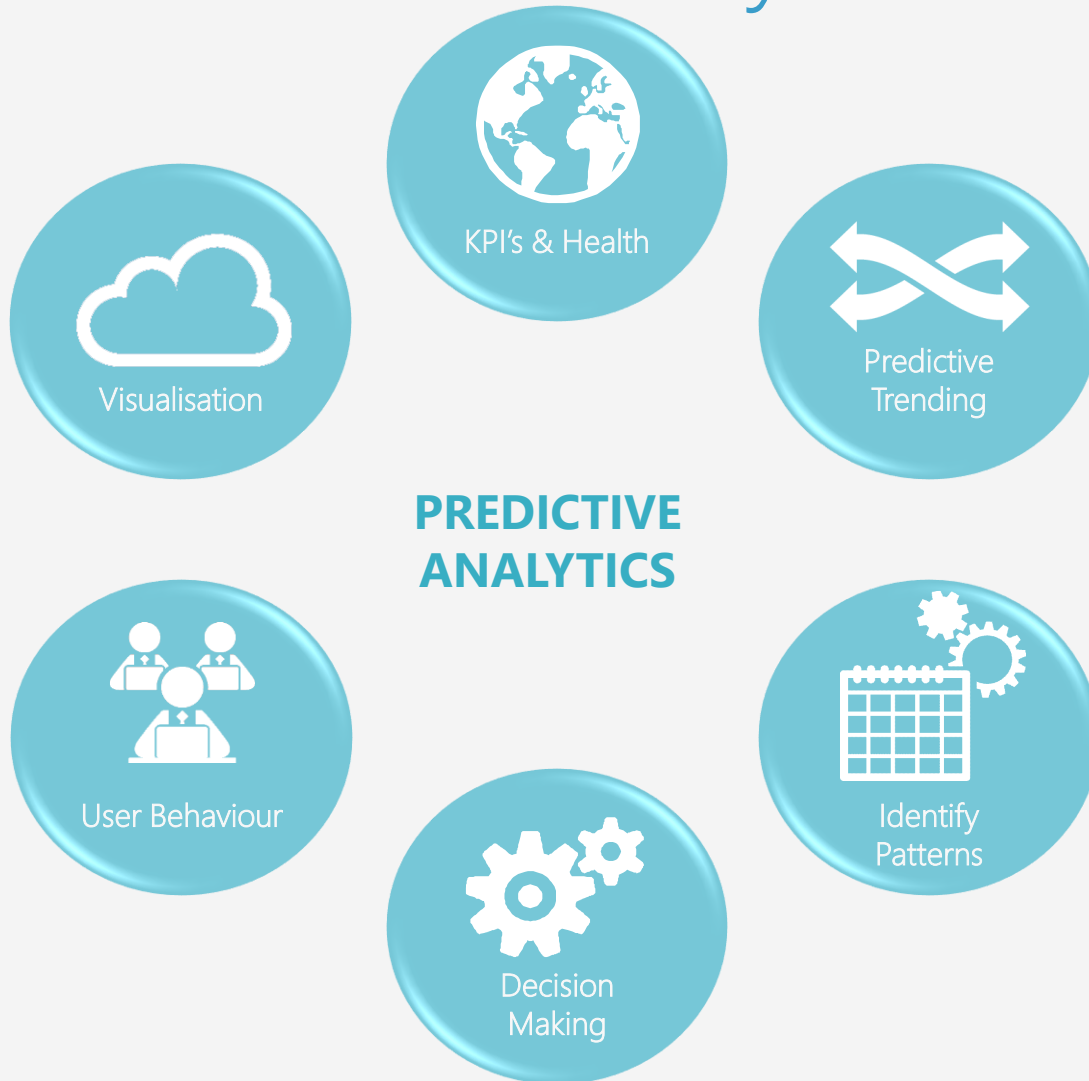




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# SysTrack Overview



- Data Driven Predictive Analytics
  - Drive End User related service quality KPI's
  - Improve measurable End User services across core business functions
  - Reduce End User Productivity Loss
  - Improve Digital Experience Management – Measured and Quantified
  - Evidence Based Decision Making – Risk Mitigation and Assurance
  - Persona's - Identify End User Work Styles and patterns delivering the right platform, to the right users at the right time
  - Unparalleled granularity & scale
- Reduce Costs, Empower People and 3<sup>rd</sup> Parties

