

## PRODUCT BRIEF

# SysTrack Platform



In a world where end users expect their devices to run flawlessly, IT organizations like yours are under constant pressure to deliver seamless experiences to employees. It's up to you to ensure IT issues are addressed proactively – before end users (or the helpdesk) feel the effects.

SysTrack is an endpoint performance monitoring platform that uses machine learning, an embedded AI engine and rich dataset to enable IT teams to proactively resolve complex issues. The SysTrack platform collects 10,000 data points every 15 seconds from every endpoint. We have put all that collected data to use in to deliver smart, predictive analytics – all powered by machine learning and our embedded AI engine. This data gives IT the power to predict problems, know the right answers, and fix issues fast so people can focus on their work and not their technology troubles. SysTrack deploys 1,200+ automated investigations to deliver real-time answers for:

- **Proactive IT:** Evolve from reactive to proactive by solving IT problems before they impact users.
- **Digital Employee Experience:** Understand the health of your IT estate by monitoring and analyzing end users' interactions with technologies and processes.
- **Digital Transformation:** Drive successful, cost-efficient projects and fit technology needs to end users.

## IT is often faced with questions such as...

- Why is ticket volume increasing?
- How much can we save on hardware, software, power, and resources?
- How can we reduce MTTR?
- What issues do we not know about?

Lakeside SysTrack  
has the answers.



# Proactive IT

Refocus resources from reducing MTTR to preventing tickets in the first place. SysTrack's intelligent analysis and detection engine cuts through the noise of massive data sets and pinpoints the problems that should be addressed. SysTrack leverages ML-driven anomaly detection, predictive analytics and automation with AIOps, experience feedback surveys, a self-service app, and more to deflect issues away from support and serve silent sufferers. These features help reduce costs incurred by the service desk and reduce the number of incidents, all while improving overall quality of service.

## How to improve proactive IT with SysTrack

### Proactive IT Ops Resolution

Proactively address issues with continuous monitoring of users' digital experience. SysTrack monitors the environment using AI-driven sensors, provides information on system changes/events (such as a Windows patch), triggers alerts, and displays historical system data for easy event correlation.

### Anomaly Detection

Reduce costs and increase productivity using AI/ML-based predictive analytics to detect problems so IT can fix them before they become widespread.

### Helpdesk Ticket Avoidance

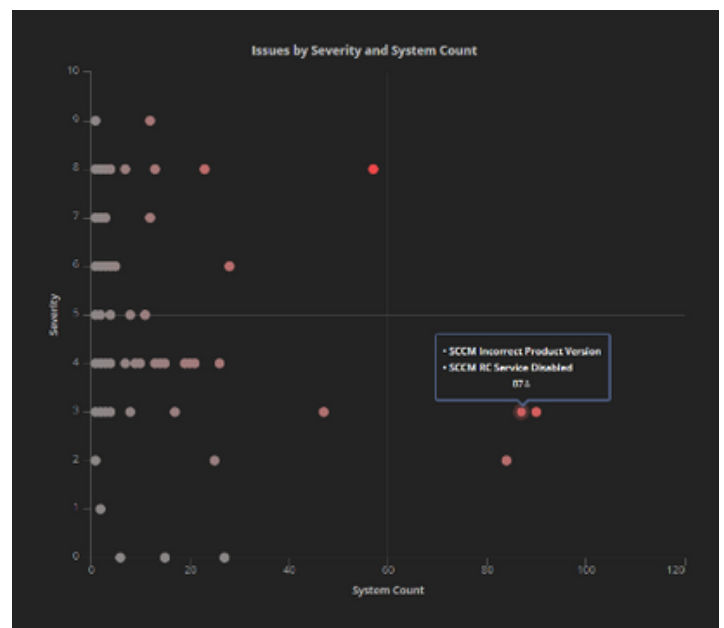
Automate issue resolution at scale. Unlike event-based tools, SysTrack's comprehensive visibility helps IT triangulate the root cause and deploy actions to treat the root cause (not symptoms).

### Self Help

Empower users to help themselves. SysTrack's approved automations and real-time device insights remove the burden of mundane, recurring issues from the service desk and enables IT to communicate announcements directly to users.

### IT Service Delivery

Limit the impact of reported issues by reducing the time it takes to discover issues. SysTrack's prescriptive L1/L2 and L3 workflows surface underlying device issues and go beyond vital signs with device visibility down to 15-second intervals.



*Tackle the most critical issues first*

## Key Features

- Self-help portal
- Sensor engine
- Alerts
- Automations
- Data drilldowns
- Compliance checklist
- Mass-heal automations
- IT announcements & surveys
- ServiceNow integrations

# Digital Employee Experience

SysTrack's digital employee experience 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 health score and productivity calculation gives IT visibility into real-time and historical performance impacts and overall environmental wellness.

## How to improve DEX with SysTrack

### DEX Visibility

Leverage SysTrack's core scoring mechanism for digital employee experience (DEX) that monitors the overall health of the estate and the related end-user productivity impacts. SysTrack surfaces the greatest impacts within the environment for simple prioritization and remediation.

