



Lakeside

Quick Start Guide

Digital Experience Monitoring

Restore IT Visibility and Support Employee Productivity by Monitoring Digital Experience Across the Environment

End-user computing is at an inflection point. Visibility into the performance of devices and applications is shrinking while employees' digital experience expectations continue to climb. Traditional infrastructure and application monitoring tools alone no longer provide sufficient insight as organizations increasingly rely on SaaS, cloud computing, remote working, and different device types. To regain visibility and understand holistic end-user experience, organizations are turning to digital experience monitoring platforms, which track the performance, usage, and end-user impact of technology from endpoint to infrastructure.

Modern Digital Workspace Complexity



Device choice/
BYOD



PCs and mobile
devices



Physical and
virtual desktops



Evergreen OS



SaaS and legacy
apps



Remote/flex
work

What is digital experience monitoring?

According to Gartner, "Digital experience monitoring (DEM) is a performance analysis discipline that supports the optimization of the operational experience and behavior of a digital agent, human or machine, with the application and service portfolio of enterprises. These users, human or digital, can be a mix of external users outside the firewall and inside it. This discipline also seeks to observe and model the behavior of users as a flow of interactions in the form of a customer journey."¹

¹ Gartner, Market Guide for Digital Experience Monitoring, Federico De Silva, Sanjit Ganguli, Charley Rich, 5 September 2019

Benefits of DEM for Internal Users



Expanded Visibility

Understand the usage and performance of IT resources in real-time and track historical trends



Business Value Alignment

Quantify and measure end-user experience to optimize productivity and evaluate the business impact of IT actions



Lower IT Costs

Address issues proactively at lower support levels and reduce MTTR through early detection

What Is the ROI of DEM? Calculate Yours: lakesidesoftware.com/ROI

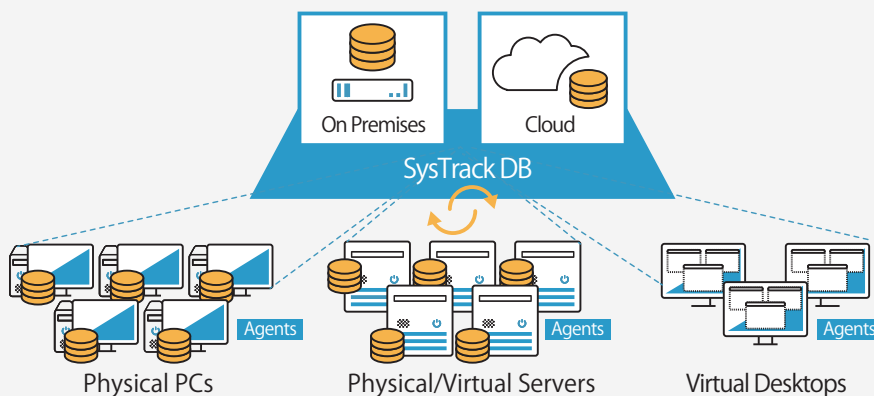
Lakeside Software was acknowledged as a Representative Vendor in the September 2019 Gartner Market Guide for Digital Experience Monitoring.

The Endpoint Monitoring Approach

Organizations wanting to perform digital experience monitoring for their end-user computing environment are ideal candidates for endpoint instrumentation. This approach works by installing a lightweight agent on each endpoint device that collects, analyzes, and reports data for IT analysis.

With SysTrack, Lakeside Software's digital experience monitoring platform, agents can be installed on physical or virtual systems running Windows, macOS, Linux, or Android OS. The SysTrack agent collects over 10,000 metrics on each device every 15 seconds. IT can access the data in real-time as well as look back on historical data to identify trends and perform root cause analysis.

Along with detailed usage and performance information, SysTrack calculates an end-user experience score. This score serves as a high-level KPI that quantifies the amount of time an end user is able to work without being negatively impacted by technology.



"SysTrack completely serves our support needs—monitoring, troubleshooting, and resolution, all from a single platform."

Biröl Celik
IT Director
Istanbul Aydin University

How Can Organizations Use SysTrack?



Plan

- Assess readiness and plan migrations for VDI, Windows 10, Windows Virtual Desktop, and more
- Benchmark KPIs before and after roll-out to measure project success
- Forecast spend on cloud and other consumption-based costs



Optimize

- Procure resources to fit end-user need and work style
- Rationalize poorly performing and underused applications
- Right-size spending on licenses for key apps like Office 365
- Refresh hardware based on performance, not age



Improve

- Provide faster and higher quality IT support
- Diagnose and resolve the biggest productivity impacts
- Measure end-user experience and create experience level agreements (XLAs) to track the impact of IT resources and services on the business