Lakeside®

SysTrack Digital Experience Monitoring

The Visibility IT Needs to Reduce the Cost of IT and Improve Business Productivity

Challenge

Managing digital workplaces is one of the most difficult tasks for IT because they don't have clear visibility into EUC environments.

This poor visibility is a growing concern for those that understand IT has a real impact on business productivity.

Solution

The best way to improve IT visibility and deliver great end-user experience is using a resource already in every environment: the endpoint or digital workplace.

From there, performance and usage of critical resources can be monitored in terms of how they are supporting or hindering user experience.

Benefits

- Know the root cause of IT issues

- Identify inventory redundancies

- Identify under and over provisioning

- Lower IT incident volume

- Reduce mean time to resolution

- Make IT investments based on real need

- Improve user experience and productivity

Proactively monitor and support productive digital workplaces

It's all about the digital workplace

Today, enterprise environments are increasingly complex to the point where visibility into how resources and services are performing and being used is almost impossible. IT is often faced with questions like…

Was the VDI rollout successful?

Why are these computers acting slow?

Did the OS update impact user experience?

…and more without having the data or analytics to objectively answer them.

This poor visibility is a concern for those who understand IT plays an important role in business productivity and that, similarly, productive users play a big role in reducing IT costs.

At Lakeside, we believe the best way to improve that visibility and deliver great end-user experience is using a resource already in every environment: the digital workplace.

Based on that, we've created a digital experience monitoring solution, SysTrack, that gathers data on everything that may impact users and their productivity such as CPU, RAM, Memory, and other 10,000+ data points. These are then analyzed by SysTrack and used by IT for three overarching use cases.

Key Capabilities

Workplace Analytics

Understand the health of your organization by monitoring and analyzing end users' interactions with technologies and processes.
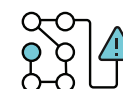
IT Asset Optimization

Fit technology and costs to needs of end users.

Artificial Intelligence for IT Operations

Solve IT problems affecting productivity quickly or even before they impact users.

Workplace Analytics

Optimizing performance and end-user experience

SysTrack's workplace analytics capabilities enable IT to understand the full scope of an end user's experience within the IT environment. By continuously collecting and analyzing 10,000+ data points on the endpoint, SysTrack provides a complete picture of the usage and performance of resources and services. SysTrack's unique end-user experience score gives IT visibility into real-time and historical performance impact and overall environmental wellness.

Quickly & Easily Visualize End-User Experience
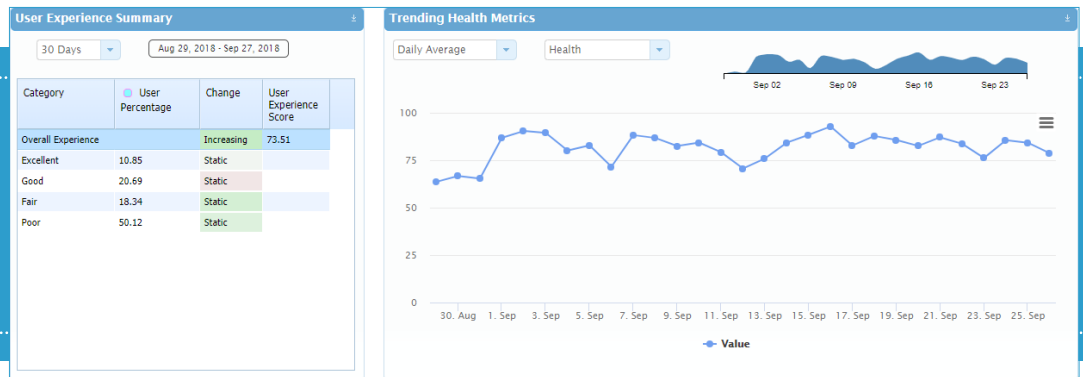
Ways to Improve Users' Digital Experience with SysTrack

Desktop Transformation – Whether it is a migration to the latest OS version, the adoption of VDI or application virtualization, or simply a PC refresh, SysTrack can help organizations accurately size and scale the future environment based on actual user needs and requirements. After migration, SysTrack enables continuous right-sizing and steady-state monitoring, helping IT stay on top of changes like Windows 10 updates.

Personas – Mobility and workstyle affect what technology users need to do their jobs. SysTrack continuously segments users by persona, allowing IT to easily onboard new employees and tailor resource provisioning.

Budget Rationalization – When looking to right-size and then assess investment in hardware, software and services, more often than not, IT is faced with a finger in the wind approach. SysTrack aggregates years of performance and usage data so IT can assess the health and viability of investments based on monitored employee need and adjust projects accordingly.

