

DEX data overload?

Optimize your Nexthink Infinity
environment to get IT clarity.

Harnessing the full potential of your DEX tool drives
measurable digital transformation.



Table of contents

Executive summary 3

Introduction 4

Today’s DEX challenges 5

Kickstarting digital transformation through your DEX investment 6

Utilizing partners to optimize your Nexthink Infinity environment 7

SHI and EDGE’s approach to Nexthink Infinity optimization 8

 1. Persona analysis and intelligent refresh..... 9

 2. DEX score configuration 11

 3. Proactive mitigation 13

 4. Automated trouble tickets 15

The benefits of prioritizing DEX for employees, organizations, and ITDMs 17

Ready to action your data to accelerate results? 18



Turning DEX from a data dilemma into a catalyst for digital transformation



Information technology decision makers (ITDMs) understand that a seamless digital employee experience (DEX) drives productivity, engagement, and workplace satisfaction. While many organizations track DEX metrics, only a fraction proactively leverage user personas and automation to address technology friction. As a result, IT teams remain trapped in a reactive cycle, leading to inefficiencies, costly downtime, and frustrated employees.

Today, there are a number of tool providers spearheading DEX innovation to address these issues. One such tool, Nexthink Infinity, provides powerful analytics and reporting capabilities for organizations committed to DEX. Among its many benefits, Nexthink Infinity delivers exceptional visibility that supports identifying, diagnosing, and resolving issues across every endpoint. However, without insight and action, garnering more data and more alerts can indirectly hinder DEX improvement.

To address this gap, SHI has teamed up with [EDGE Solutions & Consulting](#), a premier technology and consulting firm. Together, we empower organizations with the architecture and support models to optimize your IT environments and Nexthink tooling, which in turn drives operational efficiency, and accelerates measurable results.

Through our partnership, ITDMs can maximize their Nexthink investment with strategic enhancements to user persona analysis, DEX score configuration, proactive mitigation, and automated trouble ticketing. These strategies transform raw data into actionable intelligence, enabling organizations to improve employee satisfaction, boost IT efficiency, and realize measurable cost savings.

ITDMs have prioritized DEX, but metrics alone won't move the needle.

Service delivery teams have been dedicated to optimizing DEX long before the acronym was used in our boardrooms and breakrooms. During COVID-19, these professionals walked into empty offices and built new systems and services to support their organizations, almost overnight.

ITDMs don't need to be convinced of the importance of DEX — they have front-row seats for both seamless employee onboarding experiences and the downstream effects of technology friction.

ITDMs value DEX to such a degree that [half have gotten their organizations to prioritize DEX](#) as a key strategy for maintaining IT excellence and customer satisfaction.

In recent years, leading global research and advisory firms, including Forrester, Gartner, and IDC, have placed [Nextthink](#) as a leader within the DEX and End-User Experience Management spaces. Nextthink's tooling excels in analytics and reporting, anomaly detection and remediation, and experience analysis across physical and virtual endpoints, among other capabilities. The benefits ITDMs receive from partnering with Nextthink span real-time observability, diagnostic and automation capabilities, and workflow orchestration.

While ITDMs have access to data sets like these through outstanding DEX tools, translating vast amounts of information into tailored intelligence and actionable strategies that drive meaningful DEX improvements remains a complex challenge. Currently, [only 14% of organizations use DEX tools to trigger an automation to fix a problem remotely](#). And according to Gartner®, "use of DEX tools among Gartner clients tends to focus on endpoint operations and IT support use cases; [however adoption is lower for employee personas and enablement use cases](#)."¹

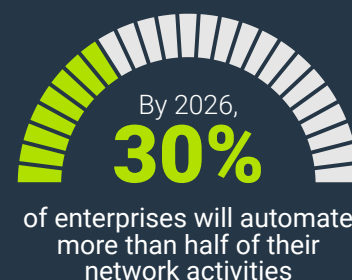


Complex tech stacks muddy DEX waters — but so does being overloaded by alerts.

