Digital Experience Cloud vs. On-Prem

Is your organization ready to take digital experience management to the cloud? Here's a quick look at what Lakeside's platform can offer

Why Go to the Cloud?

- **Lower costs and maintenance**: A third-party managed cloud infrastructure is by far easier to maintain than a physical, on-premise server or data center. Without equipment to maintain, organizations can save time and money that can be reinvested in other resources.

- **Faster time to value**: Unlike on-premises infrastructure and systems, there's no lengthy set-up time with the cloud. Deploying users can be quick and cost-efficient with proper planning, and SaaS solutions can be faster and easier for enterprises to implement.

- **Out-of-the-box security and privacy**: Cloud service providers are often already equipped to meet the necessary compliance needs and regulation standards organizations require. That might include industry specific restrictions, including those for healthcare and banking, as well as General Data Protection Regulation (GDPR) and data privacy governance.

- **Access from anywhere**: No more on-premises-only restrictions. The cloud allows IT admins, regardless of location, to connect with digital environments without needing a VPN connection. It also provides centralized policy command, control, and reporting for IT teams.

Transitioning to the cloud can still be a major crossroads decision for many organizations — even when it comes to digital experience management (DEM).

Although adopting a cloud-first approach and embracing desktop as a service (DaaS) and software as a service (SaaS) can provide many benefits, it can also be a big leap for companies that have already put the time, money, and resources into their on-premises infrastructure.

The recent and sudden shift from office workplaces to remote/hybrid work environments, however, has proven the need for accelerated digital transformations and agile, cloud-based solutions.

That's why Lakeside Software's Digital Experience Cloud, powered by SysTrack, aims to make the transition a little easier. Not only does our cloud-based DEM platform provide the same deep data collection and powerful insight capabilities pioneered by our on-prem solution, it also requires less time, effort, and resources to setup and maintain.
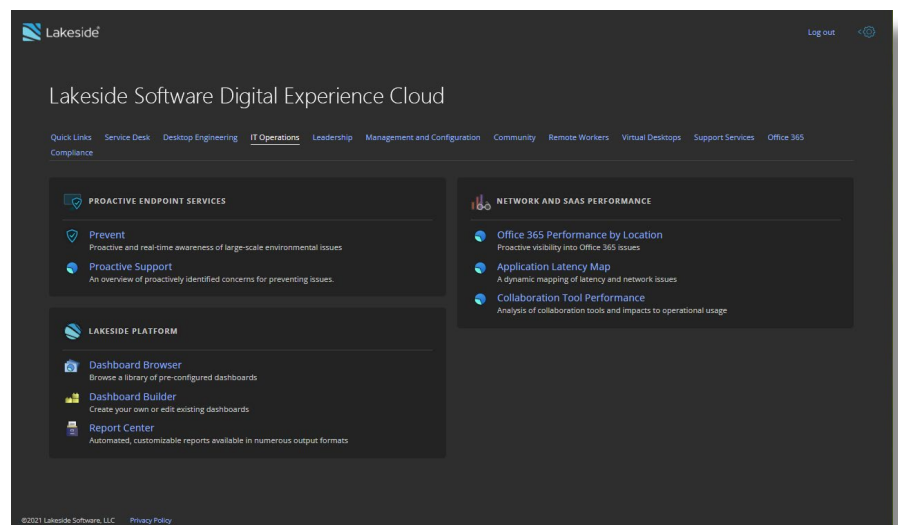
Lakeside Software's Digital Experience Cloud landing page features different views based on personas, allowing quick and easy navigation for users.


Start building digital workplaces that deliver incredible end-user experiences.
Visit **www.lakesidesoftware.com/platform.**

How Does Lakeside Software's Digital Experience Cloud Work?

Lakeside Software's solution provides the deepest end-user experience data and actionable insights in the industry. By using a patented, ultra-lightweight agent that can be deployed to a variety of endpoints, Lakeside's platform anonymously gathers more than 10,000 data points every 15 seconds. This rich repository of data includes device and app performance, system events, errors, user behaviors, network connectivity, and more metrics that are analyzed to provide IT with a holistic view across the digital environment.

