Nexthink Managed Services

Together we will design, implement and manage Nexthink for guaranteed success

Bright Horse

improving employee experience
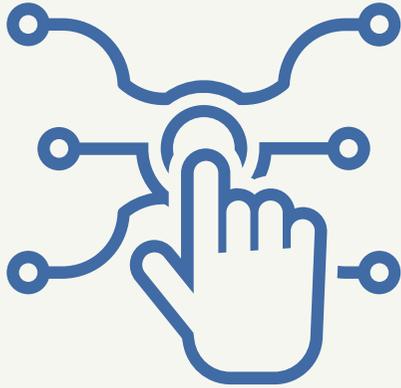
We assist, design and implement the appropriate experience measures and assist how to operationalise them. Services Include:

Nexthink Value Assessment
understanding the roadmap to ensure that Nexthink delivers values against goals within the IT landscape.

DEX Scores
maintaining the DEX Scores and ensuring that company is always looking to increase the score values by address the key areas

Application Services
defining the services that need to be addressed by both SLAs and KPIs.

Module Management
check that all the metrics are returning data and identify areas of concerns where remediation maybe required

Category Updates
ensure that all the categories are correctly defined with items such as operating system versions, patches and security Issues

Collector Updates
making sure that all the connected devices are running and working with the latest collector version

System Maintenance and Support
ensuring that Nexthink is working in an optimal manner and managing any issues that arise directly with Nexthink Support development, deployment, operationalisation, and governance phases of implementation

Experience Enablement (Optional as part of EaaS)
provision of accredited education to enable both the initial project team and operational team. This will include Essence of Experience, XLA Foundation, Mastering XLAs and Mastering the XMO. On top of this we also have the ability to design and implement full Experience Level Agreements and Support their implementation with an Experience Management office (XMO)

Nexthink Managed Service Packages
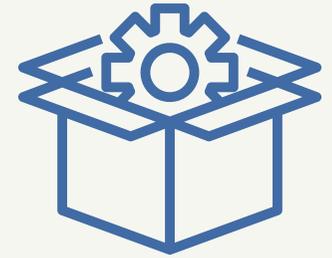
Reactive

- User, Role and Profile Management
- Managed Support
- Weekly Task
- Value Assesments

Enhanced

- Library Pack Management
- Category and Investigation Management
- Key Focus Area
- Engage Package

Experience as a Service

- Bright Horse Managed Experience Management Office
- Campaign Management
- Nexthink Insights
- Experience Ambition
- Everything in Enhance

These packages are delivered as a service over this period and will cover monthly reviews with the Customer and define clear roadmaps on where development effort will be required.

Additional Services

As well as providing the Managed Service, Bright Horse can also be engaged to help with developing an Experience Management Strategy throughout the organisations. Whilst this mainly focused around the experience around IT, it can also be attributed to other Customer Facing Team through the organisation.

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Implement the Nexthink Cloud Solution, including the configuration of the SAML and JIT Configuration of Users, Data Enricher for more detailed information on internal network utilisation and User Profiles from AD.

Bright Horse will deliver this using a 'best practice' delivering the key features within your Nexthink solution.

We provide 3 levels of implementation, so if you are starting out on your Nexthink Journey, or wish to re-implement a system, then we will have a package that fit both your need and budgets

Contact us and accelerate your organisation to new heights!

We believe that we are the best-placed organisation to deliver a managed Nexthink Service and are confident that we can deliver the right solution to deliver the key business requirements and the right level of service that you expect.

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"People may not remember exactly what you did, or what you said, but they will always remember how you made them feel."

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🌐 www.brighthorse.co.uk   in @Bright Horse

✉️ info@brighthorse.co.uk   🐦 @Bright Horse

📞 01184028419   f @BrightHorseEMEA