Next Gen Copydeck Version 2.0

Smart support when you need it

NextGen uses what we know about our customers to personalize the entirety of their owner lifecycle.

Support, simplified

NextGen provides an intelligent, personalized experience that gives a customer a completely frictionless and unobtrusive support experience tailored to their point the the ownership lifecycle.

Each purposeful touch point appears in the context of a customer's need "at the moment." It can then be expanded or minimized based on the need.

Always in control

The NextGen experience can help create balance in our customer's lives—but we must earn it. Our users can control how and when it provides notifications and help them optimize their profiles simply and clearly.

Users can choose when to switch modes from their smart profile to match the task they are undertaking, from battling their friends in Fortnite to getting those TPS Reports or budgets handled.

A user-crafted experience

While NextGen builds smart profiles based on what it knows about a typical user, it doesn't always get it exactly right, right out of the gate.

Users can easily move programs between the initial smart profiles to make sure they meet their exact performance and usage needs.

Solutions for gamers and spreadsheet masters

NextGen offers guidance for all, regardless of their level of proficiency. From migration to a new computer to optimizing their preferred usage, it has their back.

It builds a smart profile for each user based on usage, which they can customizes for their needs.

Presence without pressure

NextGen is always there in the background ready to assist when needed when called upon, providing guidance only appear when the user is actively looking to improve performance or interacting in support mode.

In day-to-day operation, users can also always choose from smart profile modes to optimize performance for the task at hand. They can also control which applications go with each of their operating modes.