

# NEXThink integration with third party solutions datasheet

NEXThink technology offers standard interfaces and APIs enabling NEXThink to offer unique end to end solutions with our technology partners. This allows our IT workplace analytics and user-centric monitoring solution to be seamlessly integrated with third party applications.

NEXThink solutions integrated with current IT management, monitoring and reporting tools enable IT department to maximize their past investments while optimizing their time, resources and costs. These unified solutions powered by NEXThink allow IT departments to communicate faster, effectively and effortlessly with each other and with the business.

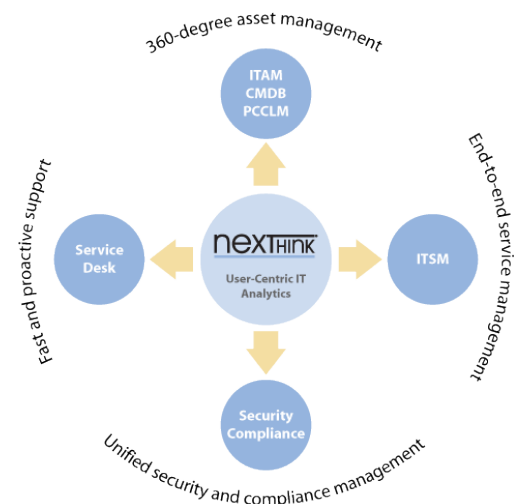
This document briefly describes the different interfaces and APIs offered by NEXThink. More detailed technical documentation is available on [doc.nexthink.com](http://doc.nexthink.com)

## Different interfaces and APIs for different types of interaction with NEXThink

NEXThink offers different methods of interaction with its real-time monitoring and analytics product, see table on page 2 for a full matrix of benefits and integration type.

Here is the list of the possible integrations offered:

- Opening the Finder from a specific URL
- Receiving alerts from the Engine via syslog and/or email messages
- Interacting with the Engine via the Web API
- Integration with Microsoft System Center 2007 and 2012

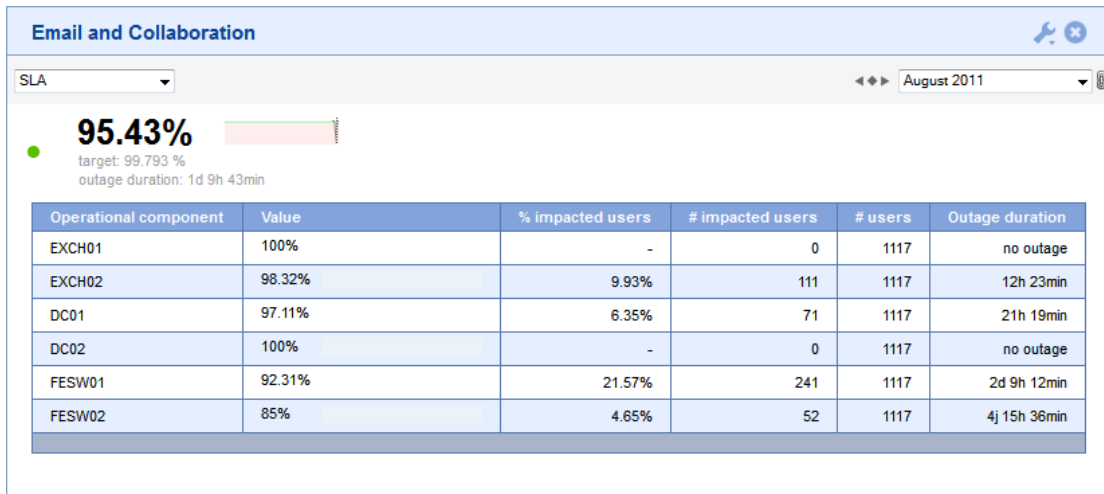


Through the support of [NEXThink Certified Partners](#) and [NEXThink Professional Services](#), customized and more advanced integration are possible. Please contact your NEXThink Sales Representative in the case of such a requirement.

