aws marketplace

Nexthink

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

Nexthink

Nexthink Recap

Nexthink offers real-time digital experience management with features like live dashboards, remote actions, and AI-driven insights, aimed at improving user engagement and IT infrastructure management.

Nexthink caters to organizations seeking to enhance digital experiences by offering dynamic campaigns, comprehensive reporting, and seamless ServiceNow integration. Its AI Assistant, device monitoring, and automation features support efficient decision-making and rapid issue resolution. While offering real-time analytics and proactive troubleshooting, Nexthink users have identified areas for improvement, such as enhancing query language flexibility and third-party integrations. They seek better automation, customer support, and pricing strategies to optimize Nexthink's potential. Enhanced monitoring and integration capabilities are also desired to bolster IT productivity and infrastructure management.

What are the key features of Nexthink?

- Live Dashboards: Provides real-time data visualization for quick insights.
- Dynamic Campaigns: Enables personalized user engagement initiatives.
- Remote Actions: Facilitates seamless IT issue troubleshooting and resolution.
- Device View: Offers deep insight into endpoint device performance.
- AI Assistant: Provides guided queries and problem-solving suggestions.

What benefits and ROI should users look for?

- Proactive Issue Identification: Reduces downtime by anticipating potential disruptions.
- Enhanced User Experience: Improves employee satisfaction and productivity.
- Efficient IT Management: Streamlines operations and reduces resource expenditure.
- Compliance and Security: Ensures adherence to industry standards.
- Automation and Integration: Boosts performance with smooth, integrated workflows.

Organizations in sectors like IT services, finance, and healthcare leverage Nexthink for digital experience improvement, endpoint monitoring, and automated incident resolution. They employ its real-time analytics for compliance and security management and utilize its automation capabilities to ensure seamless IT service management and employee productivity enhancement.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Nexthink is a great tool for device analytics, providing complete insight into devices and great solutions with many integrations that simplify work."

  Puneet-Singh
  Assistant consultant at TCS

- "In totality, I find Nexthink very useful, and we as an organization find Nexthink very useful."

  Amit Dayanath Singh
  Senior Program Manager -IT at R1 RCM

- "From my perspective as someone supporting the environment, I have definitely seen Nexthink improve our ability to identify, troubleshoot, and respond to end-user endpoint issues more efficiently."

  Gfxg Markham
  cloud support engineer at a energy/utilities company with 10,001+ employees

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"Nexthink has positively impacted my organization by helping us achieve a high user satisfaction ratio, as we performed user surveys and gathered feedback from user sentiments, and the results improved significantly after the deployment of Nexthink because application crashes are minimized and users are not getting frequent issues on their devices."

Alokkumar Gupta
System Engineer at Dell Technologies

"Overall, my experience with Nexthink is that it is great, and I have recommended it to colleagues in my previous organization."

Validated user
Senior IT Manager at a tech vendor with 10,001+ employees

"Nexthink has positively impacted our organization by enabling us to properly perform OS upgrades and other Windows updates by clearing spaces and being proactive for applications and endpoints."

Validated user
Senior Engineer at a tech vendor with 10,001+ employees

"I have seen a return on investment, as the time saved by automating processes is significant."

Suvakanta Samal
Sr DEX Consultant at a consultancy with 10,001+ employees

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What users had to say about valuable features:

"One of the best features Nexthink offers, in my opinion, is Workplace, the Tech AI within Nexthink, which allows me to capture significant data without knowing code. In natural language, I can capture substantial data within Nexthink itself, and anybody can start using Nexthink without needing to use NQL queries.

The Workplace feature and natural language capabilities help my team day-to-day because most management teams are using Nexthink and do not know about NQL queries or the backend of Nexthink to capture data. This is where Workplace Nexthink AI engine comes into play, and they only have to write the natural language expression for Nexthink to deliver that.."

Prajwal Pm
Senior Consultant at a tech vendor with 10,001+ employees

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"Nexthink's best features are definitely remote support and the ability to work across platforms, such as macOS. That was a very nice and niche help, especially when competing with InTune, which is one of the things we also use it for. It is a much cheaper alternative than InTune.