As today's workforce relies more heavily on software in their day-to-day responsibilities, organizational tech stacks are growing larger and more complicated with each deployment. [These complications also carry a hefty price tag, with the average large enterprise losing \\$104 million in 2024 due to underutilized technology.](#)

Because of this, having visibility that illuminates the complexities of your organizational tech stack is essential. At its essence, Nexthink Infinity gives IT teams critical visibility into the efficacy of their organization's IT ecosystem as their employees experience it, analyzing collaboration, web, and SaaS applications to assess performance, network stability, and user satisfaction.

Investing in this level of visibility is a necessary first step, but it also presents challenges — namely, information overload. In the age of information, ["80% of the global workforce, both employees and leaders, say they're lacking enough time or energy to do their work."](#) Many are familiar with analysis paralysis; the state of inaction caused by the anxiety of making the wrong choice. But another term more aptly describes what can happen after investing in a DEX metric tool: data daze. This is much less about fear and more about being overwhelmed by the sheer volume of data.



You're already ahead with Nexthink, but real change requires more than metrics.

You've prioritized the Nexthink Infinity acquisition in the budget, secured the proper buy-in across the organization, completed the proof of concept, signed the contract, and successfully deployed the tool. Congratulations! For perhaps the first time, you and your team can see what is running and how on an end user's workstation thousands of miles away.

But, as you'll soon realize, there's still work to be done. Deploying the tool and receiving alerts is not the same as implementing systemic DEX improvements in your organization. Knowing you have a strong mean time to resolution (MTTR) is excellent. But, if the issues the IT team are resolving could have been handled through an automated resolution, then the MTTR isn't giving you the full DEX story.

Allocating resources effectively, whether it be humans or technology, is always the name of the game for ITDMs. And there's a relatively new team member ITDMs need to utilize to support DEX efforts: automation. "By 2026, [30% of enterprises will automate more than half of their network activities](#), an increase from just 10% in mid-2023," according to Gartner, Inc.²

A collaborative approach can improve your organization's DEX outcomes.

Through our partnering process, SHI and EDGE help ITDMs get out from under the pile of alerts by optimizing your organization's Nexthink Infinity environment, tailored to the needs of your employees.



With a deep understanding of Nexthink Infinity, SHI and EDGE can leverage your DEX data to develop intelligence that informs DEX action planning and execution in your organization. This boosts the ROI of your investment while creating actionable and measurable improvements to your employees' digital experience.

Transforming data into actionable DEX improvements.

SHI and EDGE focus on the following areas to ensure your organization gets the most value from your Nexthink investment.

The process:

- **Persona analysis and intelligent refresh**
Create detailed user personas designed to accurately represent your organization's end users and conduct an intelligent refresh based on employee usage, sentiment, and performance data.
- **DEX score configuration**
Build a customized score to measure employee satisfaction and help you make data-driven decisions.
- **Proactive mitigation**
Shift from reactive to proactive issue resolution to enhance DEX outcomes and increase cost savings.
- **Automated trouble tickets**
Connect Nexthink Infinity to your IT service management (ITSM) system to route alerts into ticket systems for faster resolution times.

Focusing on these areas establishes a strategic framework for decision-making, systemic issue resolution, and efficient resource allocation. Putting your Nexthink Infinity data to work for your organization in this way sets the stage for real cost-saving measures, like reclamation of unused software licenses. [Organizations currently waste an average of \\$21 million annually on unused SaaS subscription licenses](#), a 14% increase from the previous year, highlighting a significant opportunity for cost savings. By running an audit, SHI and EDGE can identify software that has not been used by specific user groups or individuals.

PERSONA ANALYSIS AND INTELLIGENT REFRESH

After analyzing and categorizing user groups within your IT infrastructure, SHI and EDGE deliver deep insights into the specific technologies, applications, and networks each user group relies on within your workforce. Using this data, we develop detailed Nexthink Infinity personas, unlocking multiple downstream benefits for IT teams across issue resolution, outage assessment, and intelligent refreshes.

For issue resolution and outages, we work to understand the criticalities, including what user groups are affected and which problems directly impact your overall employee experience. Through this process, your organization can proactively resolve the issues that matter most to your users, ensure seamless access to essential tools, and build an optimized digital experience.

