nexthink

The Proactive IT Handbook for Government Agencies

Your Digital Experience Checklist to Accelerate Better Outcomes



Introduction

The ultimate measure of the work in IT is customer experience. IT cannot deliver a positive customer experience without first delivering a positive employee experience to all who serve their agency's mission, especially those who have direct customer interaction. More and more federal and state government agencies have initiatives to deliver great employee experience with a focus on technology because it is a prerequisite to delivering great outcomes, fulfilling the objectives of the mission, and putting people and citizens first.

Measure and Improve

The first step to improving anything is measuring it. Only by measuring staff experience with their computers and applications can we begin to improve it. That is the beginning of Digital Employee Experience: knowing the nature of hardware and application behavior as they affect employee experience. The same data we use to benchmark the employee experience—gathered from each endpoint—provides the very insights necessary to understand the scope of issues affecting that experience to see, diagnose, and fix the issues that will have the greatest impact on overall productivity and ultimately agency mission success .

IT teams across industries with fewer resources at their disposal constantly innovate and drive value for their organizations: they do more with less. And these are the organizations from whom government agencies can learn. Using this checklist, agencies can implement proactive IT, benchmark their progress, and solve issues before they negatively impact employees and the mission. By eliminating common workplace disruptions, IT can directly improve the employee experience and put their people and citizens first.

What is Proactive IT?

Proactive IT is when IT teams have proactive visibility, understand the scope of incident impact and fix the issues before they are raised to the service desk. They accomplish this by leveraging technology that provides real-time visibility into the technology their employees use, streamlines the support process through powerful automation capabilities, and enables improved engagement with employees no matter where they work. This checklist shows how federal agencies can learn from companies across the globe that have realized the benefits of proactive IT. These companies have undergone positive transformations by going proactive – and will demonstrate how government agencies can too.

The Benefits of Going Proactive

$300,000
saved IT costs due to greater visibility
FHI 360

10 minutes
of troubleshooting time per service ticket saved on average
Vitality

97%
technology health with automated self-healing
Toyota Motors Europe

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01

Reducing IT Costs to Drive Value for the Organization

FHI 360 saves almost $300,000 in IT costs with greater visibility

IT leaders often find themselves caught between the needs of employees and the expectations of their executive leaders. Employees want to experience less productivity-killing issues and use the best technology possible, while executives want to avoid sinking more and more money into ineffective IT initiatives.

Proactive IT teams alleviate pressure from both sides by delivering improved service to employees while simultaneously reducing costs.

The IT team at FHI 360, a nonprofit organization that offers social programs to communities all over the world, is under constant pressure to make every dollar go as far as possible.

When they moved to a remote workplace, a number of their employee devices showed early signs of memory issues due to increased activity from their new collaboration platforms. Without visibility into the issue, they would've first considered purchasing new machines – an extremely costly initiative.



Fortunately, they had access to Nexthink's real-time experience data to catch the problem before it impacted employees. In identifying the cause of the memory issue, they solved the problem with the much more cost-effective solution of upgrading the RAM on the affected devices. This Nexthink data helped them get signoff from the executive team, and they solved the issue at a fraction of the cost they would've previously had to spend.

By identifying early memory issues and the root cause of the issues, FHI 360 saved almost $300,000 in IT costs by going proactive.

Proactivity Checklist

Do you have real-time visibility into:

- Devices
- Network
- Servers
- Applications

02

Spending Less Time Troubleshooting and More Time Innovating

Mondelēz uses automation to solve a widescale problem in their hybrid environment.



Even support teams with an innovative mindset constantly looking for the best way to drive improved experience for their employees – can't always deliver.

Any type of consistent innovation is impossible when support desks are flooded with help requests, as the same minor issues keep plaguing their existing technologies and monopolizing time and resources.

That was the case for Mondelēz International, a multinational food, holding and beverage company, to popular brands like Oreo, Ritz, and Cadbury Dairy Milk. Like many organizations, Mondelēz operates with a hybrid environment, running a variety of Exchange servers both on-premises and in the cloud.

Employees recently bombarded the support team at Mondelēz with thousands of complaints regarding Microsoft Outlook performance. Traditionally, their IT team would perform several time-consuming tasks, including recreating Outlook, to troubleshoot this issue.

With Nexthink's increased visibility into Outlook, however, their team identified specific latency problems between certain versions of Outlook and Exchange. Without Nexthink's real-time dashboards, locating this correlation would be like picking a needle out of a haystack, according to Mondelēz's Global Solution Owner Geoffrey Wright.