"MacOS support specifically has helped our team because InTune does stand up against it, but where Nexthink wins is the cost involved. InTune is very expensive for most customers, especially the customers that we take on. We normally take on customers that are recovering financially after the COVID situation. This definitely stood out and made us a competitive company.."

Validated user
Analyst at a tech vendor with 11-50 employees

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"Nexthink's best features include the Amplify use case. Nexthink's Amplify feature allows us to create tickets and use this feature directly in the browser after installation of the Amplify role, where we can mention detailed device details on the tickets. What I appreciate most about the Amplify feature is that the ticketing process is smoother and faster, and detailed device information is gathered through this Amplify functionality.

Nexthink has positively impacted our organization as we are diagnosing and monitoring digital scores that are lower than 20 or lower than 50. For digital experience, we monitor using Nexthink and reach out to users whose digital score is below 20 to assist with Nexthink application support to resolve their issues and improve their digital experience score, which is very useful for our organization. I can see measurable improvements in our organization's digital experience scores as we continue to improve the digital scores and user digital experience through Nexthink.."

Validated user
Customer Support Engineer at a financial services firm with 1,001-5,000 employees

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"Nexthink offers very good features. We do not have to connect with the user for any information. We directly obtain what we need from Nexthink, such as system details, network details, all installed applications, and everything else.

Out of those features, the one I find myself using the most or find the most valuable in my day-to-day work is checking network-related issues, such as Wi-Fi disconnection, and GlobalProtect VPN. Most often, VPN problems come up, so I use it in those cases.

Nexthink has positively impacted my organization because we work very fast, faster than previously, since we do not have to connect with users directly. We directly obtain insights from Nexthink, so it is easy to identify problems and solve them. We saved a lot of time, and ticket resolution time is less now than previously.."

Asmankar Mankar
Service Desk Engineer at Burns & McDonnell

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"Nexthink has made a positive difference by giving our IT teams much better visibility into the health and performance of our endpoints. Instead of always waiting for an end user to report a problem, we can use the data to identify issues and trends early on and determine whether something is affecting one device or potentially a larger group of users. It has also helped make troubleshooting more efficient. With Investigations, NQL, and Remote Actions, we can gather information and take certain corrective actions remotely, which can reduce the amount of manual troubleshooting required and minimize disruption for the end user.

"Another benefit that I have noticed is that it helps us move forward in a more proactive support model. We can use endpoint data to make better decisions, validate whether remediation was successful, and identify recurring issues that may need a broader solution. This is usually done quite quickly. From my perspective as someone supporting the environment, I have definitely seen Nexthink improve our ability to identify, troubleshoot, and respond to end-user endpoint issues more efficiently.

"What saves me the most time is being able to utilize the Remote Actions, depending on what the issue is. We recently used Remote Actions to push an update and to sync a software that we use to keep our devices compliant in the system. We often use that with their Remote Action to get that done expeditiously because on its own, the device can take some time. However, if you are able to push that update or that synchronization through Nexthink, it takes off a lot of time and downtime for the user and also keeps our process moving forward.."

Gfxg Markham

cloud support engineer at a energy/utilities company with 10,001+ employees

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"The best feature Nexthink offers, in my opinion, is having all the endpoints and all the data available in one place. When a user reports an issue they are not sure about, I can access the platform to see what is causing the problem through the device timeline option in the device view, whether it is the last restart time, application usage, or crash occurrences like a BSOD. I have encountered scenarios where the user faced issues simply because they had not restarted the system or the drive space was critically low and only required clearing cache files on their system. Utilizing Nexthink allows us to create remote actions to clear system cache files efficiently.

"One noteworthy feature is the Amplify extension for the ServiceNow tool, which simplifies processes for technicians without extensive training. Instead of needing to guide each technician through our portal, the Amplify feature allows remote actions to be run directly from ServiceNow due to ITSM integration, which has been very helpful. Additionally, dashboards assisting with software licensing have proven beneficial, helping me understand the utilization of Microsoft licenses assigned to a team of 30 people, allowing us to cut costs on unused licenses effectively. These features distinguish Nexthink from other products I have encountered.

