

Lakeside Case Study



INDUSTRY

Global Investment Management

LOCATION

Global, headquartered in London

KEY CHALLENGES

- Consolidate real estate across all regions by promoting remote work, home working, and hot desking.
- Ensure the security of remote sessions.
- Migrate end users to VDI while simultaneously improving end-user experience and reducing performance impacts.

SOLUTION

Lakeside Software's Digital Experience Cloud, powered by SysTrack, gave the company the ultimate transparency of its end-user estate and infrastructure to help accurately deploy VDI in an optimized way, and maintain VDI continuously from day one. This allows the company to consistently deliver a high quality of service for end users no matter where they are located or what devices they are using.



An investment management firm supports its globally-dispersed workforce by using Lakeside to deliver flexible workspaces and improved end-user experience while reducing infrastructure and operation costs.



The Client

In operation for over two centuries, this global investment management company has a long history of delivering innovative, world-class services to help customers achieve their financial ambitions. The company offers a range of asset and wealth management products and services, managing over £440 billion (\$600 billion) in assets for clients across six continents.

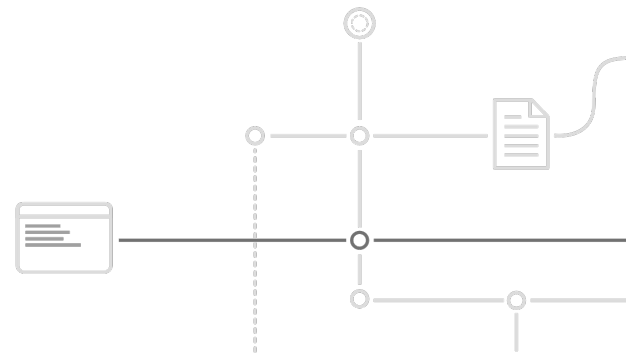
The Challenge

With more than 4,500 employees spread across the globe, the company faces the challenge of supporting dispersed user groups that depend on highly performing technology to satisfy its clients. However, thanks to its long history, the company is no stranger to adapting its business to meet modern demands.

Reimagining the Workspace

Today's mobile workforce demands anytime, anywhere access to technology on any device. While meeting this demand is challenging for many organizations, doing so not only allows employees greater flexibility in where, how, and when they work, but also unlocks the potential to downsize traditional office spaces. This shift can result in significant cost savings given the expense of operating in world centers.

Realizing the benefits of evolving the company's end-user computing infrastructure, the client identified VDI as the technology that would enable it to consolidate real estate while delivering secure, high-performing desktop experiences to its workforce. And they chose Lakeside Software's Digital Experience Cloud, powered by SysTrack, to execute the transformation.



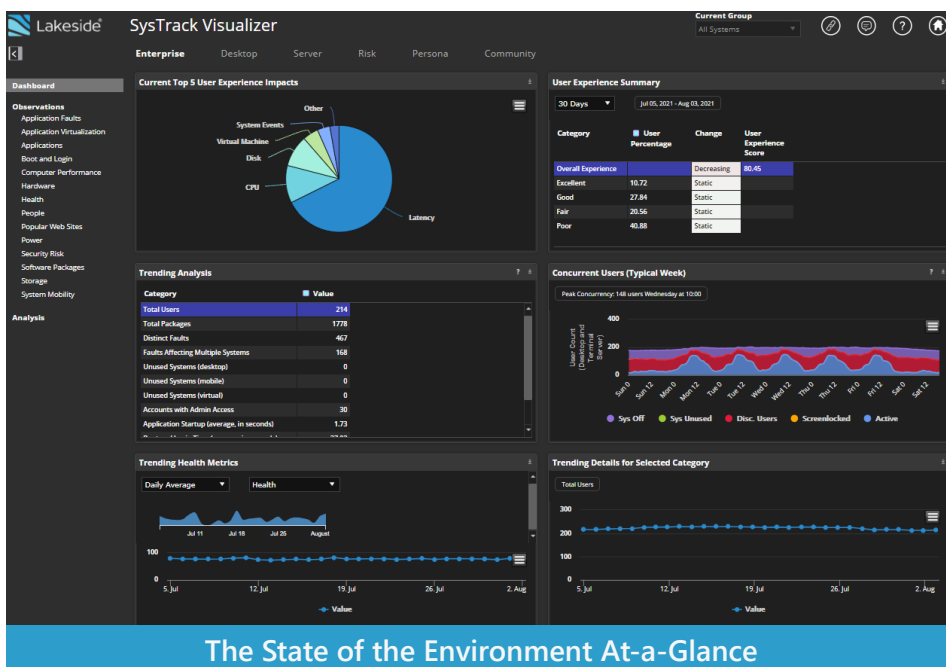
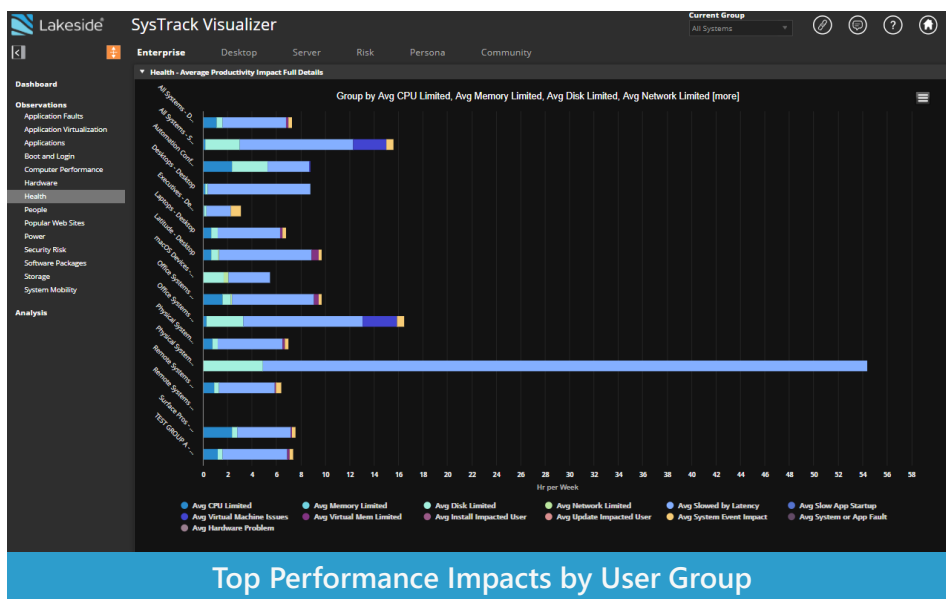
The Transformation