Key advantages of user personas:

- **Prioritization of key user groups**
Identify and prioritize essential user groups such as C-level executives, mission-critical operations staff, and customer-facing service reps.
- **Streamlined issue resolution**
Group users within the same service category and hardware environment, enabling a single remediation to address an issue affecting an entire user community.
- **Enhanced outage assessment and management**
Assess the impact of outages, assign severity levels, and prioritize incident resolution across affected user groups to solve problems with the most significant user impact first.

Persona analysis lays the groundwork for intelligent refreshes, ensuring hardware and software updates are driven by actual needs rather than just the age of the equipment or license expiration. This increased visibility allows us to recommend updates to minimize unnecessary costs while highlighting opportunities to optimize hardware allocation.

By identifying both overutilized and underutilized devices and peripherals, ITDMs can strategically reassign resources, providing extra processing power to those who need it and shifting other equipment to users with lighter compute loads. Conducting this analysis at the start of the engagement further reduces overall refresh costs, as it is driven by data and focuses on maximizing existing hardware utilization.

PERSONA ANALYSIS AND INTELLIGENT REFRESH

The process:

- **Create user personas**
Establish hardware requirements, software requirements, and threshold criteria for each user persona.
- **Review and benchmark key personas**
Create a dashboard to track and monitor specific employees' hardware and software assets in real time to ensure compliance with the defined persona requirements and criteria thresholds.
- **Track and implement a feedback loop**
Monitor the live dashboard to assess compliance requirements, thresholds, and persona types, adjusting where needed. If no changes are required, SHI and EDGE begin making recommendations.
- **Take action**
Define and initiate the most effective actions that maximize hardware and software ROI. Actions may include removing unnecessary software, swapping devices, or using the data to inform future purchasing decisions.
- **Monitor and track benchmarks**
Evaluate the dashboard against initial benchmarks after actions have been taken. When available from the organization, cost data can be integrated into the live Nexthink Infinity dashboard to calculate and share cost savings.

DEX SCORE CONFIGURATION

The Nexthink DEX score is a holistic metric that blends user sentiment and technical data to assess employees' overall satisfaction with their digital workplace. This score helps organizations monitor, analyze, and improve their digital experience by identifying sources of frustration and uncovering opportunities for optimization. By including user sentiment and feedback in your DEX considerations, ITDMs are able to develop an understanding of the results of their IT strategy and how IT changes impact their end users.

Because each organization's tech stack is unique, so is its DEX score configuration. Harnessing the power of Nexthink's capabilities starts with feeding in the right applications, endpoints, and collaboration tools you want your DEX score to consider.

DEX metrics may include:

- **Endpoint performance:** Log-on speed, device responsiveness, and session stability — all important indicators of how efficiently users can get to work.
- **Application health:** Reliability, page load speed, and frequency of freezes or crashes — to ensure core tools are running smoothly.
- **Collaboration quality:** Integration and usability of messaging, video, and shared workspace tools — vital for teamwork and productivity.
- **Employee sentiment:** Feedback on IT support effectiveness and perceptions of security — all reflecting the human experience of tech performance.

That's where SHI and EDGE come in. By understanding your goals and the intricacies of your IT environment, we help you define the experience thresholds for each metric. By defining average and frustrating experiences for your employees, your DEX score reflects real, actionable insights that form the foundation of action planning. The icing on the cake? With SHI and EDGE on your side, your developers won't need to waste time downloading sentiment campaign templates or learning how to build campaigns from scratch.

DEX SCORE CONFIGURATION

Key advantages of customized DEX metric calibration:

- **Optimized metrics for real-time assessment**

Achieve a reliable baseline for evaluating the impact of DEX initiatives in real time through a precisely calibrated DEX metric.

- **Customized DEX score tracking**

Align your organization's specific business cases and service-level objectives with a customized DEX metric.

- **Adaptive metric evolution**

Refine your metric as organizational needs shift and issues are addressed, ensuring your DEX score configuration continues to reflect your workforce dynamics, IT infrastructure, and emerging priorities.