"Nexthink has positively impacted our organization as it serves the entire fleet, not just individual projects. In our environment, its focus is solely on machines rather than users or specific work, making productivity linked to having a well-functioning system. It provides a common platform for understanding device performance and addressing issues, which I leverage as a Nexthink Digital Experience Analyst to present data-driven insights on machines experiencing RAM issues. This data is instrumental when communicating with the LTS team about necessary RAM upgrades, as I can present clear insights based on operating system data, reducing conflicts regarding understanding. The visibility Nexthink provides ensures that everyone can utilize data to address issues or recognize what is functioning well. This capability fosters collaboration among different teams, providing a transparent, data-driven basis for decisions, thus enabling teams to align on common metrics and monitor application performance effectively.."

Validated user

Analyst at a tech vendor with 10,001+ employees

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Other Solutions Considered

I previously used Systrack from Lakeside Software, and I did not switch because of any problems. I have worked with many different DEX tools, which gave me this knowledge.

Suvakanta Samal
Sr DEX Consultant at a consultancy with 10,001+ employees

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"We have not used any other solution for improving DEX scores; Nexthink is the first tool. We tried using a device analytics feature in InTune, but we found Nexthink to be more powerful, so we chose Nexthink.."

Nixon Thiyagaraj
Senior Consultant at a tech vendor with 10,001+ employees

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"Before choosing Nexthink, I evaluated other options. InTune was the biggest one, and there was also another option for macOS as a console for that, though I cannot recall the name now, but we really use Mac. Because it was a centralized place to manage both operating systems seamlessly, that was essentially the best option.."

Validated user
Analyst at a tech vendor with 11-50 employees

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"We were completely on Intune and we still are. For monitoring purposes, we needed a better monitoring and remediation solution, so we have Nexthink. Initially, we did have Absolute, and I believe it was not that convincing. Our organization decided to switch to Nexthink.."

Amit Dayanath Singh
Senior Program Manager -IT at R1 RCM

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"I currently evaluate Nexthink as the tool that performs monitoring and health check-ups effectively. We already have an MDM, and while some MDMs provide monitoring agents, Nexthink stands out as the best option. We attempted a POC with Ivanti and other tools like InTune, but they are primarily ITAM tools. Nexthink meets our business needs effectively.."

Validated user
Senior IT Manager at a tech vendor with 10,001+ employees

Read full review

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"See if your organization really needs Nexthink. I am saying this because Nexthink is useful when you have a large number of endpoints. If you are a small business, I would not recommend you to invest because Nexthink is not cheaper, which is what I have heard from my leadership. If your organization has more than 10,000+ endpoints, you need Nexthink because the data monitoring that it offers is really seamless and quite efficient. The remediation mechanism offered by Nexthink is also pretty seamless and robust, so if your organization has 10,000+ endpoints, you should go for Nexthink if your budget allows it. If you are a small business, I would not recommend going for Nexthink.."

Amit Dayanath Singh
Senior Program Manager -IT at R1 RCM

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ROI

Real user quotes about their ROI:

I have seen a return on investment with Nexthink with 10,000 tickets avoided in six months. It has proven to be time-saving and money-saving while reducing employee hassle since we invested in Nexthink.

Yogita Rajurkar
Technical Specialist at a tech vendor with 10,001+ employees

Read full review

I have seen a return on investment, as the time saved by automating processes is significant. Manually gathering the data I see in Nexthink would take days or weeks, whereas it is available at the click of a button.

Suvakanta Samal
Sr DEX Consultant at a consultancy with 10,001+ employees

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"With the investment in Nexthink, we save time for the IT team. If the IT team acts proactively due to Nexthink, employee productivity improves as well. Thus, this investment is quite beneficial for our organization.."

Validated user
Senior IT Manager at a tech vendor with 10,001+ employees

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"I have seen a return on investment with Nexthink; it definitely gave us cost-effectiveness. We definitely did not have a need for additional support staff. Nexthink enabled our current support staff to become super users and they have really helped us to expand on our financials.."

