

Data Sheet

Rescue + Nexthink Integration



Transform the way support teams detect, diagnose, and address issues, all in one streamlined workflow.

- ☒ Nexthink identifies and automates resolution at scale. When automation reaches its limits, Rescue delivers real-time, secure remote remediation within the same workflow — ensuring no issue stalls resolution.
- ☒ Identify device health issues, performance degradation, or use-impacting incidents within Nexthink.
- ☒ Instantly launch AI-enhanced support sessions directly from Nexthink or your ticketing platform.
- ☒ Use data and insights to resolve issues faster, minimize downtime and boost employee satisfaction.
- ☒ Create a well-informed and agile organization, with deeper device insights and an elevated digital employee experience.

Faster Issue Resolution

Launch remote sessions directly from Nexthink and arrive armed with AI-powered recommendations — resolving issues faster with less back-and-forth.

Seamless Experience

Nexthink identifies and automates resolution at scale. When automation reaches its limits, Rescue delivers real-time, secure remote remediation.

Smarter Support

Rescue AI uses Nexthink device data to deliver precise, context-aware recommendations — so every session starts smarter and ends faster.

Intelligent Remediation

Rescue AI draws on weeks of Nexthink device history to generate precise root cause recommendations automatically — so technicians arrive with answers, not just data.

Turn Insights into Immediate Action

From detection in Nexthink to live remediation in Rescue, the integration connects visibility with action — eliminating tool switching and accelerating resolution.

Detect in Nexthink

Identify device health issues, performance degradation, or user-impacting incidents within Nexthink.

Launch Rescue Instantly

Initiate a secure Rescue remote session directly from the Nexthink device view — no separate tool navigation required.

Access Device Telemetry

Retrieve real-time device info — system health indicators, performance metrics, running services, disk and memory utilization — without switching screens.

Get AI-Powered Recommendations

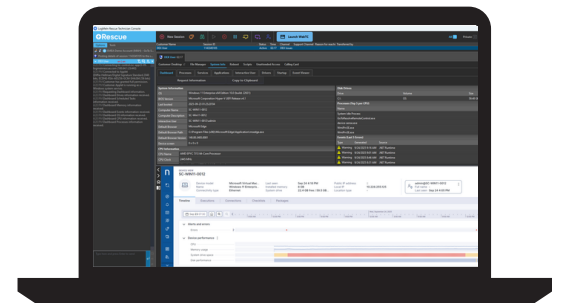
Rescue AI cross-references Nexthink historical telemetry with live session data to surface targeted root cause analysis and actionable fixes.

Execute Remote Actions

Run Nexthink Remote Actions directly from the Rescue Technician Console to remediate issues without ever leaving the session.

Resolve Issues Faster

With remote desktop control, file transfer, system tools, and elevated access built into the session, technicians diagnose and fix in one unified experience.



One integration. Smarter sessions. Faster resolutions.

Why Nexthink + Rescue Together

- Detect and resolve issues in a single workflow
- Reduce Mean Time to Resolution (MTTR)
- Minimize service desk friction
- Scale support operations efficiently
- Improve digital employee experience across organization

Talk to our team of specialists to discover the power of Rescue + Nexthink.

[Request a Demo](#)