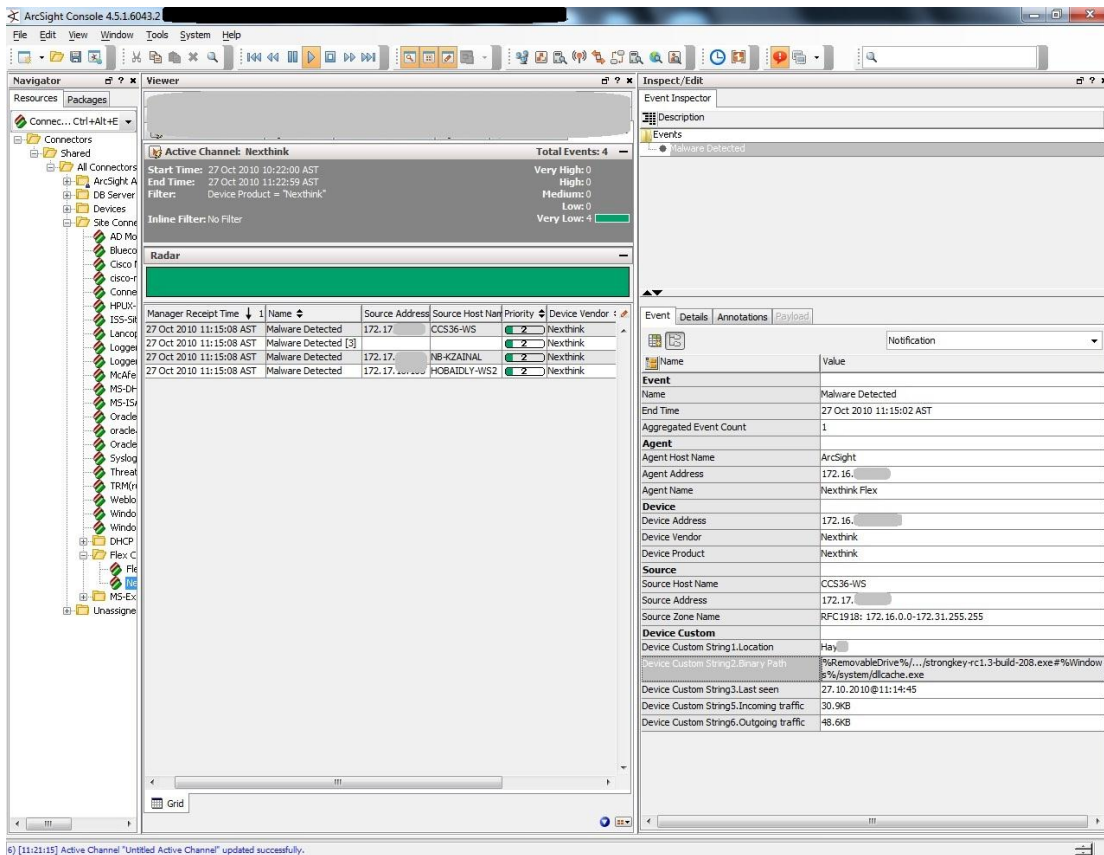
## NEXThink integration-value matrix to leverage traditional IT monitoring and management solutions

Customer pain points	Traditional solutions to leverage	Value-added of a NEXThink integrations	NEXThink integration interfaces
How to manage a dynamic and always changing infrastructure with static data that doesn't show the current situation?	Asset and Client Management CMDB  <i>SCCM, Altiris, Landesk,...</i>	Real-time update on asset change, status, usage and issues to manage change with confidence, save costs, take informed decisions	<a href="#">Web API</a> <a href="#">NEXThink for SCCM</a>
How to deliver high-quality IT services to every end-user when I monitor only my datacenter and my network?	Event & Service Management  <i>IBM Tivoli, SCOM, Nagios, Nimsoft, HP,..</i>	Maintain and enhance end user experience and satisfaction by keeping track of SLA and events that pose a threat to end-user application performance in a proactive fashion	<a href="#">Syslog and Email alerts</a> <a href="#">SLA Widget for Nagios</a>
80% of security problems are coming from the user-side of IT, how to better enable a trusted workplace across the organization?	Security management & SIEMS  <i>Arcsight, Splunk,...</i>	Faster time to security standards of your workplace (patch, undesired applications), detection of behavior anomalies, additional end-point compliance into your reports	<a href="#">Web API</a> <a href="#">Syslog and Email alerts</a>
70% of my incidents are raised by users calling the support, how can I become more proactive avoiding business impact and solve remaining problems faster?	Service Desk  <i>Servicenow, BMC Remedy, Helpline ,</i>	Resolve cases 10 times faster with One click real-time diagnostics and properties. Take proactive remediation measures, improve user satisfaction	<a href="#">nxt:// URL Finder integration</a>