# Workplace computing is complex to design

SysTrack helps IT focus - design on the person



Core applications and data



Prioritize important features



Technology and business alignment



## Continuous Assessment



Groups of Users



Common  
Characteristics



Requirements &  
Needs



Devices



Work Style

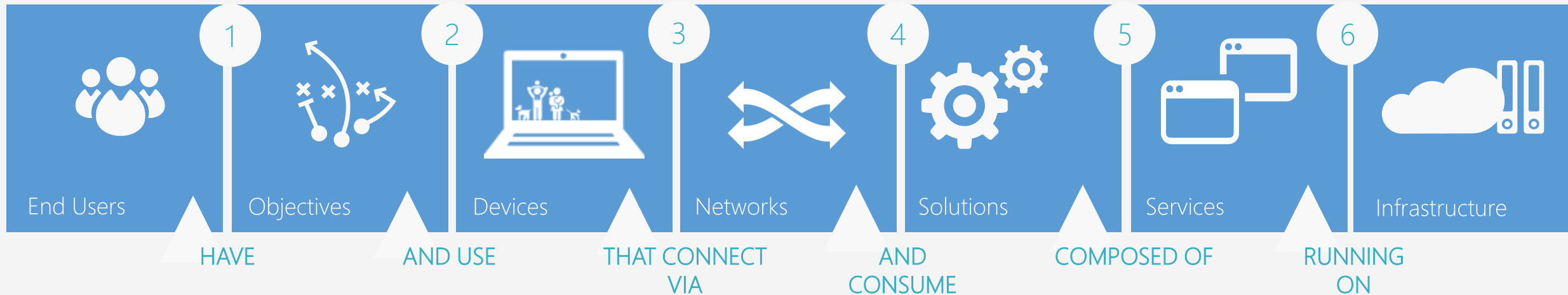


Comparative  
Analytics



# Workplace computing is complex to manage

SysTrack helps IT manage the user experience



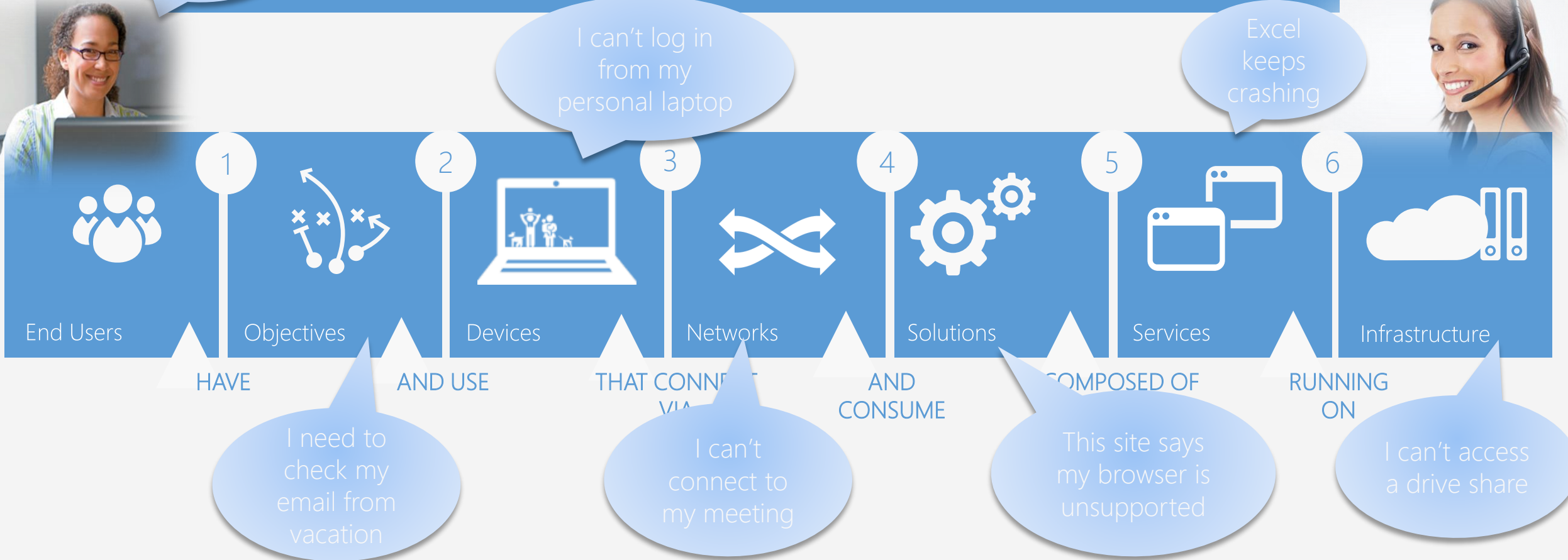
# Workplace computing is complex to support

