



## 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.

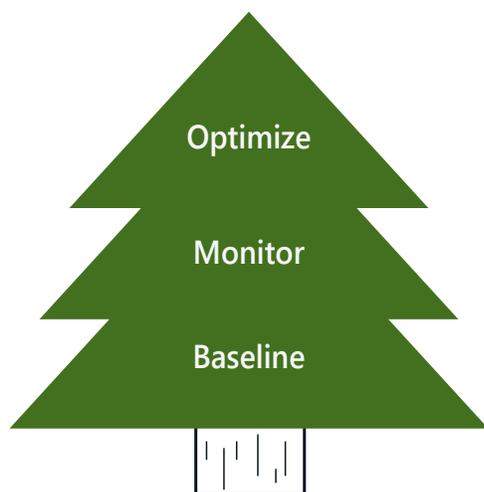
However, to accommodate this new model, IT's approach to management must change as well. More frequent patches and updates have benefits, but they don't necessarily result in better performance given the needs and compatibility requirements of your unique environment.

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.

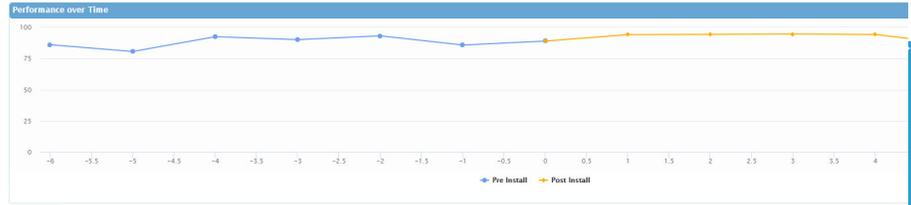
**Guarantee great performance:** SysTrack continuously monitors your endpoints, displaying both rich historical data and real-time performance. Need to go back in time to find out whether an issue is tied to a Windows update? SysTrack provides the context you need for full root cause analysis. Monitoring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



Discovery Summary									
Apps	Addins	Personas	Hardware Profiles	Locations	External Devices	Endpoints	Users	New Hardware Profiles	New Apps
134	56	6	9	9	0	22	24	0	48

## Understand your current environment

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

Rationalise Summary		
Apps To Rationalise	Ageing Hardware	Requirements
57% of a Total 33 Apps	19 Recent	4 Do Not Meet Requirements
	2 2 years	18 Meet Requirements
	1 3 years	

## 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.

This table shows the minimum number of super users to test hardware and software to cover the entire estate.

SystemId	User	Model	Apps
HP EliteDesk 800 G1 SFF	evad.exe (14.0.10730.20000), Preflow.exe (14.0.1.0), vmtoolsd@babel.exe (10.58.1460.1), powerpt.exe (14.0.10730.20000)	VMware Virtual Platform	
HP EliteDesk 840 G1	evad.exe (14.0.10730.20000), lsdemo.exe (14.0.1.0)	HP EliteDesk 840 G1	
HP EliteDesk 840 G2	ccatmpg.exe (14.0.10730.20000), pfflow.exe (2.0.0.0)	HP EliteDesk 840 G2	
	evad.exe (14.0.10730.20000), Kover.exe (12.7.4.40)		
	evad.exe (14.0.10730.20000), lsdemo.exe (14.0.1.0)		
	atmpg.exe (2002.0.1001.1705), lsdemo.exe (14.0.1.0), mass.exe (14.0.10730.20000), powerpt.exe (14.0.10730.20000), vmtoolsd.exe (14.11.0.20), vms.exe (13.0.14000.20), vmtoolsd.exe (12.1.0.2007), vmtoolsd.exe (14.11.0.1)		
	appflow.exe (1.3.114.0), flow.exe (1.3.114.0), lnc.exe (14.0.10730.20000), vmtoolsd.exe (14.0.10730.20000), powerpt.exe (14.0.10730.20000), vmtoolsd.exe (14.0.10730.20000)		