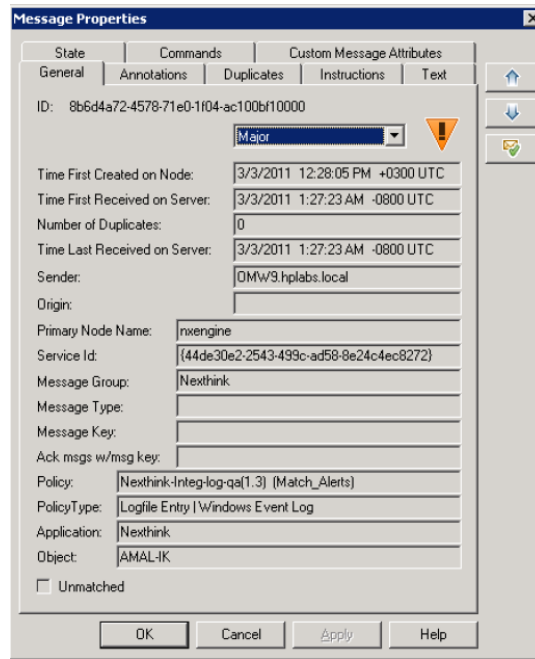
## Examples of existing integrations with NEXThink Technology Partners



*Nagios integration with the NEXThink Portal for end-to-end SLA management and support*



*HP Arcsight Desktop Compliance Control integrated with NEXThink*



HP Open Manager message triggered by a NEXThink event

NEXThink SAP Service

Nextthink table Mini Map

### Current connected user

Source	User	Response Time	Conn Start	IN	OUT
WKS01	mrn@agl.local		25.11.2011 @		
WKS02	run@agl.local		25.11.2011 @		
WKS03	ktp@agl.local		25.11.2011 @		

### User connection failed

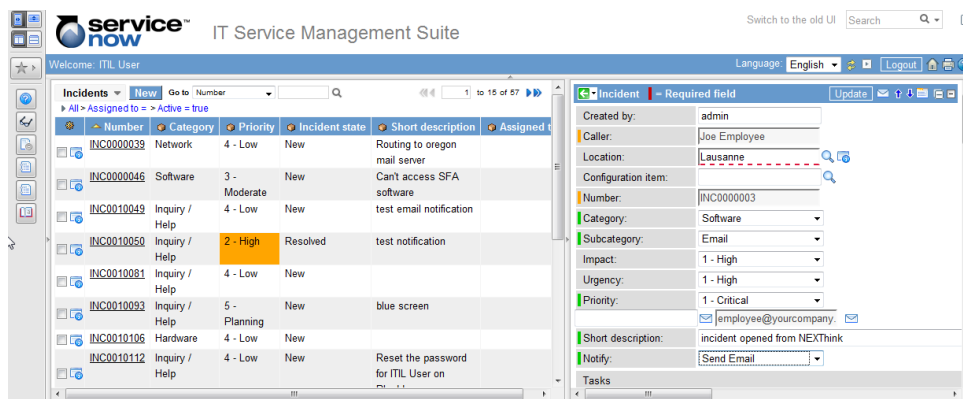
Source	User	Last online	Response Time	Outage Duration
WKS04	uli@agl.local	25.11.2011 @		35

Nimsoft Unified Monitoring Portal integrated with NEXThink end-user activity and issues

## Opening the Finder from a specifically formatted URL

The NEXThink Finder, built upon powerful visualization techniques, enables fine grained analysis of the end user computing infrastructure activity data, stored in the Engine. It is very a powerful GUI (graphical user interface) and is the primary interface that most NEXThink customers use every day.

The NEXThink Finder provides a simple way to be invoked from a specifically formatted URL that contains the “nxt://” prefix. Such a URL will contain information about the NEXThink Engine session to use for the connection and the data on which the Finder will open its GUI upon launch. A typical scenario which can leverage this capability is in a Service Desk environment. A ticket containing the name or IP address of the desktop having issues can be included in the URL to open the Finder automatically on the source view for that desktop to have an immediate and real time view of the status of that machine.



*ServiceNow dashboard with incident coming from NEXThink events and a one-click link to open Finder within incident context*

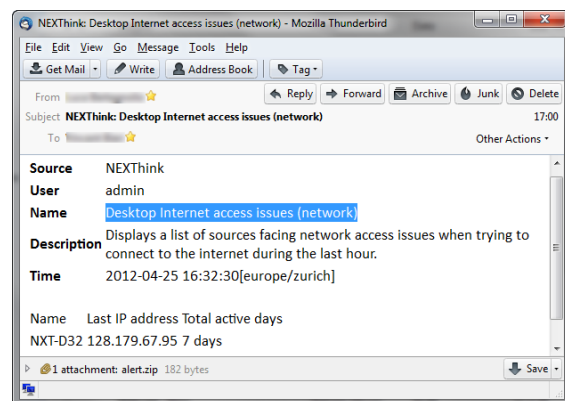
More technical information about this feature can be found [here](#).