Collective Intelligence Benchmarking – Collective intelligence benchmarking is a data analysis method that allows organizations to make performance comparisons analyzing data from many user groups. IT teams can implement this practice with SysTrack to strategically improve the performance of their environment according to a given baseline.

"We wanted to replace our former reactive approach of 'I know the problem and will immediately start looking for a solution' to a more proactive one, which we have succeeded in doing. Since implementing SysTrack, both user satisfaction and feedback from administrators and support staff have been consistently positive."

Thomas Strayhammer
Director of IT
Schoenherr

## Understand the Needs of Different User Groups
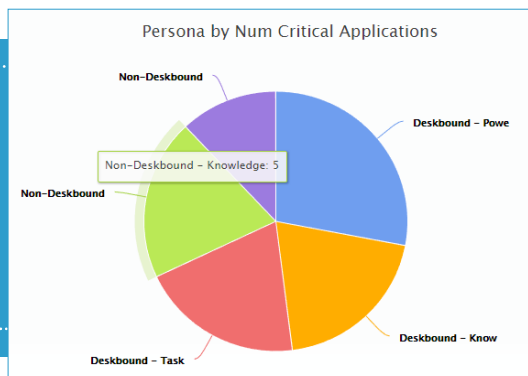
IT Asset Optimization

Right-sizing assets to reduce costs while improving user satisfaction

SysTrack offers an alternative to one-size-fits-all, big-bang style IT asset refreshes and management. Whether you're upgrading an OS, right-sizing VDI, or managing licensing, SysTrack helps you consider performance, compliance, security, user needs, and more in the process. Optimized assets not only provide a better end-user experience, but they also ensure that IT is only supporting and maintaining resources that add business value.

Compare End-User Experience Pre- and Post-Install
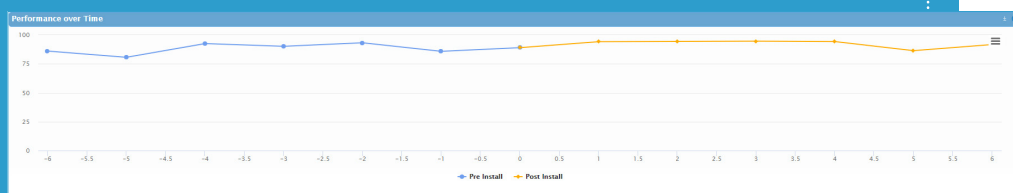
Ways to Optimize Assets with SysTrack

Need-Based Procurement – SysTrack's usage data helps IT understand what users truly need to get work done. Digital experience monitoring data allows IT to right-size and procure resources based on their actual value to the organization.

Application License Utilization Management – Knowing which software packages are actively being used and being able to correlate usage with license entitlement systems helps CIOs make the most out of their software licenses and enterprise license agreements.

Application/Hardware Performance Management – SysTrack monitors real-time and historical application and hardware performance and dependencies and simplifies management with alarms, custom dashboards and reports, and more.

SLA Transparency – IT can use the end-user experience score calculated by SysTrack as an objective indicator of service equality and proof of project success. Additionally, SysTrack allows IT to see beyond SaaS "uptime" SLAs to pinpoint whether an issue originated on the provider's side.

"SysTrack gives us an incredible amount of meaningful data and analytics. As a solution, it really helped us succeed with VDI transformation as well as understand and improve user experience for physical endpoint users."

Chris Breaux
Manager of Enterprise
Technology Systems
Kelsey-Seybold Clinic
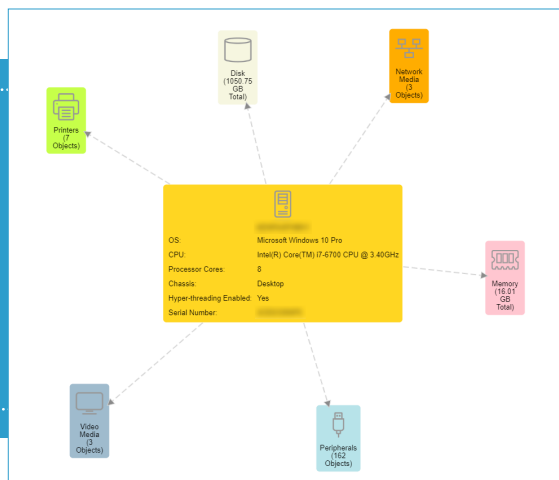
## Visualize Key HW/SW Assets and Their Usage
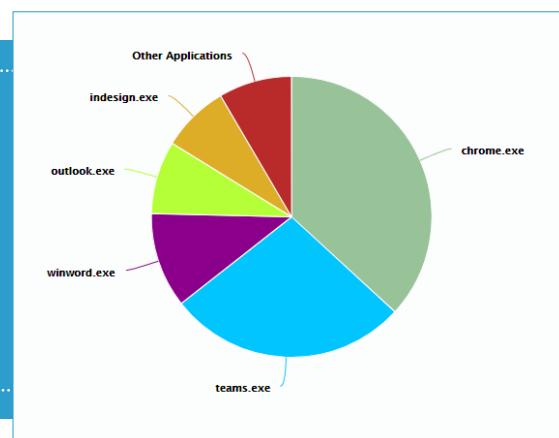
Artificial Intelligence for IT Operations
Using Advanced Analytics to Improve IT Support

