



# SysTrack AIOps for End-User Computing

Introducing a Whole New Level of Diagnostics

## Challenge

IT executives face the difficult task of delivering excellent user experience while controlling costs. Users' desktop problems are typically resolved inefficiently, hurting organizational productivity and taxing technical resources.

Additionally, despite significant investments in data collection tools, IT is often unable to separate actionable insights from environmental noise.

## Benefits

- Improve IT efficiency and cost savings through reduced incident time-to-resolution
- Improve quality of service delivery through enhanced user productivity and satisfaction
- Prevent or deflect incidents and requests from reaching the service desk
- Free IT specialists to focus on higher-value tasks

## Features

- Deep visibility and insight into physical and virtual desktops from a single console
- Predictive analytics
- Proactive identification of nascent problems through continuous real-time monitoring

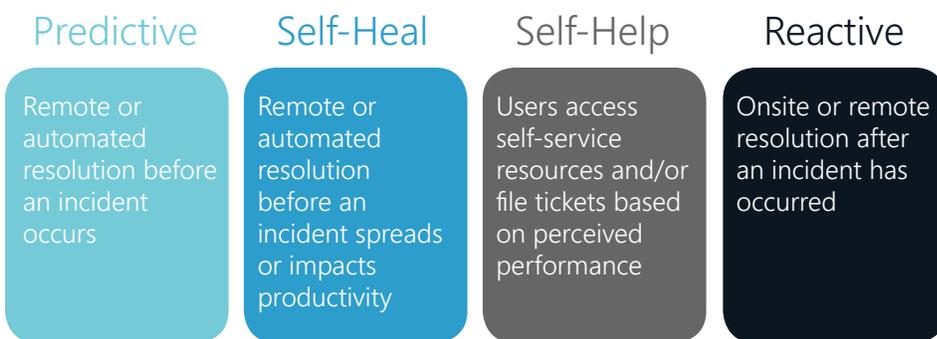
*"SysTrack helps us be successful at our jobs and it is quite versatile. Whether it's recording events, triggering an alert, or discovering assets, SysTrack has become more of a platform than a product—there's much more behind what's in the technology that we haven't even begun to use."*

Martin Littmann, CTO/CISO  
Kelsey-Seybold Clinic

For years, IT support strategies have been tiered: Level 1 handles lower-value interactions using less experienced resources, and Level 4 handles complex issues that might be passed on to application specialists and development teams. Given this progressive structure, the "shift left" strategy has been popular where the resolution of incidents is moved away from expensive support closer to end users.

Now, organizations are looking to shift even further left to automation. Although many have recognized the value of continuous, detailed endpoint data collection and analysis, the reality is that few IT teams can apply autonomous frameworks that identify and solve problems using software rather than people. Lakeside has observed and discussed this need with customers, leading us to develop the next generation of tools that increase the agility of the IT support cycle with the aid of SysTrack's already broad end-user computing data set and artificial intelligence functionality.

These capabilities, widely known as AIOps, are the key to achieving the vision of a self-healing environment and expanding the value of big data. AIOps represents a new opportunity to grow what IT operations and service desk personnel can achieve without increasing staffing costs or time investment.



*"Shift left" aims to reduce, not eliminate, resource-intensive incident handling*

## What Is AIOps?

AIOps stands for artificial intelligence for IT operations. By applying AI processing to data collected from monitoring tools, AIOps platforms can function as intelligent data filters, even going so far as to offer predictive insights or automated remediation capabilities.

AIOps extends the functionality of event correlation and analysis (ECA) and IT operations analytics (ITOA) tools.

*"AIOps platform technologies comprise of multiple layers that address data collection, storage, analytical engines and visualization. They enable integration with other applications via application programming interfaces (APIs) allowing for a vendor-agnostic data ingestion capability. AIOps platforms can thus seamlessly interact with IT operations management (ITOM) toolsets because of the ability to deal with data from any tool irrespective of the data type."*

– Gartner

According to Gartner predictions, 25% of global enterprises will implement an AIOps platform by 2019.<sup>1</sup>