Using Nexthink's automation capabilities, Mondelēz's team took a more proactive and efficient approach to this problem. They created an automated workflow in which remote actions triggered personalized messages to employees, informing them of the potential issue with Outlook and enabling them to upgrade to a new version with a click of a button.

Not only did this self-help campaign foster more positive experiences for employees, but this proactive solution also freed up significant time and resources for their IT department to focus on more experience-driven initiatives.

Proactivity Checklist

Can you set up a remote action with the following:

- Automatic reoccurring investigation based on custom criteria
- Send two-way communication campaign to trigger employee action
- Schedule a personalized follow up survey to gauge satisfaction of campaign

03

Establishing XLAs and Consistently Improving Digital Experience

Slater & Gordon exceeds XLAs with prioritized recommendations

Many service teams achieve their KPIs and solve issues efficiently, yet employees still continue to suffer from poor digital experiences. This disconnect leads IT leaders to ask the same question posed by the legal firm Slater & Gordon's CIO Jon Grainger: "If all of our SLAs are being met, why aren't the users happy?"

The answer is that solving issues is just one small piece of the DEX puzzle. Proactive IT teams can prioritize issues and focus on areas that significantly impact their employees' experiences.

Slater & Gordon improved their proactive IT strategy leaps and bounds using Nexthink's Experience Optimization dashboard, which provides a guided process complete with prioritized recommendations for incident detection and resolution.



The dashboard provides their support team with deep insights about the actual digital employee experience, based on a combination of telemetry and end-user feedback. These insights have enabled the team to make the jump from traditional SLAs (Service Level Agreements) to XLAs (Experience Level Agreements).

SLAs set important standards for metrics like incident response time – but they offer little in the way of addressing what employees are actually experiencing on a day-to-day basis. XLAs, on the other hand, enable IT leaders to establish goals based on the quality of experience they're delivering to employees.

With access to Nexthink's Experience Optimization dashboards, Slater & Gordon demonstrate how proactively detecting different levels of experience and setting priorities and goals improved experience across their workforce.

Proactivity Checklist

Do you have a way to measure and track XLAS:

- Dashboard to track progress
- Ranked recommendations to solve high priority issues
- Two-way communication with employee for real-time feedback

04

Adapting to Changes in Working Environments

ABN AMRO connects with remote workers to improve digital wellbeing

We don't have to quantify the number of companies that have gone through sudden workplace changes – as this was a problem nearly every business faced as a result of the pandemic.

Practically overnight, the new challenges of supporting remote workforces overwhelmed effectively run IT teams. From insufficient technology to data security concerns, this sudden and total workplace change places unprecedented strain on IT's resources. Though transitioning to remote work challenged all IT workers, proactive support teams were more equipped to adapt to this sudden change.

ABN AMRO, one of the Netherlands' largest banks, is one organization whose proactive strategy granted them the versatility to smoothly transition. As was the case around the world, ABN's IT team faced new pressures in the early stages of the pandemic. "We were set up to work from home, but not for thousands of employees," said Daan Tuijnman, Product Owner OBI (Operational Business Intelligence).

With Nexthink's digital experience dashboards and remote actions, however, they overcame these obstacles easier than they could have ever expected.

The support team gained immediate, deep visibility into all of the employee devices connecting to their VPN. They tracked remote workplace deployments in real-time, allowing them to proactively minimize bandwidth traffic and help employees work just as efficiently from home as they did in the office.

Additionally, ABN took proactive steps to stay connected with remote employees by deploying personalized Nexthink Engage campaigns. These automated campaigns contained helpful messages and surveys, and the IT team received a record number of responses containing insights into how they could better support remote workers.

Proactivity Checklist

Can you act on your data? Do you have:

- Deep visibility into employee experience
- Ability to act on automatically with pre-set self-help campaigns
- Two-way communication tool to collect survey feedback

> "We were interested in better understanding our remote users, checking in on their wellbeing, and seeing if they needed different digital tools and support."

Jelmer Berendsen

Nexthink Enablement Lead, Digital Workplace, ABN AMRO

05

Boosting the Long-Term Health of Critical Technologies

Toyota Motors Europe maintains 97% technology health with automated self-healing

With employees using more tools and applications than ever before, the reliance on these applications rises as does the number of technology issues. Sometimes these issues are unavoidable, such as when a ubiquitous platform like Slack or Salesforce suffers an outage that affects all of their users. But in many cases, a proactive IT team can put measures in place to keep their most important tools from suffering problems in the future.

