The 4me Nexthink Connector

By techwork, a 4me Partner

techwork

The 4me Nexthink Connector makes it possible for organizations to integrate their Nexthink Digital Employee Experience platform with their 4me account so that hardware, software and experience data is made available in the 4me configuration management database (CMDB).

The 4me Nexthink Connector is a scheduled import of Nexthink data into the 4me configuration management database (CMDB) adding a greater understanding of employee sentiment and even faster problem-solving ability to 4me.

The Connector picks up asset and digital experience data that Nexthink discovers in an organization's network and uses this data to generate 4me configuration item records (CIs) for PCs, servers and laptops for Windows and MacOS. These CI records can be linked with software CIs. Within the 4me CMDB the organization registers software products of particular interest. Only 4me registered software products are matched in Nexthink and linked as software CIs in 4me. This best practice allows organizations to only manage the items of interest for service management.

Nexthink alerts can auto-generate new requests in 4me where they get assigned to the correct team for follow up. The Nexthink Finder can be launched from within 4me for Nexthink managed hardware CIs to perform real-time in-depth analysis. Filtering capabilities are available in the 4me CMDB to allow easy identification of Nexthink-managed devices and 4me automation rules can be used to trigger provisioning scripts that deploy known solutions.

Techwork can provide the 4me Nexthink Connector as a service without the need for customer infrastructure components or as an on-premise installation, for customers that run Nexthink within their own organizational network.

The Connector is fully configurable, allowing organizations to specify Nexthink data that they want to see in the CI records of their 4me account. Customer-specific requirements get implemented in QA and after approval moved to production.

FAQs

What happens if Nexthink can't find a device after some period of non-connection to the network, but it is still allocated to a user who is out of office for a long period (maternity leave, long-term sick etc)?

By default, the 4me Nexthink Connector sets the status of a 4me CI to 'In Production'. If a Nexthink device is not seen for x-number of days, then the 4me CIs status is set to the 'Broken Down' to allow easy identification by a Configuration Manager.
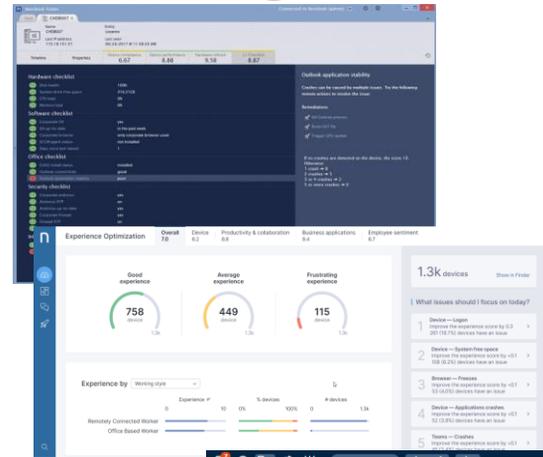
What are the requirements for using the Nexthink Finder application to connect directly to a Nexthink device from a 4me hardware CI?

Prerequisites for using this functionality is a local installation of the (Windows) Nexthink Finder application and the appropriate Nexthink access rights.

What are the requirements for an on-premise installation in a customer's network?

Windows "integration server": PowerShell enabled, MS-SQL Db or SQL-Express database (2008R2 or later), MS-SQL Management Studio, access to "...4me.qa" and "...4me.com", VPN access