My computer is slow

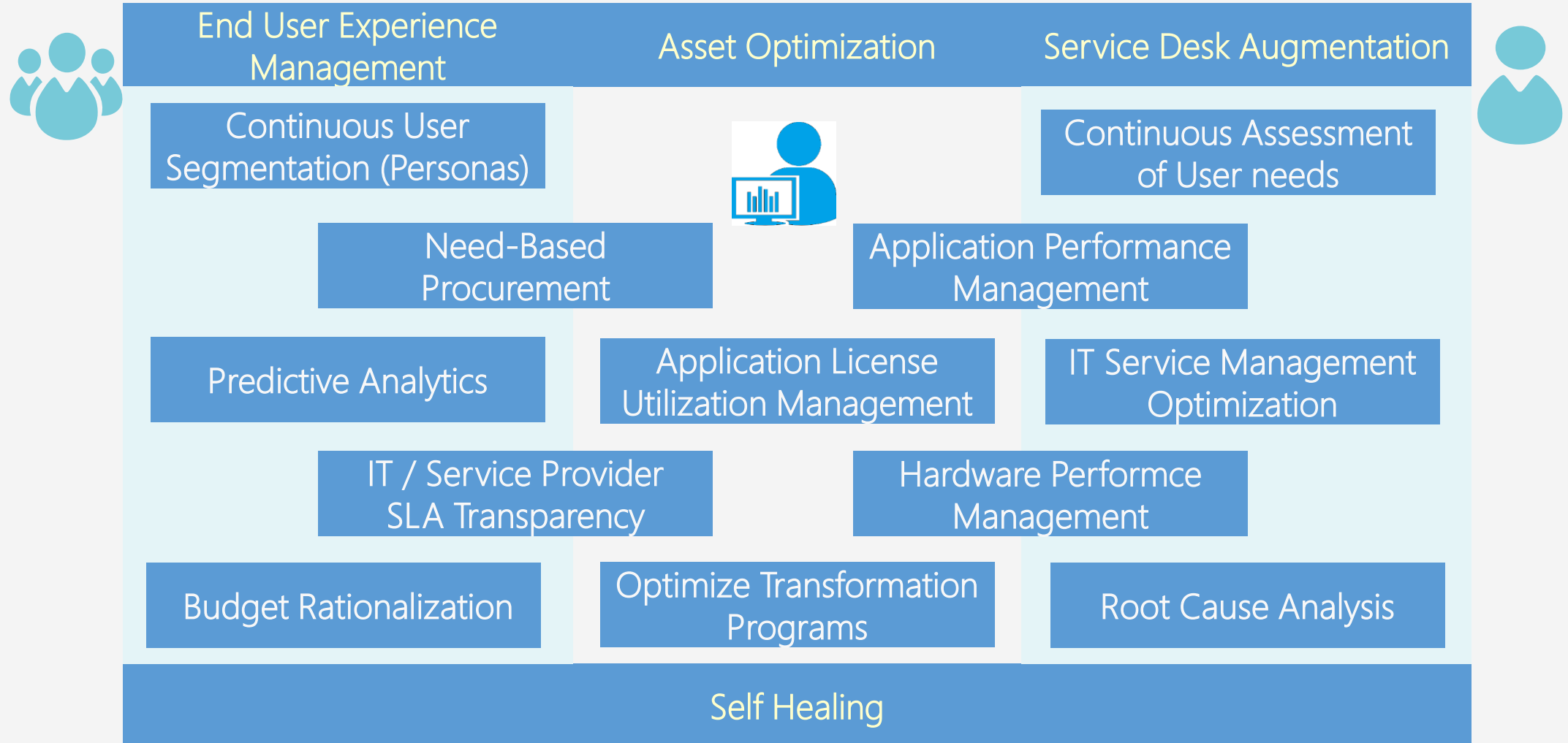
SysTrack helps IT provide people-centric support

