



# Collective Intelligence Benchmarking

## What Is CIB?

Collective Intelligence Benchmarking (CIB) is a data analysis method that allows organizations to make performance comparisons analyzing data from many user groups, including those from within the organization. This practice allows IT teams to strategically improve the performance of their environment according to a given baseline. A better-performing environment means less downtime, better end-user experience, and ultimately, more productive and happier end users.

## Benefits of Practicing CIB

CIB helps you compare IT asset performance and KPIs impacting end-user experience internally and benchmark your environment so that you can...

- Know if IT resource performance has improved or declined after changes to the environment.
- Identify declining service as compared to internal and external performance benchmarks.
- Set baseline performance goals before your next desktop transformation project, including OS and application rollouts.

## Ways to Practice CIB With SysTrack

### SysTrack Community

SysTrack Community is an easy way for organizations to benchmark their IT performance against other groups and organizations. A feature within SysTrack, Lakeside Software's Workspace Analytics solution used for monitoring end-user experience, Community allows for a standard performance comparison across user groups and organizations.

### Internal Analysis

Compare IT performance data from within your organization. With SysTrack, you can use endpoint data to properly segment users into user groups and then analyze the quality of IT performance as it pertains to those user groups. This internal analysis can be valuable as it helps IT understand how well one user group is being supported by IT resources and services as compared to other groups within the same environment. In SysTrack, you can then drill down to fix the trouble areas in the environment that are impacting end-user experience and productivity.

### End-User Experience Score

Quantifying the performance of any given new or existing technology is impossible without the right visibility and data. That is why SysTrack gathers end-user performance and user data directly from the endpoint and calculates an end-user experience score that is often used as a standard benchmarking metric for performance. Use the end-user experience score to determine the success of your desktop transformation project, to know the quality of your IT services, and more.

Learn more about how you can implement CIB in your environment  
Visit: [www.lakesidesoftware.com/solutions](http://www.lakesidesoftware.com/solutions)