By tracking the factors that facilitate or disrupt employee workflow, we can support ITDMs to build a support model that allows ITDMS to tackle the most pressing challenges affecting your end users and the bottom line. This has a knock-on effect on employee productivity, too. According to a recent survey, [“97% of organizational leaders say high-quality DEX boosts employee productivity,”](#) and 69% call it a ‘high’ or ‘essential’ priority.”

The process:

- **Review current DEX scoring and criteria**

Understand the calculations and thresholds for each metric of the current DEX scoring method and weight. Then, compare this against organizational priorities to ensure alignment.

- **Customize and define DEX scoring**

Implement best practice ideologies that define and customize your DEX calculation based on key use cases. Then, define good, average, and frustrating experiences for end users, and where appropriate, recommend disabling non-critical DEX measurements for select applications and device metrics.

- **Set up baseline and measure DEX**

Enable the SHI and EDGE benchmarking dashboard within the Nextthink Infinity platform, enabling solution engineers to track and fine-tune custom DEX scoring and monitor key underlying metrics for up to 13 months.

PROACTIVE MITIGATION

Resolving issues before end users encounter them is a hallmark of DEX maturity, signaling an organization's shift from reactive troubleshooting to proactive problem prevention. SHI and EDGE strengthen your Nexthink Infinity environment by addressing recurring issues through proactive mitigation and automation. With extensive experience in Nexthink Infinity deployments, we can swiftly identify common issues and implement targeted scripts for resolution. These common mitigations form the foundation of a tailored library of critical fixes, empowering IT teams to efficiently address recurring issues and enhance operational stability.

Key advantages of proactive mitigation and automation:

- **Resolution prior to user detection**

Resolve issues automatically or with a single click, often before a user is even aware of the problem.

- **Reduction in MTTR**

Give L1 agents the visibility and insight they need to respond quickly and resolve problems efficiently, reducing costly escalations and time lost on lengthy remediations.

- **Continuous improvement**

Shift IT teams from reactive to proactive by monitoring feedback and iterating on interventions that minimize friction.

To enable automation, SHI and EDGE assist in developing PowerShell scripts that enable self-service solutions or IT helpdesk interventions that can resolve issues with a single click. For issues that do not require human intervention, we create automated scripts that execute upon predefined alerts, unburdening IT staff from repetitive issues so they can be reallocated to other priorities. In a recent survey of 1,000 global IT workers, ["87% agree that without a proactive capability, the future of incident response will be economically unsustainable."](#)

87% OF GLOBAL IT WORKERS **AGREE** THAT **WITHOUT A PROACTIVE CAPABILITY**, THE FUTURE OF **INCIDENT RESPONSE** WILL BE **ECONOMICALLY UNSUSTAINABLE**.

PROACTIVE MITIGATION

The process:

- **Identify recurring issues**
Collaborate with in-house IT teams to identify the most common recurring IT issues.
- **Prioritize recurring issues**
Rank identified issues based on frequency, impact, required development effort, and other relevant criteria.
- **Categorize role-based access**
Define access levels for the tools in your Nexthink environment based on user roles, including whether each tool will be used as an alert-based action, an employee-facing tool, or an IT support tool.
- **Create and develop Nexthink tool(s)**
Utilize Nexthink Infinity alerts, dashboards, campaigns, and remote actions to monitor, communicate, and resolve issues. Tools like PowerShell, Python, and APIs may be incorporated to enhance MTTR by automating tasks, integrating with other systems, and providing advanced data analysis abilities.
- **Test resolution**
Collaborate with in-house teams to test tools on a small group of devices or over a defined period to prevent unintended consequences for end users and ensure a successful rollout.
- **Baselining and rollout of tool(s)**
Deploy the tool(s) for general use and define baselines, including training end users and IT staff where needed.
- **Monitor feedback**
Apply monitoring tools to assess their effectiveness, time savings, and usage. Then, review the data to evaluate success and identify opportunities for continued improvement.
- **Repeat**
Repeat this process as needed to address IT issues, in collaboration with in-house teams.