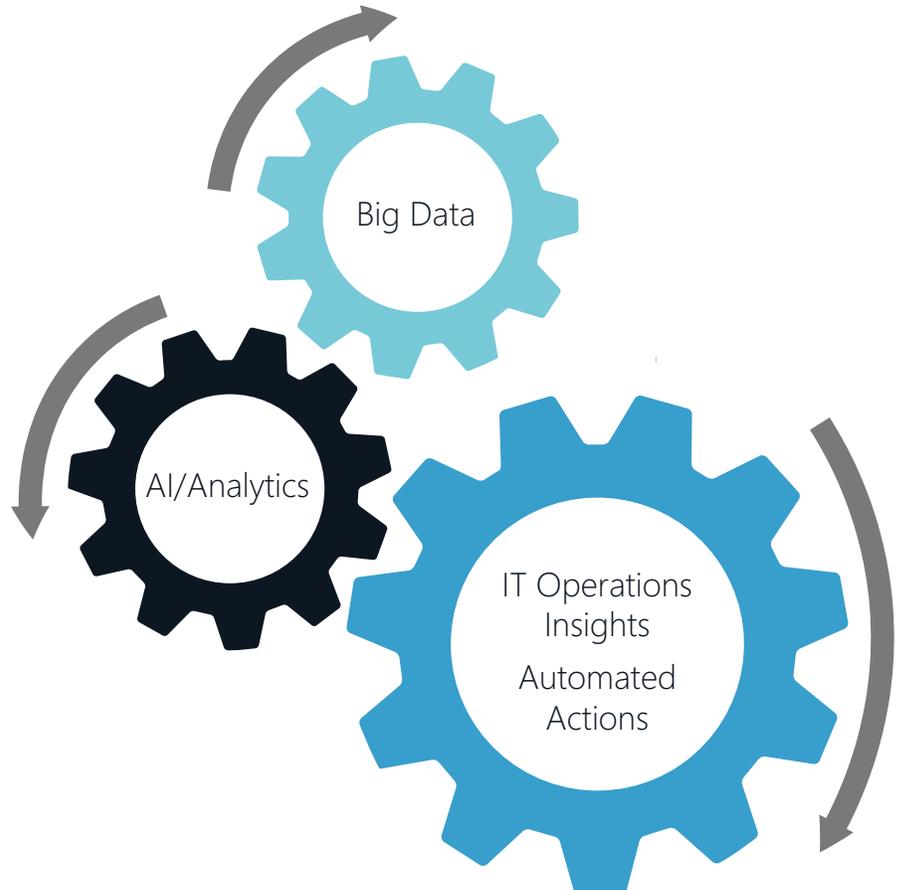
### Key Components of an AIOps Platform:

1. Ingest and store multiple data sources, such as log data, wire data, metrics, and APIs.
2. Apply AI to discover patterns and anomalies and make actionable predictions.
3. Provide visualizations of discoveries to aid IT decision making.

### AIOps Benefits

Automation is transforming many sectors, and IT is no exception. Here are just some of the ways AIOps can enhance IT efforts and support business goals:

- Improve speed of support and lower incident volumes through earlier remediation
- Optimize IT personnel and free up time for higher value work
- Lower end-to-end costs by eliminating problems at the source
- Detect and predict issues that humans have a hard time finding (anomalies)
- Make better use of your data and get more value from existing toolsets
- Increase end-user experience and productivity



1 <https://www.gartner.com/newsroom/id/3674017>

## SysTrack's Architecture

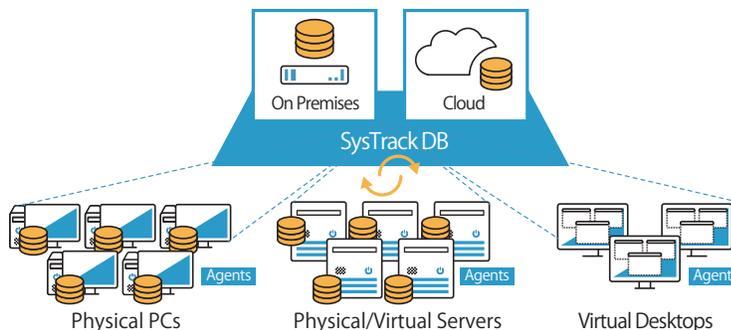
### Why Endpoint Data?

SysTrack's patented distributed database architecture works by placing a lightweight agent on all physical and virtual desktops, laptops, and servers in an environment. The agent is invisible to the end user and consumes less than 1% CPU. Customers have the option to deploy on-premises or cloud, with support for Windows, Linux, Mac OS, and Android OS.

