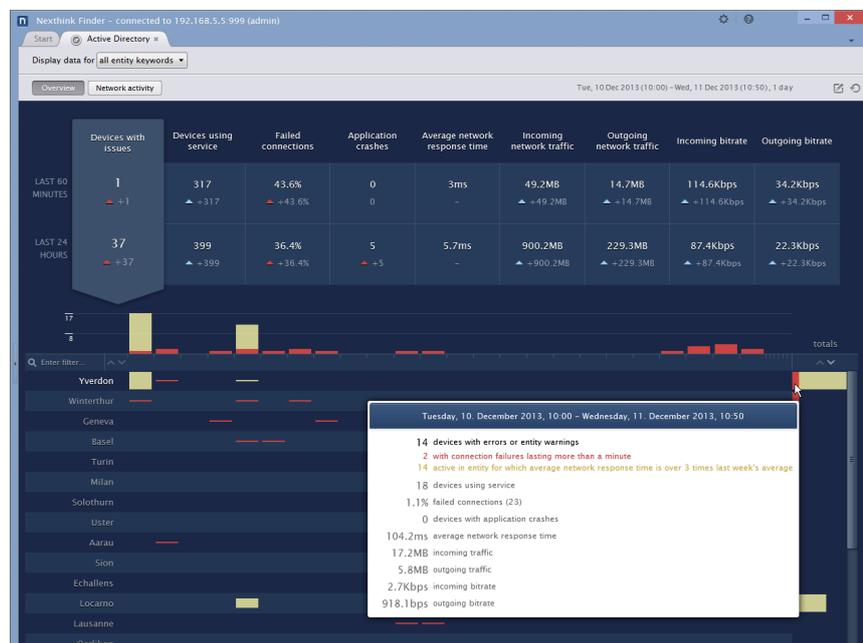
**Jan Krohn**  
IT Operations Manager, Aller

## EVENT MANAGEMENT (NOC)

### Event Management Challenges

Event management plays an important part in ensuring the operational health of IT services. Correct configuration of monitoring tools require foreknowledge of issues and make it very difficult to monitor and capture every event that is potentially important to maintaining IT services. Additional challenges include reconciling end-user reported incidents versus the events generated by monitoring tools, too many events or lack of event correlation, and manual tasks involving cross-discipline cooperation.

Nextthink End-user IT Analytics can greatly improve and compliment event management by providing an overview of the entire IT infrastructure, including devices, users, applications, and connections without having to involve extended cross-discipline teams. Since Nextthink views all resources from the end-user point of view, the data and analysis it provides is highly complimentary to the traditional tools which are back-end-centric—servers switches, storage, etc. This visibility allows for quick identification and isolation of any problem leading to engagement of only the individuals and resources necessary to remediate the issue.



### The End-User Perspective

IT operations are typically back-end-centric with strong visibility into servers, switches, storage, etc. The experience end-users are having is generally inferred by what is seen at the back-end. While this can be a good indication, it is not enough when you are striving to deliver an exceptional user experience.

How many times have you gotten a complaint from end-users while all your NOC indicators were green? Many issues experience by end-users are related

*“Not only do we have a large community of end-users with very different profiles, but our IT infrastructure continues to grow and it’s a real challenge to keep it secure. Nextthink provides real-time mapping of the performance of our IT infrastructure. The control of risk management through indicators and instant fault detection helps us to protect the hospital information system against security risks.”*

**Julien Rousselle**

Head of IT Security, Centre Hospitalier Universitaire d’Amiens

*“IT problems or failures could have serious consequences on the civilian population. Nextthink allows us to be proactive and prevent the spread of incidents while substantially improving the resolution time.”*

**Captain Claude Pilatre**

Manager of Systems & Networks, Pompiers de Paris

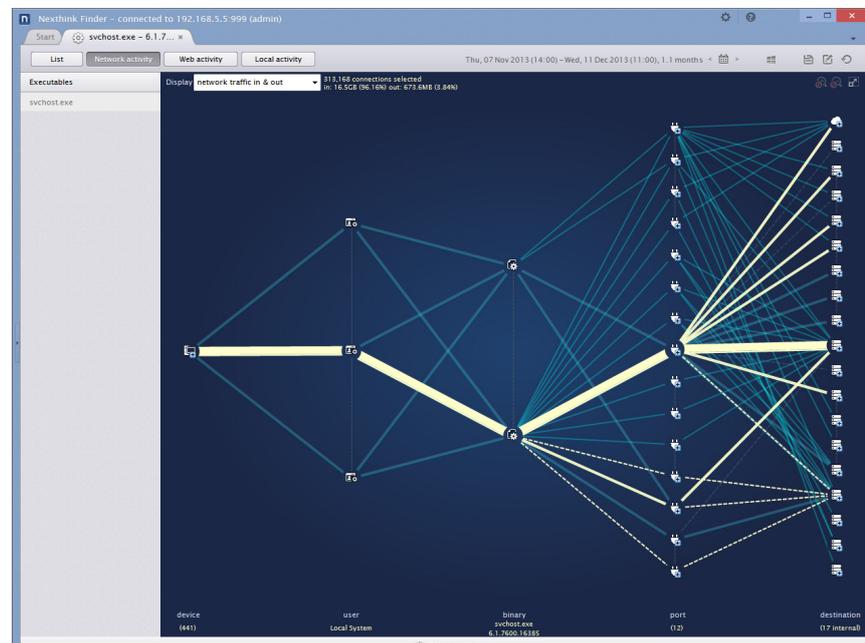
to the way they are using the IT environment (devices, apps, networks) and unfortunately, too often these issues are not reported. These unreported issues could actually add up to equal a considerable impact on business efficiency and productivity.

