

SysTrack SCOM Workplace Analytics Pack

Applying User-Focused Data to Infrastructure Monitoring

Monitoring the Enterprise from Every Angle

One of the greatest challenges facing IT Operations leaders is how to increase visibility without sacrificing ease of use. Greater access to data generally means that more can be accomplished, but it can also make finding the *right* data an increasingly time-consuming task.

Traditional monitoring tools like Microsoft's System Center Operations Manager (SCOM), have given IT an outside-in view of the environment. One of the core functions of SCOM is to provide data and insight into the enterprise infrastructure. Its use as a monitoring tool, specifically around things like network devices and datacenters, has been a driving force behind its wide adoption in the industry.

SysTrack, Lakeside's workspace analytics solution, facilitates inside-out visibility through digital experience monitoring. SysTrack's primary focus is users, their devices, and the user experience they're enjoying. These differing viewpoints make SCOM and SysTrack very complementary and, used together, they provide a near-complete picture of the environment.

To simplify the joint usage of SysTrack and SCOM, we have created a customized management pack that provides SysTrack features within the SCOM interface. The SysTrack SCOM Workplace Analytics Pack helps IT Operations professionals achieve end-to-end visibility by bringing the user-centric SysTrack data into the SCOM console.

Key Benefits of Using SysTrack within SCOM

- End-to-end visibility
- Increased data availability
- Access to hardware and software data including usage
- Insight into user-level perspective and user experience
- Easy-to-use and integrated
- Simplified data discovery

Using SCOM Management Packs

The continued ability for an enterprise to operate relies in part on its services, applications, and the backend infrastructure used to deliver and support them. SCOM provides monitoring capabilities to watch over those critical components.

One of the most valuable SCOM features is its ability to import management packs that essentially add views to the SCOM console. Multiple data sources and monitoring tools can be leveraged all within the SCOM interface, reducing the number of different consoles required to monitor the entire enterprise down to a single pane of glass.

Learning new monitoring software, new consoles, when to use the software, and learning to use it in conjunction with other tools are all barriers to entry that make adding monitoring solutions to the toolbox a hassle. Management packs greatly reduce that hassle.

Bringing It Together with the SysTrack SCOM Workplace Analytics Pack

SysTrack provides deep insight into applications used, resources consumed, hardware in use, application faults, events, changes and patterns in the environment, and many other key pieces of data, presents it to IT and rolls all that information up into an end-user experience score. This unique visibility into the environment has proven to be very helpful in ensuring that user productivity isn't negatively impacted. Combining this with SCOM's infrastructure-focused data covers all the bases.

The SysTrack SCOM Workplace Analytics Pack brings SysTrack endpoint data into the SCOM console so there's no need to jump back and forth between SCOM and SysTrack web apps when trying to root cause an issue. This conveniently allows administrators to quickly solve problems using two powerful monitoring solutions, all in one console.

Features Available with the Pack

Hardware and software inventory details

The pack provides access to key hardware and software data with the ability to filter to a user or group.

Hardware metrics captured:

- CPU and memory utilization
- Device manufacturer and model
- OS and OS age

Software metrics captured:

- Software package usage
- Applications by user
- Applications with multiple versions
- Applications with high latency
- Application fault details

Enterprise user experience score and trend

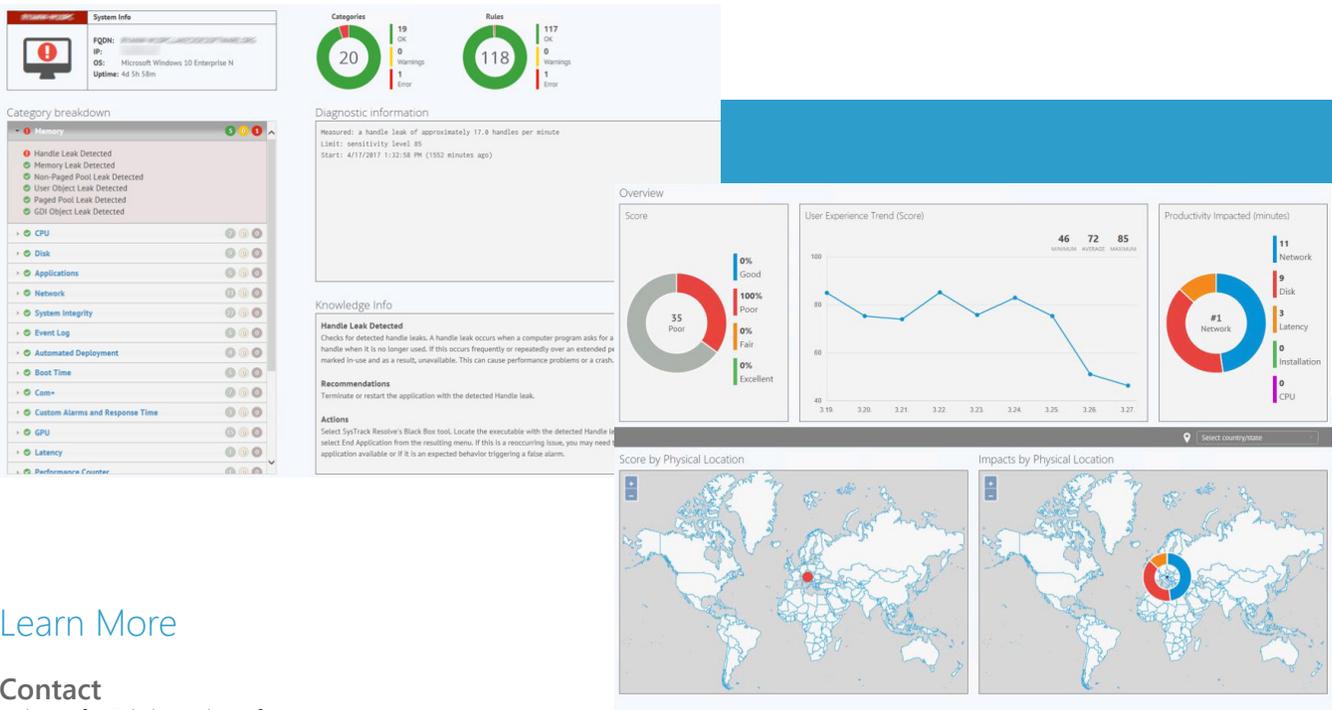
View end-user experience by user, group, and overall environment. See user experience by location with a dynamic map. Gain visibility into the top productivity impacts in the environment based on key performance indicators including latency, virtual memory, faults, disk, and network.

Root cause analysis capabilities

Quickly identify problems with the ability to drill in to a specific user and bring up relevant system details. View a system's real-time health and performance alongside suggested next steps for remediating issues. Utilize historical data to correlate issues with impacts and perform root cause analysis.

Natural language processing queries

Access Lakeside's award-winning Ask SysTrack natural language processing feature within the SCOM interface. A simple search, such as "Which application uses the most bandwidth?" will pull up the most relevant view for answer discovery.



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