Lakeside®

Introducing SysTrack 9.0
Unified Workspace Monitoring and Automation for Proactive IT

Challenge

Providing and manage everything that constitutes the desktop has been a critical role of enterprise IT. Today, that role is complicated by cloud computing, BYOD, and evergreen IT, which have narrowed IT's field of vision into the performance and usage of IT resources. This limited visibility makes it hard to predict and proactively resolve end users' issues, forcing teams to spend time and resources reacting to problems instead of innovating.

Benefits

- Greater visibility into assets not directly managed by IT
- Faster problem detection and root cause determination
- Lower time to resolution, incident volume, and downtime
- More proactive and predictive IT
- Decreased costs associated with productivity loss and problem escalation
- Increased resources for innovation through more efficient IT operations

Features

- Expanded sensor collection details with data payloads
- Advanced analytics including trend analysis, root cause determination, and change impact analysis
- New automation and remote resolution capabilities with sensor actions
- Windows 10 evergreen monitoring
- Mobile device support with the SysTrack Android agent
- New and expanded integrations with Windows Virtual Desktop, Office 365, Intune, and FSLogix

SysTrack 9.0 provides powerful advanced analytics and automation capabilities that enable IT teams to optimize workflows and free up resources for innovation

The quality of work performed by IT, including desktop administrators and help desk agents, depends on their ability to monitor, support, and improve end-user experience. Due to limited visibility and lack of meaningful insights, many teams manage their environments reactively after problems have already started to affect end-user productivity.

By combining digital experience monitoring with AIOps, SysTrack 9.0 provides deep visibility into the end-user computing environment as well as the ability to automate resolutions for large groups of users with minimal human intervention. This strategy will enable IT to become more proactive and even predict problems before they occur.

The ability to prevent the occurrence and growth of IT problems as well as automate their resolution saves time and resources that can be re-allocated to support digital transformation initiatives.
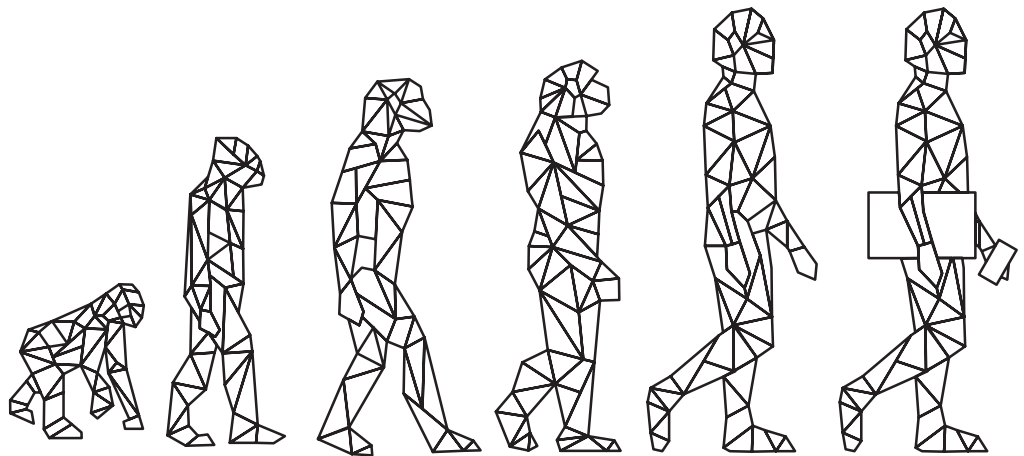
Dawn of the Workspace Engineer

SysTrack 9.0's extensive monitoring and problem-solving capabilities support the evolution of the desktop administrator role into the workspace engineer, a transition necessitated by increased use of third-party services, cloud computing, and the overall consumerization of IT. As end users embrace technologies that enable more flexible work styles, IT will require new capabilities and tools that go beyond traditional desktop management.

With SysTrack 9.0, workspace engineers have the power to predict and proactively resolve problems that affect large groups of users, identify changes and growing trends in the environment, monitor desktops and mobile devices within one tool, and restore visibility and control over the Windows update process.

New and Expanded Features

Advanced Analytics for AIOps

SysTrack 9.0 uses AI-powered analytics to augment monitoring, assist in the identification of new and growing problems, and enable proactive resolution.