## Receiving alerts from the Engine via syslog and/or email messages

NEXThink Alerts are notifications of the latest relevant information generated by the NEXThink Engine.

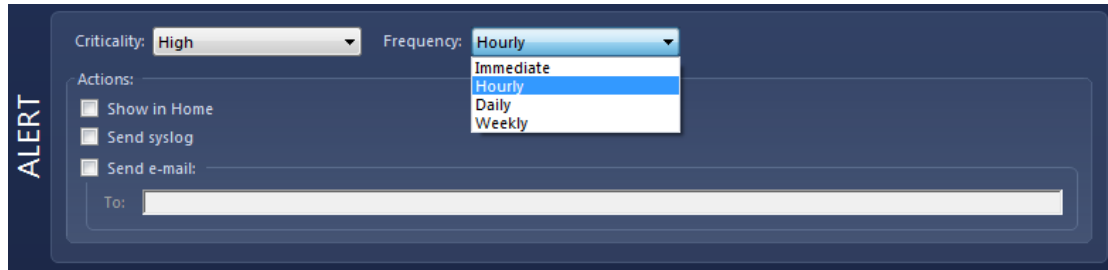
In this document we will focus on the investigation based alerts and how it is possible to generate local and remote syslog events and/or an email when a predefined alert investigation is triggered.

Only the administrator can configure alerts that generate syslog events, whilst email alerts can be configured by every user via the NEXThink Finder.



*Email message generated by the NEXThink Engine when an alert is triggered*

An alert is very similar to an investigation, with the additional configuration required for the criticality of the alert (normal or high), the frequency of notification (immediate, hourly, daily or weekly) and the type of notification required (displayed on the NEXThink Finder Home page, generation of a syslog event or the sending of an email).



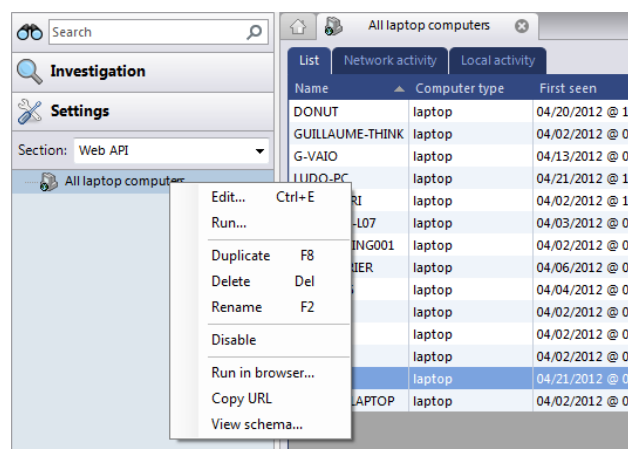
More technical information about this feature can be found [here](#).

## Interacting with the Engine via the Web API

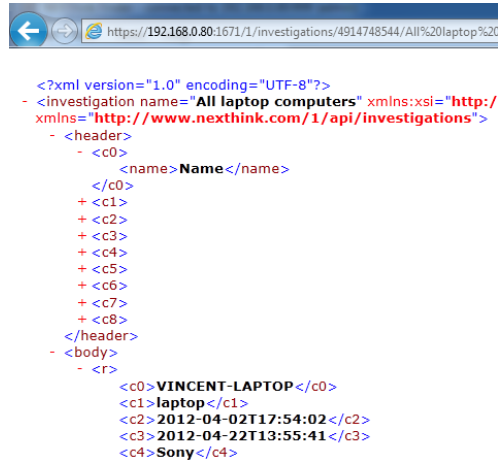
NEXThink V4.1 introduces a new feature specifically built to allow improved integration with third party products that need to interact with the NEXThink solution. In fact, while the alerts integration mentioned above is purely unidirectional, the new Web API allows users to configure specific investigations and to trigger their execution when required, by executing an HTTPS query directly to the NEXThink Engine.

As an example, this bidirectional data exchange can be used by an IT Asset Management solution on a daily basis to collect software license information using NEXThink, triggering a investigation via the Web API, and collecting the resulting live data via XML..

The Web API is built upon [REST \(REpresentational State Transfer\)](#) and needs a simple one-time configuration of the required investigation via the NEXThink Finder. Once the investigation is configured, a secure HTTPS URL is generated and exported from the Finder, and this URL will be used to trigger the investigation from the third party solution as required.