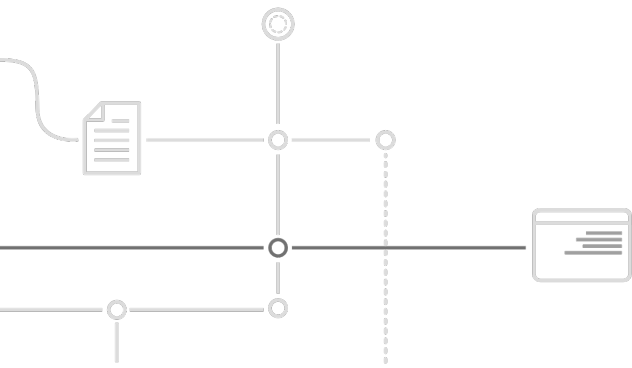
The client identified three primary use cases for achieving transformation success:

- Capacity planning for their VDI estate across all regions
- Investigating performance issues across the estate, including the impact of the antivirus software, Sophos
- Identifying and upgrading systems with out-of-date Java

To start, the client deployed Lakeside's solution and used it to analyze the company's current performance baselines and understand end-user experience at the endpoint. Next, it harnessed the platform's VDI planning capabilities to match end users with the optimal technology for their needs. From there, the IT team gained deeper visibility into performance issues that were degrading end-user experience. The team was also able to upgrade end users with old versions of Java, improving security and performance.

By using Lakeside's Digital Experience Cloud for its VDI transformation, the company was able to migrate end users to VDI while simultaneously improving end-user experience and reducing performance impacts. With minimal disruption, the company's employees have been empowered to achieve better work-life balance and maximize productive hours with more flexible access to technology resources.





The Implementation Grows

After achieving a successful VDI rollout with Lakeside's Digital Experience Cloud, the client expanded the solution's use to other facets of IT, including dedicating staff to full-time Digital Experience Cloud support. At the service desk level, IT has also adopted the solution to assist in the reduction of service desk tickets, ensure continued seamless adoption of VDI, and gain visibility into larger issues that could impact the business.

With Lakeside, the IT team has found that they have greater agility to dynamically transform the business when needed thanks to a foundation of accurate, real end-user metrics.



Born in the Past — Embracing the Future

The company continues to demonstrate its forward-thinking philosophy by growing its use of Lakeside's Digital Experience Cloud to support other facets of the business. Upcoming strategic projects include:

- Using Lakeside's platform to automate key end-user supporting processes.
- Harnessing the solution's predictive analytics capabilities to "shift left" and create partnerships with end users to encourage good technology citizenship, thus helping to avoid easily preventable issues.
- Better integrate people, process, and technology to maximize end-user productivity.
- Manage renewals and replace service contracts (insourcing/outourcing).
- Optimize software licenses and reclaim costs from unused licenses.
- Manage ongoing elastic end-user computing needs.

About Lakeside

Lakeside Software is a leader in digital experience management. Through our flagship solution,, Digital Experience Cloud, powered by SysTrack, we help IT place end users at the center of their initiatives providing them with tools to monitor, analyze, and optimize end-user experience. How? Our solution gathers performance and end-user data directly from the place end users consume IT: the endpoint. The result is an IT team with the endpoint visibility it needs to optimize the environment for end-user experience and business productivity.