Sensor Trends

The sensor trends dashboard surfaces a count of systems with newly activated sensors. These trends allow IT to identify growing areas of concern within the environment to spark proactive investigation before issues become widespread. Once the sensor is no longer active, the sensor trend will reverse, indicating successful resolution.

Root Cause Analysis

The root cause analysis dashboard assists in linking active sensors to their potential causes by correlating sensors with changes in the environment. High correlations indicate that a change could be the root cause. For example, a high CPU use sensor could be correlated with the addition of a browser extension.

Adverse Impact of Changes

The adverse impact of changes dashboard helps IT understand whether a recent action has potentially caused problems for end users. It works by calculating the correlation between changes and sensors and indicating whether a sensor is newly activated. This is useful for monitoring the success of changes like software patches as well as hardware and software upgrades.
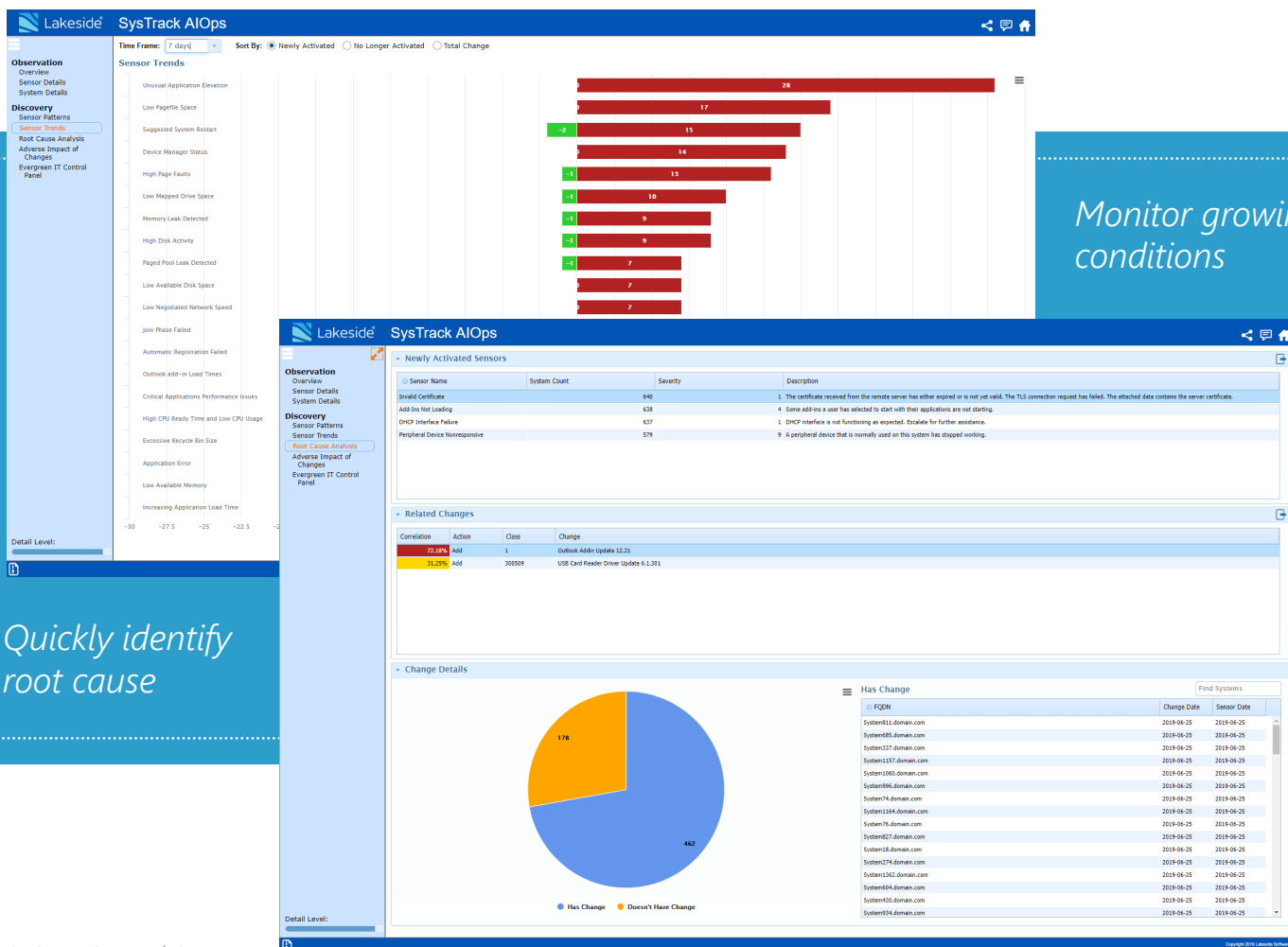
Monitor growing conditions