I can't log in from my personal laptop

Excel keeps crashing



# SysTrack Typical Use Cases



# SysTrack Marketplace



Provides a single source for infrastructure performance reporting

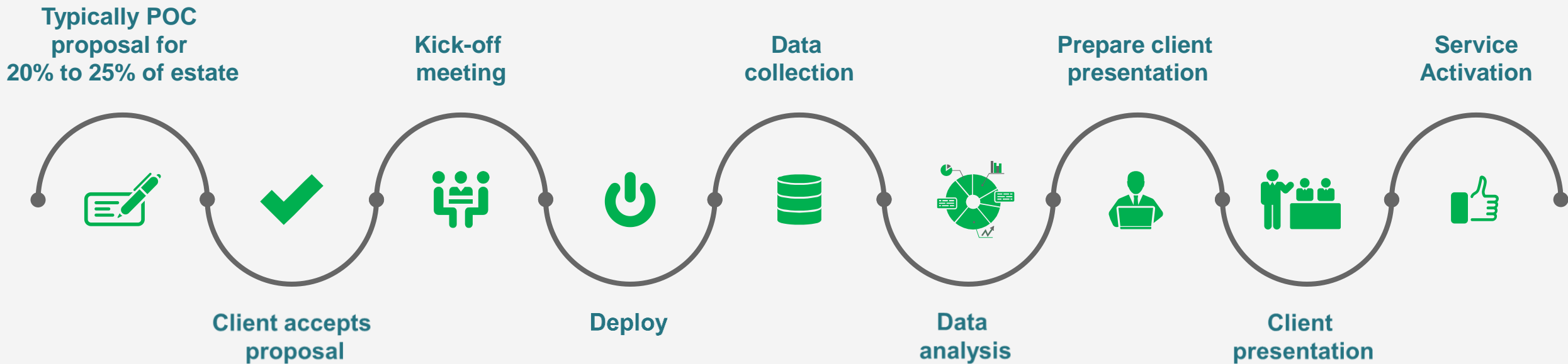
Customized vendor-specific reports developed in conjunction with major infrastructure vendors

Broad infrastructure vendor participation

Reports present detailed user experience data quantifying solution performance

Data quantifies benefit and value of infrastructure and helps customers optimize implementation

# Lakeside PoC Approach With Partners





# Use Case: Spectre & Meltdown



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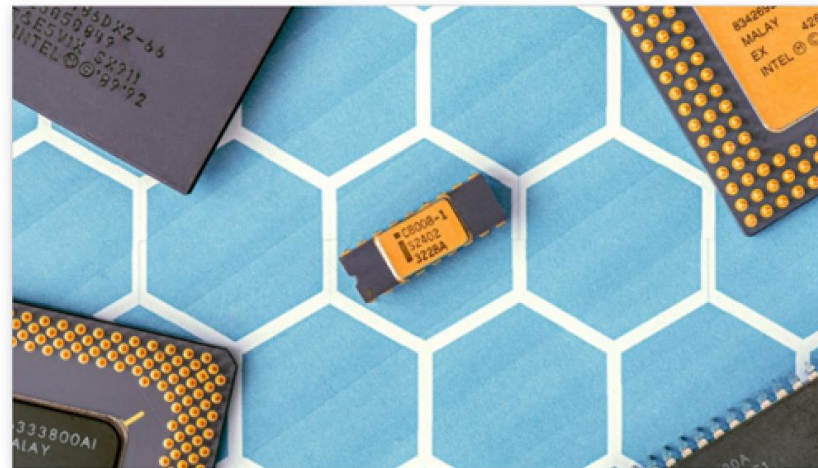
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SECURITY



