



*Training Course:
Certified Nexthink Administrator*

5 - 9 October 2025

Dubai (UAE)

Residence Inn by Marriott Sheikh Zayed Road, Dubai

Training Course: Certified Nexthink Administrator

Training Course code: IT236091 From: 5 - 9 October 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4900 € Euro

Introduction

The Certified Nexthink Administrator training program is designed by Global Horizon Training Center to equip IT professionals with the technical knowledge and administrative skills necessary to effectively deploy, manage, and optimize the Nexthink platform. This powerful solution helps organizations gain real-time visibility into their IT infrastructure, analyze endpoint performance, and enhance the overall digital employee experience.

This course prepares participants to become certified administrators capable of handling real-world scenarios related to endpoint analytics, user experience monitoring, and automated remediation using Nexthink's powerful suite of tools. It is aligned with the latest capabilities of the Nexthink platform and is tailored to meet enterprise needs.

Objectives

By the end of this training program, participants will be able to:

- Understand Nexthink architecture and key components.
- Administer users, roles, and permissions effectively.
- Monitor and analyze endpoint performance using investigations and dashboards.
- Design and manage campaigns for employee feedback and engagement.
- Configure alerts and automated remediation.
- Use remote actions to support IT service delivery.
- Ensure data integrity, security, and policy compliance within Nexthink.

Course Methodology

- Interactive Lectures: Conceptual explanations with real-time examples.
- Hands-on Labs: Practical sessions using a demo Nexthink environment.
- Group Discussions: Peer learning through shared experiences.

- Case Studies: Real-world scenarios and problem-solving exercises.
- Assessments: Pre- and post-training evaluations to track learning progress.

Organizational Impact

Upon completing this program, organizations can expect:

- More effective monitoring of endpoints and user experience.
- Proactive issue detection and faster resolution through remote actions.
- Reduced IT support costs by empowering IT administrators.
- Improved employee productivity through better digital experience.
- Enhanced policy enforcement and compliance visibility.

Target Audience

- IT Administrators and Engineers
- Endpoint Management Specialists
- Digital Experience Monitoring Teams
- IT Operations Managers
- Support and Helpdesk Leads Level 2/3
- Any IT staff involved in the administration of the Nexthink platform

Outlines:

Day 1: Introduction to Nexthink Platform

- Overview of Digital Employee Experience DEX
- Nexthink architecture and components
- Understanding Collectors, Engines, and Portal

- Navigating the Nexthink interface
- Deployment models and requirements

Day 2: User Management and Configuration

- Managing roles and permissions
- User groups and access levels
- Portal customization and preferences
- Data sources and configuration settings
- Licensing and system administration best practices

Day 3: Investigations and Dashboards

- Creating and executing investigations
- Analyzing real-time endpoint data
- Dashboard design and widget customization
- Key performance indicators KPIs
- Drill-down techniques for problem analysis

Day 4: Campaigns, Alerts, and Remote Actions

- Designing and deploying campaigns
- Collecting employee feedback
- Setting up and managing alerts
- Remote actions: use cases and creation
- Automation for troubleshooting and support

Day 5: Optimization, Security, and Certification Preparation

- Optimizing Nexthink for performance and scalability
- Ensuring data security and compliance
- Troubleshooting common issues



- Review session and certification tips
- Post-training support and resources.

Registration form on the Training Course: Certified Nexthink Administrator

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