

Empower the Service Desk with ITSM Optimization

The Service Desk Challenge

Service desk tools have evolved into powerful analytical engines that help not only manage support tickets, but also gather contextual information about the EUC environment. As powerful as these tools are, help desks today are lacking real endpoint data for true visibility into end-user experience beyond that provided to the help desk by the end user.

Seeking Visibility

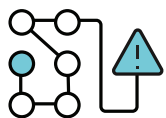
SysTrack provides IT help desks with thousands of real endpoint data points that can be used to improve IT service management (ITSM) initiatives. The solution gathers usage and performance data in real time, stores historical data and provides a direct way for IT to see it without impacting endpoint resources or end-user experience.

// Lakeside SysTrack completely serves our support needs – monitoring, troubleshooting, and resolution, all from a single platform. //

Birol Celik – IT Director, Istanbul Aydin University

ITSM Optimization with SysTrack can...

Match the problem to the appropriate support level
Reduce downtime and escalate issues to the correct support level faster



Perform precise and accurate root cause analysis
SysTrack provides the information service desk employees need to find the source of impact

Identify and group similar problems amongst other users
Proactively resolve issues before other users experience the same impact



Track the history of each system for faster and more accurate resolutions
Gain the visibility to see when and where the impact to the system occurred

Continue to monitor the end user in real-time
See if the end user is still experiencing the issue or if the service desk fix was successful



Learn more about enabling end-user productivity through proactive IT support.
Visit: www.lakesidesoftware.com/solutions