## Meltdown and Spectre Patches May Increase CPU Load [Initial Findings]

January 10, 2018 by Ben Murphy



With the OS and hypervisor patches for Meltdown (CVE-2017-5754) having been released and the OS, hypervisor, and firmware patches for Spectre (CVE-2017-5715 and CVE-2017-5753) in some partial state of release depending on vendor, there have been many questions about

# Use Case: User Survey Interaction



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## Qualitative Feedback

Measuring end-user satisfaction continues to be top of mind for our customers as a means of assessing the "business fitness" technology services. As we continue to invest in quantifying user experience through our industry leading user experience scoring, we've also added new qualitative features to complement the quantitative view of digital experience. Now our customers can measure end-user satisfaction by autonomically asking them about their perception of issues as they arise. Administrators can tether surveys to drops in user experience score, identified hardware issues, reduced SLA targets, or ask broad questions of the user-base, like, "How do you like Windows 10?"

### User Experience Survey

Tell us about your IT experience

1. How would you rate your user experience? \*



2. What service could use the most improvement?

My Workstation \*

3. Please provide some details on your thoughts on your improvement target


Submit



## Synthetic Transactions

We now offer a mechanism to run user-written scripts against application interfaces at timed intervals and record the results. This functionality can provide IT teams with an additional perspective into end-user experience for applications that are delivered as a service. This can be useful for SLA monitoring of cloud-based services like Skype, DaaS, and so on.

# Use Case: Leverage Synthetic Transactions





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Q


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SYSTRACK


  
  
  


Using Synthetic Transaction Monitoring to Track SaaS SLAs

December 22, 2017 by Heather Bicknell



# Use Case: ITSM Integration



The screenshot shows the top section of the Lakeside Software website. The navigation bar includes links for Why, Solutions, Product, Partners, Company, Resources, and Blog, along with a search icon and a 'Get Started' button. The main content area features the Microsoft logo and a testimonial from Margaret Arakawa, General Manager of Windows 10 & Devices at Microsoft. The testimonial text states: "Lakeside Software provides essential IT telemetry for Windows 10 with their SysTrack end-user analytics platform. SysTrack helps customers reduce helpdesk costs and improve risk management by providing an 'inside out' view of desktop performance and user interactions."

Lakeside

Why Solutions Product Partners Company Resources Blog

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**Microsoft**

Margaret Arakawa  
General Manager  
Windows 10 & Devices, Microsoft

"Lakeside Software provides essential IT telemetry for Windows 10 with their SysTrack end-user analytics platform. SysTrack helps customers reduce helpdesk costs and improve risk management by providing an 'inside out' view of desktop performance and user interactions."

## ServiceNow® use cases

End-user analytics for service management

ServiceNow Configuration Management Database

Automatic Alarm and Ticket Integration

### End-user Analytics for Service Management

From an end-user's perspective, whenever performance degradation ("My laptop is slow") occurs or access to an IT service is denied ("I cannot access my email"), they expect the IT service desk to assist them. However, today IT no longer manages every aspect of IT – many applications and other business-critical IT resources are managed by third parties. SysTrack for ServiceNow augments IT's visibility into the endpoint by providing relevant endpoint data to improve productivity and the end-user experience.

Whenever an IT support ticket is opened, SysTrack inserts a snapshot of the end-user's endpoint at the time the issue was identified, including detailed system resource, application state and user activity data. This enables support teams to accelerate resolution and root cause analysis. Customers using SysTrack for ServiceNow® augmentation have benefited from 40% reduction in time to resolve open



Lakeside<sup>®</sup>

Thank you!