### Executive Insights

Drive informed business strategies and decisions with digital workplace data. SysTrack aggregates and visualizes an organization's tech stack in human-ready reports.

### Endpoint Compliance and Governance

Ensure the estate meets compliance standards and reduce risk. Maximize device health and security by identifying patching issues, poorly performing applications, give visibility into shadow IT and ensure that endpoints are fully compliant with organizational policies.

## Key Features

- Health score
- Productivity impact (hours)
- Productivity cost (avg. per employee)
- Benchmarking & community data
- Personas
- Charts and dashboards
- Engagements and surveys
- Data export and integrations



### Intelligent Support

Fix IT fast without leaving the SysTrack platform. Access step-by-step instructions on resolving issues using the data from Lakeside's Intelligent Edge to overcome the root cause of challenges with advice specific to your environment. Intelligent Support produces answers from best-in-class LLMs and Lakeside's sensor engine.

### Boot and Login Analysis

Improve boot times and user sentiment by identifying and correcting the top contributors for increasing boot length.

*Put the health of your IT estate into a business operations and financial context.*

# Digital Transformation

Conquer change to the digital workplace with clarity from SysTrack. Aggregating the most meaningful data and analytics into a single pane of glass, SysTrack offers an alternative to traditional project due diligence, execution, and reporting. Whether upgrading an OS, right-sizing desktops, or managing licensing, SysTrack helps organizations consider performance, compliance, security, user needs, and more in the process.

## How to improve Digital Transformation with SysTrack

### Hardware Optimization

Improve end user experience and cost savings for the enterprise with a data driven approach to device lifecycle processes and other strategic hardware activities leveraging SysTrack data.

### Software License Optimization

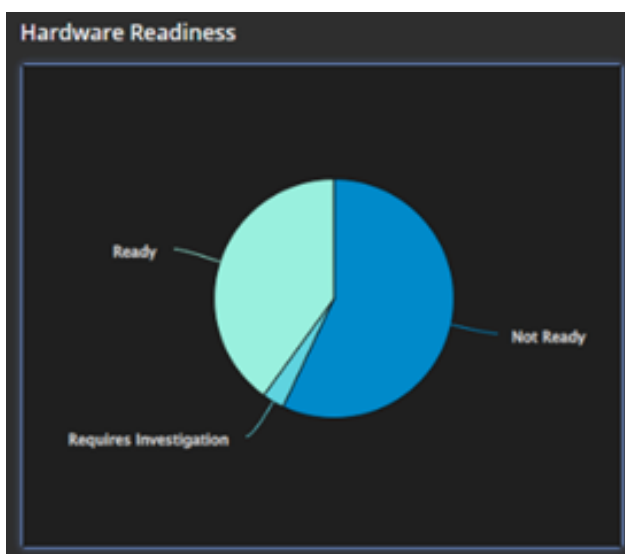
Understand which software packages and web-based applications are actively being used across the enterprise. By rationalizing subscriptions based on need, enterprises can quickly recognize savings by reclaiming or reducing licenses.

### Mergers & Acquisitions

Accelerate integrating new employees and devices into the estate. SysTrack's comprehensive device support and visibility helps IT quickly assess new environments, begin managing new hardware and applications, and push integration projects forward to meet timeline goals.

## Key Features

- Sensor engine
- Charts and dashboards
- Personas
- DEX packs
- Health score
- Integrations



Visualize key hardware/software assets, their requirements, and their readiness for upgrades.

### War Room Scenarios

Decrease MTTR in IT "war rooms" by troubleshooting using Natural Language Queries to interrogate your IT estate using plain English to get answers instead of arcane query structures. This reduces the number of people needed to respond to critical situations and allows them to find answers in real-time to fix problems quickly.

### Desktop Transformation

Whether it is a migration to the latest OS version, the adoption of 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 11 updates.

## 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 the data that comes from the endpoint. From there, performance and resource usage can be monitored in terms of how they are supporting or hindering user experience.

## AI that speaks IT

Business runs smoothly when devices run flawlessly. Lakeside Software is how organizations with large, complex IT environments can finally get the visibility they need to turn IT into a business accelerator instead of an old-school cost center. Because when you give AI better data that comes directly from devices in real-time, you have the power to stop being reactive and start seeing and fixing IT problems before they happen. Learn more at <https://aithatspeaksit.com/>.

## Benefits

- Know the root cause of IT issues
- Identify inventory redundancies
- Identify under and over provisioning
- Lower IT incident volume
- Reduce MTTR
- Make IT investments based on real need
- Improve user experience and productivity



## About Lakeside

Lakeside Software is a leader in cloud-based digital experience management. Lakeside's Digital Experience Cloud, powered by SysTrack, gathers and analyzes data on everything that may impact end-user experience and business productivity and provides the unmatched visibility IT teams need to design and support rapidly changing digital workplaces. Customers use Lakeside's technology to perform end-user experience management, digital workplace planning, IT asset optimization, remote work management, and proactive service desk operations. For more information, visit [www.lakesidesoftware.com](http://www.lakesidesoftware.com).

If you have any further questions, please contact your sales representative.