The architecture means that SysTrack is capturing data at the source where incidents occur, providing IT with the best point of view for a complete picture of the environment and the necessary context for root cause analysis.

Endpoint data is also **highly actionable**, enabling diagnoses of a wide range of business-critical issues and opportunities for improvement.

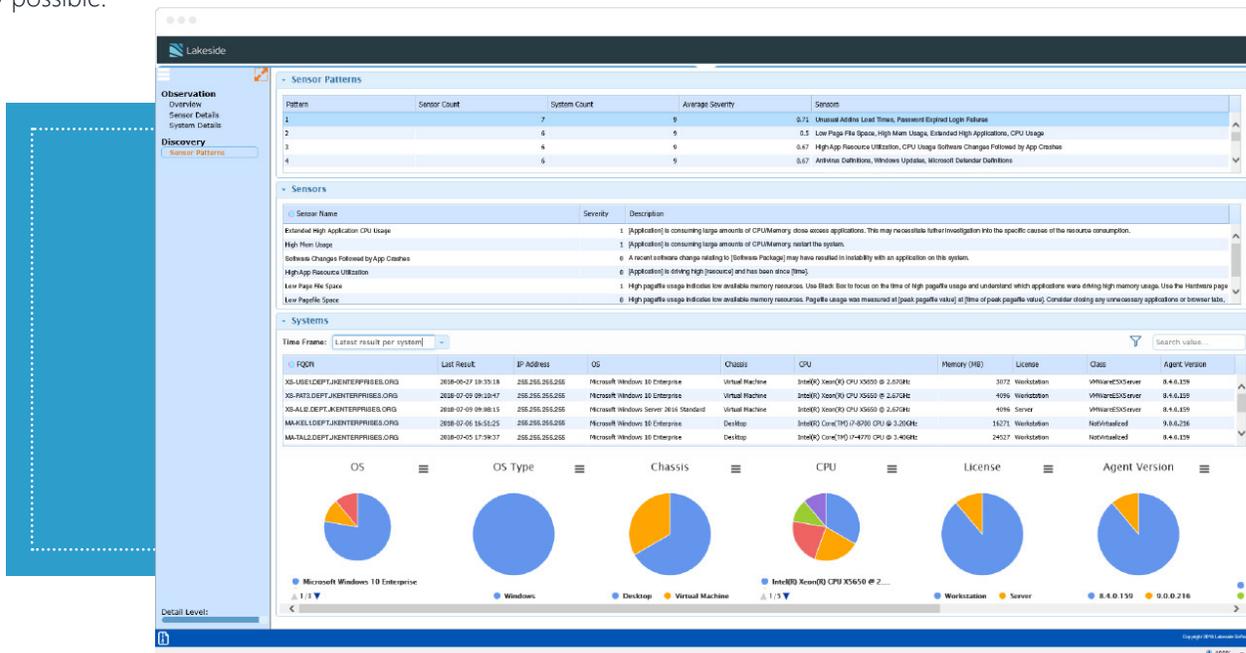
Additionally, the performance of endpoints has a **high impact on productivity**, as poor end-user experience prevents users from getting work done.



## SysTrack AIOps

SysTrack AIOps provides a new level of proactive and predictive capabilities, enabling cross-domain workspace monitoring and automated resolution with minimal human intervention.

Combined with digital experience monitoring, AIOps functionality helps IT understand user requirements, IT's impact on productivity, and how to go about fixing or avoiding issues in the most efficient way possible.



### Key Features

**Sensors** – A key component of SysTrack's core architecture, sensors are unique language expressions that outline conditions and KPIs to monitor the environment in real-time and act based on their observations. Actions include triggering experience feedback surveys, auto-remediation, or direct notifications to IT.

**Patterns** – Trends in sensors are marked by SysTrack as patterns. IT can use patterns to infer probable system behavior or predict impacts on resource performance.

**Actions** – Sensor actions enable IT teams to remotely execute programs and scripts to solve problems, greatly reducing time spent on resolving repetitive issues.

## Advanced Analytics for AIOps

SysTrack AIOps uses AI-powered analytics to augment monitoring, assist in the identification of new and growing problems, and enable proactive resolution. With the release of SysTrack 9.0, IT has even more visibility into the progression of potential problems with new trend and change impact analysis as well as root cause analysis features.



### 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.



### Windows 10 Evergreen Monitoring

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.

## 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.

## Learn More

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