System	Primary User	Last Logon	Location	Last Connection	Meets Minimum Requirements	Hardware Signed Off	Apps Signed Off	Status	Preferred Migration Date
		2018-08-31 12:26:11	Windor	2018-09-13 16:45:45	Yes	No	No	Migrated	
		2018-07-23 12:11:38		2018-08-15 09:22:39	No	Yes	No	Not ready	
		2018-09-04 08:41:46		2018-09-12 11:30:40	Yes	Yes	No	Migrated	
		2018-08-31 03:56:12		2018-09-12 12:59:18	Yes	Yes	No	Not ready	
		2018-08-07 07:49:55		2018-09-11 10:58:28	Yes	Yes	No	Not ready	
		2018-09-04 02:57:30		2018-09-11 10:58:28	Yes	Yes	No	Not ready	
		2018-08-13 06:19:38	Windor	2018-09-03 13:03:02	Yes	Yes	No	Migrated	
		2018-09-03 09:56:58	Windor	2018-09-06 07:54:41	Yes	Yes	No	Migrated	
		2018-09-06 04:06:21	Remote	2018-09-06 07:54:41	Yes	Yes	No	Migrated	
		2018-06-01 07:01:37		2018-09-12 09:07:13	No	Yes	No	Migrated	
		2018-09-03 08:11:56		2018-09-12 13:55:34	Yes	Yes	No	Migrated	
		2018-08-22 09:50:48		2018-09-11 09:38:49	Yes	Yes	No	Migrated	10th March 17:00
		2018-09-11 11:18:02	Windor	2018-09-13 13:02:24	Yes	Yes	No	Not ready	
		2018-07-02 07:51:01		2018-08-29 07:51:36	Yes	Yes	No	Migrated	
		2018-08-14 11:00:23		2018-08-29 11:36:10	Yes	Yes	No	Migrated	
		2018-09-05 02:29:16	London	2018-09-12 08:55:19	No	Yes	No	Migrated	

App	Version	Used in Latest Build	% Change Faults per Execution	SignedOff	EnoughUsage
7zfm.exe	18.5.0.0	Yes	0	Insufficient Data	0
7zip.exe	18.5.0.0	Yes	0	Insufficient Data	0
acron32.exe	18.11.20058.33888	Yes	0	Insufficient Data	0
acron32.exe	18.11.20055.27999	Yes	0	Yes	1
appflow.exe	1.3.114.0	Yes	0	Insufficient Data	0
appflow.exe	1.3.85.0	Yes	0	Insufficient Data	0
asperconnect.exe	3.7.0.7355	Yes	0	Insufficient Data	0
atmpg.exe	3212.0.1802.2800	Yes	0	Yes	1
atmpg.exe	3111.0.1701.2800	Yes	0	Insufficient Data	0
atmpg.exe	3302.0.1805.1700	Yes	0	Insufficient Data	0
atmpg.exe	31147.0.1708.700	Yes	0	Insufficient Data	0
atmpg.exe	3303.0.1807.1900	Yes	0	Yes	1
btcloud.exe	17.3.0.38	Yes	0	Insufficient Data	0
cbviewer.exe	14.12.0.18020	Yes	0	Insufficient Data	0
chrome.exe	67.0.3396.99	Yes	0	Insufficient Data	0
chrome.exe	69.0.3497.81	Yes	0	Insufficient Data	0

App	Version	SystemId	SystemId (Count)
acron32.exe			9
atmpg.exe			4
excel.exe			10
firefox.exe			2
lgview.exe			3
lsdemo.exe			4
lnc.exe			14
mraportbuilder.exe			4
notepad++.exe			1
onenote.exe			8
outlook.exe			14
paintdotnet.exe			3
powerpt.exe			13
vmtoolsd.exe			7
vmtoolsd.exe			14
flow.exe			4
preflow.exe			2
receiver.exe			12
vmtoolsd.exe			3

## 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?