Validated user
Analyst at a tech vendor with 11-50 employees

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"There is definitely ROI. As I said earlier, there is time which has been spent less compared to earlier without Nexthink. If time is spent less, the money is automatically saved. Unfortunately, I could not help you with the numbers because I am not part of the commercials.."

Amit Dayanath Singh
Senior Program Manager -IT at R1 RCM

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"I have seen a return on investment because when you optimize licensing, there are many users who previously required heavy applications costing the organization around $300 to $400 and were not using them. With the help of Nexthink software license optimization, we identified those users and removed the licenses. Over a year, we have saved more than 2 lakh dollars. When it comes to fewer employees needed, it is because we can see that if a task is being done by one agent effectively, it will also help us reduce headcount.."

Alokkumar Gupta
System Engineer at Dell Technologies

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Use Case

"My main use case for Nexthink is reinstalling SCCM when Software Center is not working. I can obtain insights into network-related issues or crashes that occur when applications are not functioning.

A specific example of how I used Nexthink recently to solve a problem involved Software Center not working, so I reinstalled Software Center from Nexthink's action pane.."

Asmankar Mankar
Service Desk Engineer at Burns & McDonnell

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"My main use cases for Nexthink are deployment, patch management, machine reloading, remediation, tasks, security, Office deployment, and application deployment, as well as keeping a register of how many machines are on the network and for billable cases.

"Regarding my main uses for Nexthink, the primary applications are reloading the machine, installing applications remotely, running background batch scripts, PowerShell, gathering information, troubleshooting steps, and backend support and backups.."

Validated user
Analyst at a tech vendor with 11-50 employees

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"My main use cases for Nexthink are to identify laptop issues, troubleshoot problems, and provide correct resolutions. I recently encountered a situation where a user was experiencing significant slowness issues with their laptop while working. I checked the logs, device information on Nexthink, application logs and details, and boot logs to review the last reboot and device information. After verifying these details, we troubleshot and provided a resolution that included driver updates, clearing temporary caches and temporary files, prefetch cleanup, and disk cleanup along with updating the latest device drivers. One week after implementation, I followed up with the user to monitor the situation, and the user confirmed that everything was working fine and expressed satisfaction with the resolution. The user had initially been in a frustrated situation but was now satisfied with the outcome.."

Validated user

Customer Support Engineer at a financial services firm with 1,001-5,000 employees

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"When I was working from the service desk front for Nexthink, my main use case involved manual troubleshooting focused on maintaining the compliance of the system. We were able to take out more than 20 remote use cases and convert that to remote actions, which are now used as troubleshooting done remotely from Nexthink. Additionally, my major use case is about the RAM upgrade for the improvement of device performance on the machines.

"I have additional main use cases with Nexthink, including working on system free space, logon speed, and the factors impacting the DEX score negatively such as logon speed, system drive free space, and swap rate of the machine. For system free space, we are trying to utilize the storage sense of Windows, and for logon speed, we are analyzing the events being captured and the time taken for policy upgrades. We are also focusing on application-related scenarios to understand how widely used applications impact the digital experience of end users.."

Validated user
Analyst at a tech vendor with 10,001+ employees

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"My main use case for Nexthink is orchestration, and I use Nexthink for dashboards, explore analysis, proactive management, and problem management. I effectively use it for services agents to minimize their day-to-day operations.

A specific example of how I have used Nexthink for orchestration and proactive management is that Nexthink is effectively being used in my former client. When it comes to application deployment via Intune, the automation has been in place along with Nexthink. Nexthink detects the application status post-deployment and then reports back the status to the ServiceNow tool, indicating that the application has been successfully delivered so we can close the ticket.

Apart from that, the recent features are impressive when it comes to VDI and Autopilot.."

Prajwal Pm
Senior Consultant at a tech vendor with 10,001+ employees

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"My main use case for Nexthink is supporting the digital employee experience and proactively identifying and resolving endpoint issues. I use it to investigate device performance, troubleshoot issues affecting end users, and analyze endpoint data using Investigations and NQL. I also work with Remote Actions and campaigns to help automate remediation and communicate with users when needed. Overall, Nexthink gives us better visibility into what's happening on the endpoint side, so we can identify problems and resolve them more efficiently, sometimes before the end user even reports an issue.

