Ask SysTrack

The Visibility IT Needs to Make People Happy

Challenge

SysTrack has long been known for its extremely broad and deep data capture, but finding the right information amid the wealth of data has not always been easy for new or infrequent users.

IT questions must be answered quickly and in context to contribute to reliable and successful decisions.
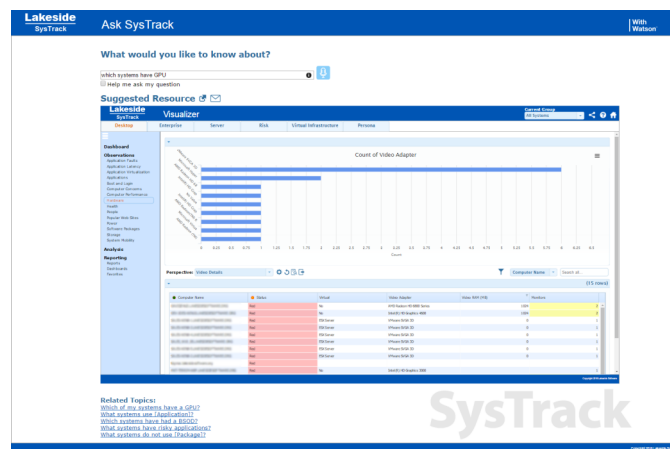
Solution

Ask SysTrack utilizes a natural language interface to access detailed system resource, application state, and user activity data to provide actionable analytics and insights for all facets of IT.

Benefits

- Improve Business IT productivity
- Comparative analytics
- Intuitive query interface
- Less cost, better answers
- "Inside-Out" visibility
- Ease of deployment

Quickly Visualize Important Data Insights

Ask SysTrack leverages IBM Watson Cognitive Services to enable a natural language interface for the SysTrack Workspace Analytics platform.

Do You Need a Workspace Analytics Insight Engine?

Why is it so hard to get information out of IT when almost every enterprise has invested heavily in both IT analytics and search solutions?

Public search engines are part of the fabric of everyday life. They are simple to use, and many executives and end users expect IT to deliver similar results with similar investment and effort.

With Ask SysTrack, users can interactively analyze IT data with natural-language queries, and instantly see and understand the most important insights found in the data.

The Ask SysTrack workspace analytics insight engine applies relevancy methods to describe, discover, organize and analyze data to allow for information to be delivered interactively and in the context of the user at timely business moments.

Answering Real Business Questions with Workspace Analytics

The "Business Value of IT" is a moving target. Few can define it well or accurately. At some level, IT business value is the display and communication of numbers. Sometimes it's a relationship or feeling, and at other times, it's a complex process for IT-based transparency or analytics. Often, the quest for IT business value is a false

journey, because the right questions are not being asked or the drivers of the questions are different from the expected answer.

When a CFO asks a CIO, "What is the business value of IT?" what are they asking? The CFO's question about IT could be as tactical as "What is the cost of IT this year versus last?" Or as pragmatic as "How has IT made the business more agile?" Or it could be an investigation of what is new with IT that could help sustain the enterprise, what new products and services could replace old and expensive versions, or what innovative idea or business model could be adopted.

A critical component to defending and justifying IT business value is the ability to estimate, compare, contrast and determine the drivers for IT benchmarks – in other words, answer questions about IT.

For example:

♦ "Is user experience getting better or worse?"

♦ "What applications are being used most often in my organization?"

♦ "Which users are consuming the most bandwidth?"

The answers to these question must be contextual to the person and scenario. When provided with situational, value-based data, stakeholders at higher levels in the enterprise value chain can make optimal decisions, and the estimation and risks associated with IT-enabled business change will be more reliable, timely, and successful.

"By combining IBM Watson cognitive services with SysTrack workspace analytics, the Ask SysTrack insight engine puts IT insights at the fingertips of business users exactly when they need them.

The more IT data that organizations collect, the harder it is to find the data they need. Just as consumer search engines enable easy discovery of information, so IT departments and workspace service providers must also create value for business users through a similar means of natural language and contextual search."

Piero Chiodo
VP, Client Care Services, GTS Mobility Services
IBM

The SysTrack End-User Analytics Platform

Lakeside Software is a leader in End User Analytics. We make SysTrack, a scalable, people-centric solution that helps organizations better understand and support users' computing needs and habits, as well as make sourcing and deployment decisions based on real data. As the enterprise end user computing landscape becomes more complex to plan, manage, and support, SysTrack increases the value of the end user computing portfolio to your business through a single platform for end user experience management, asset optimization, and ITSM augmentation, while vastly reducing the costs of managing and supporting users, applications, and devices.

BUSINESS BENEFITS

Improve Business IT Productivity: With SysTrack, Lakeside Software bridges the gap between IT and the business. SysTrack is the fundamental analytical platform for IT, and Ask SysTrack brings SysTrack's rich workplace data and telemetry into easily accessed, meaningful analytics and insights.

Comparative Analytics: Ask SysTrack helps IT vet how their enterprise user experience and system performance compare across geographical locations, organization units, and, with SysTrack Community, users in their vertical or companies of similar size.

Simply Ask: Just as consumer search applications offer discovery of information without conscious query on the part of the user, Ask SysTrack creates value for IT business users through a familiar means of proactive search, without having to learn a new interface.

IT BENEFITS

Less Cost, Better Answers: Ask SysTrack reduces the amount of time and effort required for both IT and business units to gain access to necessary IT information and insights.

"Inside-Out" Visibility: As services are increasingly delivered from the cloud by third parties, "inside-out" visibility from the endpoint is the ultimate vantage point from which to analyze user experience and system performance, rather than "outside-in" monitoring and management from the datacenter or the network.

Easy to Deploy: The SysTrack agent is invisible and is engineered to have no discernable impact on system performance. SysTrack begins collecting data immediately and gives IT complete visibility and control over its desktop estate. The management console can be deployed on-premises or as a cloud service.