What does Windows 10 Evergreen mean for IT?

What is Evergreen IT?
The philosophy of Evergreen IT is to keep systems and applications always current through continuous updates for a smoother user experience. It has evolved with the explosion of services, which place some level of infrastructure management on a service provider rather than an internal IT team.

One prevalent example of Evergreen IT is Windows 10. Microsoft's sustained vision with the OS is to deliver "Windows-as-a-service" through smaller, more frequent updates that gradually evolve the OS over time, eliminating the need for a hard refresh.

The Challenge for IT
An up-to-date OS is a good thing for end users, as they'll have access to the latest features and improvements.

However, to accommodate this new model, IT's approach to management must change as well. More frequent patches and updates have benefits, but they don't necessarily result in better performance given the needs and compatibility requirements of your unique environment.

How can IT mitigate problems and go from dreading updates to enjoying their benefits? By adopting a practice of continuous monitoring and management of Windows 10 environments.

"Lakeside Software provides essential IT telemetry for Windows 10 with their SysTrack end-user analytics platform. SysTrack helps customers reduce help desk costs and improve risk management by providing an 'inside out' view of desktop performance and user interactions."

—Margaret Arakawa, General Manager Windows 10 & Devices, Microsoft

So, you’ve migrated to Windows 10...
How do you manage end-user experience in an Evergreen environment?

SysTrack is a workspace analytics solution that helps you effectively manage your Windows 10 environment through continuous baselining, monitoring, and optimization.

Build a strong foundation: SysTrack allows you to gain a baseline understanding of your environment. From there, any change (positive or negative) can be reported.

Guarantee great performance: SysTrack continuously monitors your endpoints, displaying both rich historical data and real-time performance. Need to go back in time to find out whether an issue is tied to a Windows update? SysTrack provides the context you need for full root cause analysis. Monitoring post update? SysTrack gives you direct insight into end-user experience and performance KPIs.

Improve and rationalize: SysTrack provides the data you need to make better IT decisions and optimize all facets of your environment, including performance, end-user experience, and hardware and software assets.
How SysTrack simplifies Windows 10 management

Track performance before and after an upgrade
Understand from day one how an upgrade has impacted end-user experience and critical compute resources like CPU and memory utilization. This chart shows end-user experience a week before and a week after install.

Understand your current environment
Properly inventory the number of users, applications, add-ins, personas, locations, devices, and more in your environment.

Rationalize your applications
Which applications are Windows 10 ready? The adoption of new software is inevitable, but its proper integration into the end-user environment is not a given. SysTrack provides you with a list of applications that need to be rationalized and those that do not meet Windows 10 requirements.

Know which users are ready to upgrade
Testing the environment for upcoming updates and patches can be a tedious process. SysTrack minimizes testing to a select group of representative users. SysTrack also allows you to quickly see which users have been migrated, which systems aren’t yet suitable for the latest build, and overall migration status.

Analyze and test applications and hardware
Sign off application and hardware models as being ready for the new build or not. Is there enough data to determine if an application is ready for the new build?