Proactive solutions detect nascent issues within specific software and technologies. From there, IT teams can trigger automated remediations through remote actions, stamping out potential issues and improving the health of their software before employees ever experience an issue.

The IT team at Toyota Motors Europe (TME) made major strategic contributions to their business by proactively removing barriers to employee productivity. A significant contributor to their success has been the ability to keep their technologies healthy through self-healing capabilities.



Their problem began when several of TME's key software started failing on employee devices. They leveraged Nexthink to track and initiate self-healing remote actions on these applications and scaled their automated solutions across the organization.

The result was swift and significant: in less than three months, they increased TME's technologies health status to 97%.

Proactivity Checklist

Are you able to prevent incidents with SaaS applications? Can you view:

- Application performance
- Application health
- Application usage
- Employee sentiment about each

06

Reducing Downtime Across the Entire Enterprise

IRIS solves IT issues before 70,000 Système U employees can detect them

One of the most essential traits of an effective support team? Agility. When a wide-scale problem occurs, a figurative clock starts ticking – and every minute that IT takes to adapt and fix the issue negatively impacts the employees' ability to do their jobs.

Proactive support teams have the power to be so agile that they fix problems and restore balance before an issue disrupts their business.

IRIS, the IT support company for France's food cooperative Système U, provides service to 70,000 employees across some 22,000 workstations. Given the scale of their IT enterprise, any amount of downtime can have a catastrophic effect on employee experience.

In their transition from a reactive support team to a proactive task force, IRIS leveraged the Nexthink platform to gain real-time endpoint data on every one of their employee devices. With insight into CPU, memory usage, data throughput, and other key metrics, IRIS proactively fixed issues in the background without employees suffering any disruptions.

From there, the team could quickly save and scale solution scripts across the entire enterprise, automating solutions to all the key contributors to downtime like blue screens, crashes, and slow login times.

Proactivity Checklist

Are you able to solve the following issues automatically before employees are aware they have them?

- Blue screen crashes
- Application crashes
- Slow connection
- Memory issues

"This 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

Head of IT Infrastructure, IRIS

07

Strengthening the IT-Employee Relationship and Improving Company Culture

Vitality improves employee morale with Nexthink with ITSM integration

We've touched on many of the tangible benefits of going proactive, from reducing costs to minimizing downtime. But the effect of proactive support extends far beyond what the metrics and cost calculators show. When IT is constantly driving improved employee experience, their efforts have a major impact on employee wellbeing, company culture, and the relationship between IT and employees.

The international health insurance company Vitality recognized these benefits when they became more proactive in their approach to incident management.

When Vitality's IT team integrated endpoint data from Nexthink into their ITSM tool, they could now provide L1 agents with the information they needed to remedy issues before escalating to the costlier L2 and L3 support lines. With their new L1 support checklists, the department empowered their support agents to become more agile and efficient.

This initiative had quantifiable benefits, including faster resolution times and reduced IT costs. But Vitality also noticed the massive impact their proactive strategy had on employee morale.

Support agents finally had the tools they needed to perform at the highest level, which reduced stress and lifted spirits. And employees realized increased productivity and developed stronger relationships with their colleagues in IT thanks to them solving their issues faster than ever.

Proactivity Checklist

Can you integrate the following data with your ITSM?

- End user
- Devices
- Applications
- Events

"Different functional support teams have gained huge value from Nexthink's in-depth information, we've been seeing benefits from growing employee spirits and confidence, and IT's standing has never been better."

Steve Amos

IT Customer Experience & Operations Manager, Vitality

Conclusion

As these success stories show, transitioning from reactive to proactive delivers organization-wide benefits. With Nexthink's increased visibility, actionable insights, prioritized recommendations and powerful automation capabilities, these teams have been able to make lasting improvements to employee experience – while significantly reducing costs and increasing value for their companies.

Proactivity isn't just an IT initiative for the purpose of solving problems faster. It's a transformative approach that makes IT a central element of a company's business strategy and culture. By going proactive, you enable support workers and employees alike to reach their full potential and deliver the most value possible each and every day.



ABOUT NEXTHINK

Nexthink is the global leader in Digital Employee Experience management.
The company's products allow enterprises to create highly productive digital workplaces for their employees by delivering optimal end-user experiences. Through a unique combination of real-time analytics, automation and employee feedback across all endpoints, Nexthink helps IT teams meet the needs of the modern digital workplace.

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Want to learn more about how Nexthink can help you improve employee experience?

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