"One example would be identifying an endpoint performance issue through Nexthink before it resulted in a larger number of support incidents. We were able to use Nexthink to look at the endpoint data and identify devices that were showing performance degradation and other indicators that something wasn't functioning as expected. From there, I used the Investigation capabilities to narrow down the affected devices and understand what was happening. We were then able to take corrective action and validate the results through Nexthink. I have also been involved in testing and providing feedback on Remote Actions and automated remediation developed by our engineering teams. What I really value about Nexthink in situations like that is that we don't always have to wait for an end user to submit a ticket or visit the Tech Cafe where I work. The telemetry can help us identify a developing problem, investigate it, and take action before it becomes a much larger user-impacting issue that could affect their productivity and cause significant downtime.."

Gfxg Markham

cloud support engineer at a energy/utilities company with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"I am not really aware of the pricing, but I can say that it is very easy to set up the extension in our browser, allowing us to troubleshoot from there.."

Validated user Read full review

Advisor at a tech vendor with 10,001+ employees

"The initial setup is complex due to the need to log in to multiple engines. However, with Infiniti on the cloud, we can view all systems in one go, greatly enhancing efficiency.."

InderjeetSingh2 Read full review

IT Administrator at a tech vendor with 10,001+ employees

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"Overall, my experience with pricing, setup cost, and licensing was adequate. Nexthink requires a license for almost everything, with different licenses for collaboration, Flow, Experience Central, and Application Experience, leading to licensing problems. However, the overall experience with setup cost and pricing has not been that high.."

Puneet-Singh
Assistant consultant at TCS

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"We were made aware of the Nexthink product. We did our research about this product, and in the POC as well, we were quite convinced with the data that we saw from Nexthink and the kind of capability it had. For our 20,000+ endpoints, since it works on query language, there was no better tool than Nexthink. It was pretty straightforward for us that we have to go for Nexthink.."

Amit Dayanath Singh
Senior Program Manager -IT at R1 RCM

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"Nexthink is deployed in my organization as a private cloud.

We did not purchase Nexthink through the AWS Marketplace; we are a reseller of that particular product. We have a contract directly with Nexthink and we sell it on behalf of Nexthink to our customers, to different projects, and to different organizations.."

Alokkumar Gupta
System Engineer at Dell Technologies

Read full review

"Nexthink is deployed in our organization using a hybrid cloud.

We use GCP for our deployment of Nexthink.

I did not purchase Nexthink through the Google Cloud Marketplace; I obtained it from Nexthink itself, and they helped us to host it.."

Validated user
Cloud Soc Design Consultant at a tech vendor with 10,001+ employees

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Customer Service and Support

Nexthink customer support is adequate; however, I have not had a very good experience. I had an open ticket with Nexthink regarding a glitch for OU investigation, and though they mentioned a solution is forthcoming, I am still waiting for a response after two months.

Yogita Rajurkar
Technical Specialist at a tech vendor with 10,001+ employees

Read full review

"Whenever my team has to reach out to Nexthink's support team for help with technical issues, troubleshooting, or general inquiries, they are very helpful.."

Validated user
Senior Engineer at a tech vendor with 10,001+ employees

Read full review

"I haven't had a lot of direct interaction with Nexthink's customer support team because my role is primarily on the practitioner and endpoint support side. We have other team members who handle vendor support and escalation when necessary.."

Gfxg Markham
cloud support engineer at a energy/utilities company with 10,001+ employees

Read full review

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"We haven't needed to reach out to customer support for Nexthink. However, my colleagues who use it inform me that the support is good, and there is also a community available for inquiries.."

Validated user
Senior IT Manager at a tech vendor with 10,001+ employees

Read full review

"Customer support for Nexthink is a pain point due to unclear SLAs and requests for logs that are not needed. We have checked things from our end, but sometimes simple solutions are made overly complex.."

Puneet-Singh
Assistant consultant at TCS

Read full review

"Customer support is also very good. I already confirmed in my first interactions that I am a reseller, so sometimes I need support on particular things where my customer requires help on their Nexthink environment. When there is a bug or some functionality issue with the portal, I raise a ticket with Nexthink and the support is quite good, with resolutions coming very quickly. I have contacts in the team handling these queries, so it is quite easy for me to get hold of them and receive support.."