Nextthink End-user IT Analytics ensures you have the information necessary to understand the experience your end-users are having in real-time. This will allow you to proactive investigate and remediate issues before they impact efficiency and productivity. Additionally, you will have the data to understand the true impact of a service outage including who is really affected.

## INCIDENT MANAGEMENT

### Stop Depending on End-users to Detect IT Issues

Your end-users rely on applications and network services to communicate with customers, automate business processes, and perform almost every other task critical to the business. For IT organizations, making sure end-users can access applications when they need them and with sufficient performance to do their jobs are the most visible indicators of IT success.



Unfortunately, IT usually finds out about issues affecting availability and performance from the end-users themselves. Nextthink End-user IT Analytics gives IT unique visibility that includes the end-user, the device, the network, and the datacenter in order to detect issues and quickly allow IT to fix them before the business is severely impacted.

*“Nextthink helps us to avoid manual searches and trial and error troubleshooting. Nextthink provides real-time visibility of our IT infrastructure from end-to-end, enabling us to measure the quality of service provided, understand the experience of end-users and provide more proactive support.”*

**Abdulnaseer Albalwi**  
IT Operations Manager at flynas

## Speed Up Resolution

Too much time is lost in resolving end-user breakdowns. Industry analysts estimate that IT spends 80% of their time per incident devoted to simply isolating the issue. The greatest opportunity, therefore, to reduce the amount of time lost is to isolate the cause faster. Nextthink sees not only the users and the devices exhibiting the symptoms but is able to convey in simple real-time and historical visuals the complex interactions that will help you discover the cause for incidents.

## Proactively Eliminate Recurring Incidents

IT's approach to managing and resolving incidents varies by organization. Some organizations employ a simple help desk, others have tiered support, and the most sophisticated utilize integrated incident management solutions. The problem with all these approaches is that they are inherently reactive—all are variations on waiting for notification about incidents that have already occurred.

Nextthink End-user IT Analytics is a unique solution that provides incident managers with the tools that allow them to solve issues quickly. Once an issue has been addressed, a simple one-click investigation can be launched that will inform IT of other users and devices that are likely to experience the same issue. Remediation can be completed proactively reducing costs to the business and dramatically improving end-user satisfaction.



## PROBLEM MANAGEMENT

### Prevention is Better Than a Cure

In many organizations, IT struggles to keep applications and network infrastructure running at optimal levels. Solving problems proactively before end-users are impacted is much less costly for IT and for the business as a whole. When you are constantly tackling problems in a reactive manner, is it even possible to be proactive? The answer is, yes!

Nextthink End-user IT Analytics is not like other products that have visibility limited to the desktop, the network, or the datacenter. Nextthink is able to see exactly what transpires with every application and every connection in your environment. This visibility allows you to determine what is happening and why it is happening. With a clear understanding of your environment, you can proactively solve problems before they impact end-user productivity.

### **Minimize Impact of Problems You Can't Prevent**

No matter how good your current predictive capabilities are, sometimes problems occur. Whether reported by end-users or discovered in other ways, you need tools to help you evaluate the seriousness of the problem, how many users are likely to be affected, and what the most cost effective way forward is.

Nextthink End-user IT Analytics is a unique solution that provides problem managers with the tools to allow them to visualize complex application and infrastructure problems. Nextthink sees not only the users and the devices exhibiting the symptoms but is able to convey in simple real-time and historical visuals the complex interactions that will help you discover the root cause for problems in your environment. Use comprehensive IT analytics to not only proactively monitor your IT services to end-users, but to ensure after problems have been addressed that the end-user experience has returned to normal levels.

### **CONTACT US**

To learn more about how Nextthink solutions and services can enhance your IT security, please contact your local Nextthink partner or Nextthink sales professional.

### **NEXTHINK S.A.**

Centre Malley-Lumières  
Chemin du Viaduc 1  
1008 Prilly - Switzerland  
[info@nextthink.com](mailto:info@nextthink.com) [www.nextthink.com](http://www.nextthink.com)

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