AUTOMATED TROUBLE TICKETS

Instant access to DEX issue alerts is essential for effective service delivery. SHI and EDGE streamline this process by integrating your Nexthink Infinity environment with your organization's trouble ticketing system. Nexthink Infinity can be integrated with ServiceNow, BMC, Remedy, Jira, and other ITSM platforms, enabling technicians to quickly diagnose and resolve issues as they arise.

Key advantages of an integrated and automated ticketing system:

- **Automated resolution of common issues**
Identify recurring problems that can be solved automatically or with a single click.
- **Enhance consistency**
Create a structured and predictable support framework by standardizing and personalizing alert conditions and ticket generation.
- **Improve ITSM integration**
Ensure smooth workflows and proactive issue detection through seamless connections between ITSM tools and Nexthink.

Automating repetitive support tasks and decreasing the volume of issue tickets lowers staff costs and improves service quality. The pursuit of fewer tickets or even zero tickets is where industry trends are pointing towards, as well. Nexthink Chief Product Officer Samuele Gantner says, "[2025 is going to be the year where many companies get serious on the zero tickets initiative](#)". This won't necessarily spell the death of the service desk, but rather the start of a metamorphosis that will transform it into a leaner and more modern DEXOps center in the next 2-3 years."

AUTOMATED TROUBLE TICKETS

The process:

- **Identify the most common service tickets**
Analyze the most frequently logged tickets in your ITSM platform to pinpoint recurring issues.
- **Define priority tickets**
Select initial ticket types to automate based on frequency, detectability via Nexthink Infinity alerts, operational impact, and organizational considerations.
- **Establish ITSM integration**
Configure the ITSM connection by assigning access roles, setting up fields, and linking the ITSM tool with Nexthink via webhooks.
- **Specify alert conditions**
Define criteria and thresholds for triggering automated ticket generation.
- **Implement ticket automation**
Test the functionality of auto-generated tickets, ensuring a controlled rollout across your organization.
- **Review and refine**
Assess ticketing outcomes with IT teams, adjusting criteria to balance ticket volume and relevance.
- **Expand automation**
Once priority issues are addressed, extend automation to lower priority problems, as needed.

“

2025 IS GOING TO BE **THE YEAR** WHERE
MANY COMPANIES **GET SERIOUS** ON
THE **ZERO TICKETS** INITIATIVE.

- Nexthink Chief Product Officer, Samuele Gantner

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Nexthink, SHI, and EDGE can elevate DEX into a workplace gamechanger.

By leveraging Nexthink's capabilities alongside SHI and EDGE's expertise, your team can transform data overload into a roadmap for optimization. Organizations that embrace this approach won't just reduce alert fatigue; they'll redefine DEX as a driver of long-term success.

For employees, having the technology they need and the proactive IT support they require solidifies DEX as a driver of employee satisfaction and retention. According to a recent study, employee engagement professionals rightfully need to consider the technological environment employees operate within. The study continues, "[employee retention by the company can be supported by technological solutions](#) that facilitate one's functioning within the environment and make staff feel at ease."

For ITDMs, there is an undeniable opportunity to elevate DEX in strategic conversations. In fact, [three out of four leadership executives believe that prioritizing DEX can help CIOs transition into more strategic leadership roles](#).

When IT teams streamline persona analysis, refine DEX scoring, proactively mitigate issues, and embrace automation, they unlock the full potential of their Nexthink Infinity investment.



THE RESULT? A workplace where IT empowers employees, resources are allocated efficiently, and the digital experience becomes a true competitive advantage.



Get the most out of your Nexthink investment with SHI and EDGE.

If you're struggling to turn tool alerts into action, you're not alone. Digital transformation isn't a one-time event — it's an ongoing journey. SHI and EDGE can help you draft a roadmap to convert alerts into a strategic advantage for your organization.

Backed by decades of experience in [modern workplace services](#), we empower your team to unlock the full potential of Nexthink Infinity, from elevating IT service delivery to boosting employee engagement.



By fine-tuning your Nexthink environment, you'll gain:

- Increased IT efficiency
- Higher employee satisfaction
- Measurable cost savings

Ready to turn **DEX data overload** into **IT clarity**?
Connect with our modern workplace experts today.



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