Artificial intelligence for IT operations (AIOps) provides a way to couple the broadest data set of end-user computing data on your environment with powerful AI technology. With AIOps, IT infrastructure, operations and support teams can deeply reduce help desk costs through proactive and predictive management.

SysTrack Allows You to Both Go Back in Time on a System and Diagnose Real-Time Issues
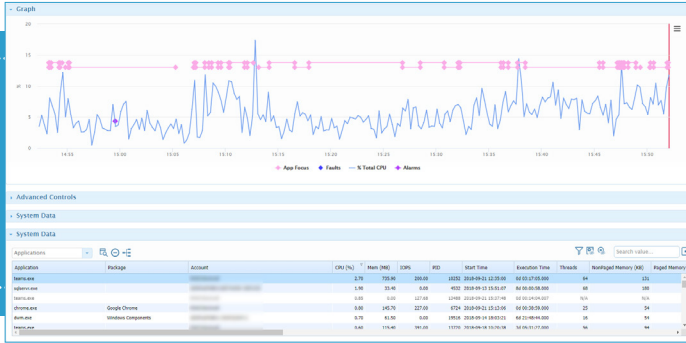
Ways to Accelerate IT Support with SysTrack

Proactive Support – By continuously monitoring users' digital experience, IT can remediate issues before end users notice them. Specifically, SysTrack monitors the environment using AI-driven sensors, provides information on system changes/events (such as a Windows patch), triggers alarms, and displays historical system data for easy event correlation.
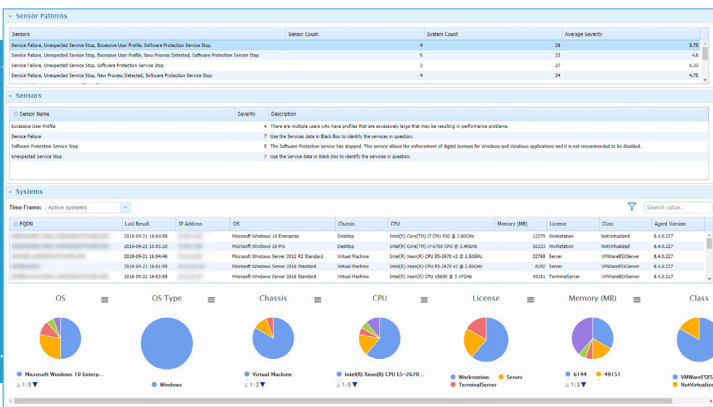
ITSM Optimization – SysTrack integrates with popular ITSM tools, such as ServiceNow, and enables further ITSM improvements, including faster triaging of incidents and click-to-ticket functionality.

Root Cause Analysis – Root cause analysis boosts IT efficiency and improves the performance of business-critical technologies by treating the root cause of issues rather than symptoms. SysTrack's continuous data record and analysis tools provide the necessary visibility to perform full root cause analysis.

Level 0 – Level 0 is a new level of support that uses self-healing and self-service to deflect issues away from (primarily Level 1) support, and closer to automation and the end user. SysTrack's Level 0 features include predictive analytics and automation with AIOps, experience feedback surveys, a self-service app, and more. These features help reduce costs incurred by the service desk and reduce the number of incidents, all while improving overall quality of service.

"For us, the most critical component when [support] issues arise is determining the root cause as fast as possible, avoiding any proliferation. Why? Because with every passing second an IT problem is not fixed, it impacts workforce efficiency. This impact is a significant concern for us, especially when the problem is of an unknown source and could be affecting more than one user or system. SysTrack helps us prevent endpoint issues and decrease time to resolution."

Gülsen Bayramusta
CIO
Turkish Aerospace Industries

Tackle the Most Critical Issues First