Quickly identify root cause

Automated and Assisted Healing

With SysTrack 9.0, IT teams have access to automation features that accelerate and simplify the resolution of common problems. Sensor payloads also provide greater context to help facilitate appropriate action.

Sensor Payloads

Sensors are a key component of SysTrack's architecture that monitor for unique conditions in the environment in real-time. In 9.0, sensors now report relevant information indicating why a given sensor was activated. Here are some examples of sensors and their associated payloads:

- A low disk space sensor reports how much space is left on a system
- A Windows update sensor reports which updates are available and when they were released
- A system restart sensor reports how many days have passed since the last restart as well as current end-user experience

Sensor Actions

New in 9.0, sensor actions enable IT teams to remotely execute programs and scripts to solve problems, greatly reducing time spent on resolving repetitive issues. A thorough governance model is in place to ensure only trusted actions can be imported and run and that only individuals with assigned permissions are able to approve and execute actions.

Three ways to use sensor actions include: 1) **assisted healing** within SysTrack Resolve where a service desk agent runs an action on an end user's system to address a reported problem, 2) **mass healing** within SysTrack AIOps where an IT administrator executes an action on a group of systems experiencing the same problem, and 3) **auto healing**, which can be configured to tie sensors with known resolutions that will run automatically when the sensor is activated.

Automate problem resolution

Windows 10 Evergreen Monitoring

Microsoft's Windows-as-a-service model provides more frequent updates to gradually improve features and patch security vulnerabilities. The evolving nature of this software is known as "evergreen IT." With the evergreen IT control panel in SysTrack AIOps, IT teams can monitor the impact of Windows updates as they are rolled out to different rings. The control panel identifies whether the addition of an update is correlated with newly activated sensors, which could indicate a problem associated with the update. Any problems caused by a Windows update can then be addressed before upgrading the next ring.

Mobile Support

SysTrack 9.0 adds Android OS to the growing list of operating systems supported by the SysTrack agent. Retail, healthcare, and other organizations with front-line workers using devices running Android 8 and above are ideal candidates for the SysTrack Android agent. The agent gives IT the ability to monitor mobile device performance and usage details.

The SysTrack Android agent collects the following:

- Hardware and software details
- Internal and external free space
- Network packet and byte rates
- Application package details
- Application usage
- CPU usage
- Memory usage
- WiFi connectivity

Integrations

Windows Virtual Desktop

Coming later this year, Windows Virtual Desktop is changing the way virtual desktops are provided by delivering multi-session Windows 10 directly from Azure. With SysTrack 9.0, customers will be able to access Windows Virtual Desktop diagnostic data within SysTrack to understand the performance of these endpoints.

Office 365

SysTrack 9.0 expands native Office 365 collection with details about licensing as well as application usage and performance.

Intune

SysTrack now collects unique device IDs from Intune to help customers link devices between SysTrack and Intune.

FSLogix

Now part of Microsoft, FSLogix provides solutions that help support virtualization, including user profile and Office containers. These solutions improve the experience of Office 365 in non-persistent environments. SysTrack now collects information about VDH/VHDX files to help IT understand the status of FSLogix containers and associated details. With this data, IT can better understand whether a container is working and, if it isn't, what the problem might be.

> "Lakeside Software provides a great solution for customers taking advantage of desktop virtualization. With SysTrack, customers have the tools they need to assess and optimize their environment to run Windows Virtual Desktop in Azure."
>
> Scott Manchester
> Group Program Manager,
> Windows Virtual Desktop
> Microsoft

About Lakeside Software

Lakeside Software is a leader in digital experience monitoring. We develop software that helps IT teams have clear visibility into their environments in order to design and support productive digital workplaces. Our customers use Lakeside Software technology to perform workplace analytics, IT asset optimization, and AIOps.

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