

# Creating a Self-Healing Help Desk

Shift from a reactive mode to a proactive, automated approach

Imagine if IT could solve problems instantly or, better yet, before they even happen — no support tickets, no lengthy phone calls with end users, no downtime.

It's not a dream. The key to creating a sustainable self-healing help desk is to shift IT service management (ITSM) workflows further to the left, from reactive to proactive, to solve issues as quickly and efficiently as possible.

With Lakeside Software's Digital Experience Cloud, powered by SysTrack, IT teams can do just that by leveraging quality endpoint data, artificial intelligence for IT operations (AIOps), and automation to predict and even prevent problems before they impact end users and productivity.

## Benefits of a Self-Healing Help Desk

A self-healing help desk solves issues before end users are impacted through a combination of early detection, proactive intervention, predictive analysis, and automation. This approach benefits IT and the business in the following ways:

- Reducing help desk calls and ticketing
- Improving time-to-resolution and service quality
- Optimizing end-user productivity and decreasing downtime
- Reduce IT costs and streamline IT service desk operations

In the traditional support model, it takes 2-4 hours for support to respond to a ticket and 4-8 hours to resolve an incident.

Through proactive support, IT can save up to 12 hours of productive time for end users.

Source: 2016 HDI Technical Support Practices & Salary Report

## Self-Healing with Lakeside's Digital Experience Cloud



### CONTINUOUS MONITORING

10,000+ metrics are collected every 15 seconds on virtual and physical infrastructure, apps, network, and usage. Data is visualized in real-time and historical trends.



### AUTOMATED SENSORS

Sensors continuously evaluate conditions and are triggered when anomalies are detected. Actions can be tied to sensors to automate resolution.



### AIOps PROCESSING

AI for IT operations surfaces business-critical insights and assists in root cause analysis. AIOps also uncovers patterns to help IT get in front of potential problems.



### ITSM OPTIMIZATION

Automations can be used to resolve or prevent problems. For issues that require escalation, Lakeside integrates with ServiceNow to provide more context for faster remediation.



### EXPERIENCE FEEDBACK

End-user experience is scored and trended. Automated surveys provide qualitative feedback and allow users to submit a ticket to ServiceNow.

Learn more about improving end-user experience through self-healing.  
Request a custom demo at [www.lakesidesoftware.com/demo](http://www.lakesidesoftware.com/demo).