The data is returned as XML by the NEXThink Engine and as such it can also be viewed with a standard web browser to ensure that everything is correctly configured on the NEXThink Engine.



```

<?xml version="1.0" encoding="UTF-8"?>
- <investigation name="All laptop computers" xmlns:xsi="http://
xmlns="http://www.nexthink.com/1/api/investigations">
- <header>
- <c0>
<name>Name</name>
</c0>
+ <c1>
+ <c2>
+ <c3>
+ <c4>
+ <c5>
+ <c6>
+ <c7>
+ <c8>
</header>
- <body>
- <r>
<c0>VINCENT-LAPTOP</c0>
<c1>laptop</c1>
<c2>2012-04-02T17:54:02</c2>
<c3>2012-04-22T13:55:41</c3>
<c4>Sony</c4>

```

More technical information about this feature can be found [here](#).

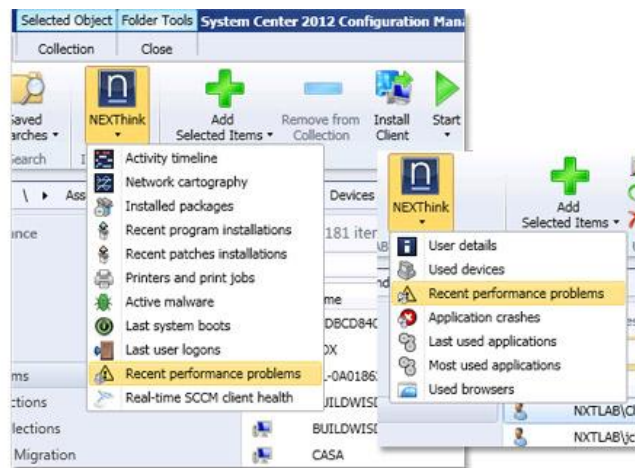
## Integration with Microsoft Systems Center Configuration Manager

NEXThink has been working on the integration of Microsoft SCCM 2007 in our solution for some time, and we felt that it was a natural progression to extend our integration to Microsoft SCCM 2012, which has been released recently.

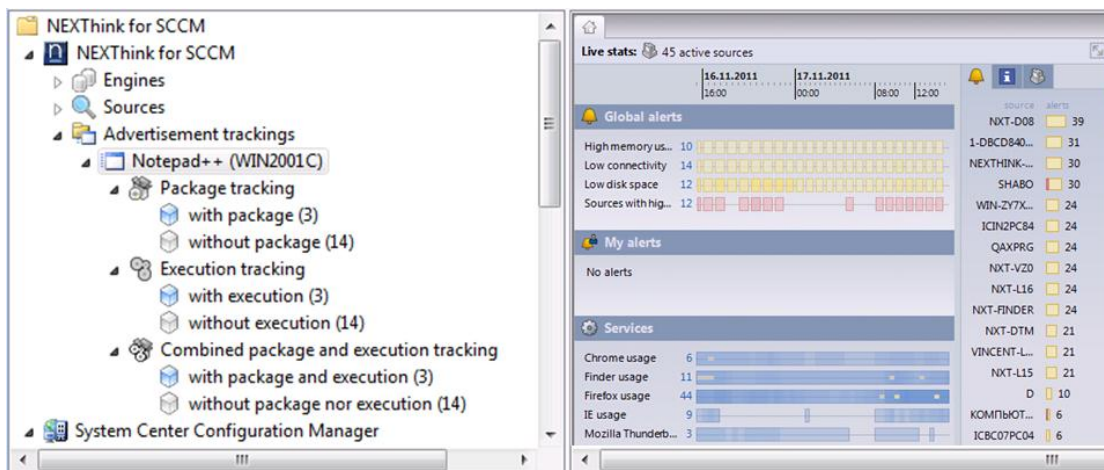
Together with our [recent acceptance](#) in the [Microsoft System Center Alliance Program](#), this is further evidence of the importance that we give to the integration of our solution with a broad ecosystem of technology partners.

Microsoft System Center Configuration Manager integration with NEXThink V4.1 offers the following advantages:

- Bridge for dynamic collections
- Advertisement tracking, including execution
- Real-time reporting and instant search



*NEXThink for Microsoft SCCM 2012 with the contextual NEXThink "magic button"*



*NEXThink for Microsoft SCCM 2007 with Advertisement tracking and the NEXThink Finder integration*

More technical information about this feature can be found [here](#).