

Data Sheet

Rescue + Nexthink Integration



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

- ✓ Identify device health issues, performance degradation, or use-impacting incidents within Nexthink.
- ✓ Instantly launch enhanced support sessions directly from the Nexthink 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.
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Faster Issue Resolution

Support teams can start remote sessions directly from Nexthink, improving employee productivity and efficiency.

Seamless Experience

Deliver a unified workflow, eliminating the need for complex, patched-together platforms.

Smarter Support

Build an intelligent, agile organization that proactively prevents issues and scales knowledge across the business.

Continuous Innovation

Future enhancements will combine Nexthink analytics with Rescue's AI-powered support to deliver real-time, intelligent remediation and a more agile, data-driven support organization.

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. Here's how it works...

Detect in Nexthink

IT teams identify device health issues, performance degradation, or user-impacting incidents within Nexthink

Launch Rescue Instantly

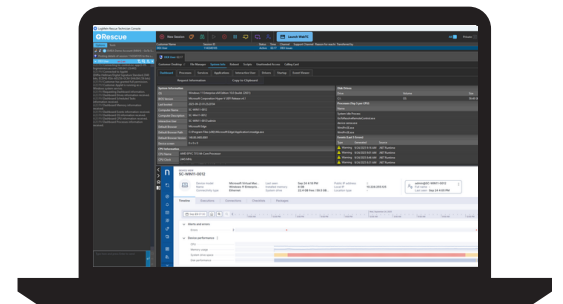
From the Nexthink device view, technicians initiate a secure Rescue remote session — no separate tool navigation required

Access Device Telemetry in Rescue

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

Resolve Issues Faster

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



Integration delivers the tools IT teams and GSIs need to meet the demands of today and tomorrow.

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.

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