Alokkumar Gupta
System Engineer at Dell Technologies

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Other Advice

"My advice to others looking into using Nexthink is that it will save a lot of time. You will reduce ticket time also by resolving problems directly from Nexthink. I give this product a rating of 10.."

Asmankar Mankar
Service Desk Engineer at Burns & McDonnell

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"I suggest that if you use this application, it will help you improve the user's digital experience and provide resolutions on a timely basis, which is very useful. I recommend using Nexthink. I would rate this product an 8 out of 10.."

Validated user
Customer Support Engineer at a financial services firm with 1,001-5,000 employees

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"My advice to others looking into using Nexthink is to not hesitate and go for it. It is an absolute powerhouse of a tool. Even if you just use it as a second backup to your primary deployment or infrastructure tool, definitely go for it. It has the potential to stand out amongst the rest. I would rate this product an 8 out of 10.."

Validated user
Analyst at a tech vendor with 11-50 employees

Read full review

"The advice I would give to others looking into using Nexthink is that it is one of the greatest tools to capture data insights where most IT management is struggling. There is often no visibility on when a device was online or how much time it was there. These tools allow us to proactively make many decisions using Nexthink insights. I would rate this product a 9 out of 10.."

Prajwal Pm
Senior Consultant at a tech vendor with 10,001+ employees

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"My advice would be to first have a clear understanding of what problems you are trying to solve and what you will want to accomplish with Nexthink. It is a very powerful platform, but I think you get the most value from it when you go beyond simply monitoring endpoints and really take advantage of the proactive capabilities. I would definitely recommend investing time in learning NQL, Investigations, Remote Actions, campaigns, and the automation capabilities. Those features can really help you move from a reactive support model to a more proactive one. I give Nexthink a rating of 10 out of 10.."

Gfxg Markham
cloud support engineer at a energy/utilities company with 10,001+ employees

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"When we worked on compliance issues, we reduced incidents related to patching and polling by 70%, amounting to around 4,000 incidents per month. We also identified and tackled execution crashes, managing to decrease them by 72% after understanding which binaries were causing the issues. Regarding memory upgrades, we analyzed machines with DEX scores below 30 and observed an average increase from 26 points to 59 points across a sample of 40 to 50 machines, reflecting a considerable improvement of 28 points.

"Regarding Nexthink's scalability, I find it great. However, my experiences with customer support have been limited, and I do not think it is outstanding. Often, when I encounter conflicts, the responses seem to either rely on AI tools for answers or they claim the information cannot be shared due to confidentiality.

"I definitely advise adopting Nexthink because it consolidates all data points in one place, providing data-driven insights that outperform human analysis, making it a valuable tool for anyone considering its implementation. I would rate this review with a rating of 3.."

Validated user
Analyst at a tech vendor with 10,001+ employees

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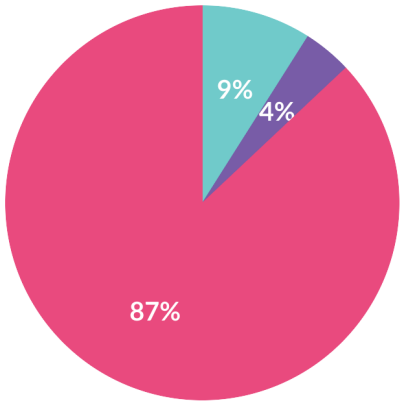
Company Size

by reviewers



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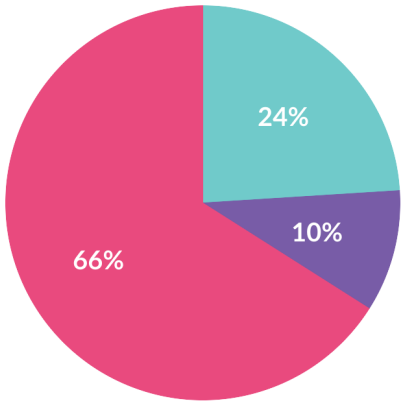

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