Our multi-tenant, highly scalable Digital Experience Cloud has the added advantage of an Intelligent Edge architecture that continually gathers from endpoints in and outside corporate networks, regardless of whether users are online or not. Data is also securely collected without using a virtual private network (VPN), and allows easy access and third-party integrations.

With these capabilities, Lakeside's platform is a vital tool for helping organizations with end-user experience management, digital workplace planning, IT asset optimization, remote work management, and proactive service desk operations.
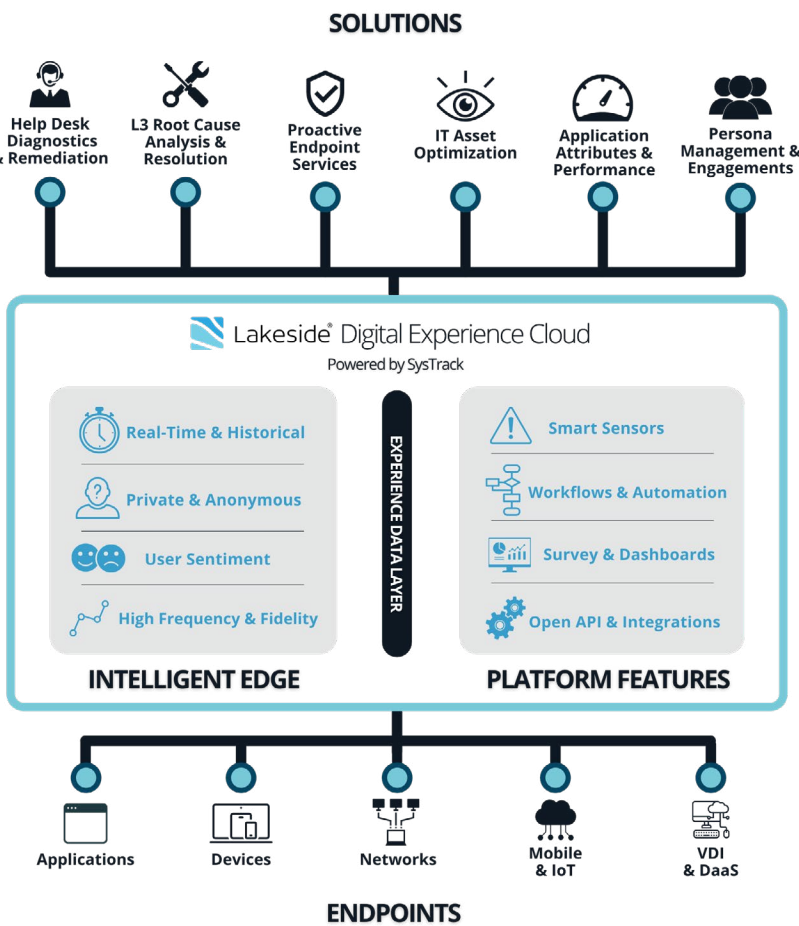
5 Advantages of Lakeside's Digital Experience Cloud

Easier to scale

Have a lot of devices to support? Our multi-tenant solution can scale to millions of endpoints per instance, which can be replicated across geographies while adhering to privacy and language requirements.

Best fit for remote and hybrid work

Lakeside's cloud-based platform, which quickly scales to the edge with few limitations, works both inside and outside corporate networks to suit users working from anywhere. It also supports mobile devices and the internet of things (IoT), fitting the needs of evolving digital environments.

No need to connect to a VPN

Instead of using a VPN to send over endpoint data to an on-prem server, our cloud solution only requires an internet connection. Data is still securely collected, even if a user is disconnected, and remote users don't have to worry about forgetting to connect to the VPN.

Quick access to latest updates

To take proactive support to the next level, IT needs the latest tools, sensors, and remediation packs for self-help and mass-healing functions. Lakeside's cloud solution allows easy access to the newest necessary updates.

Simpler integration capability

Working from anywhere has made third-party software more critical than ever for productivity. But while both our on-prem and Digital Experience Cloud solutions allow for integration, our cloud platform's single application program interface (API) makes it simpler and less time-consuming to maintain and support those integrations.

Digital Experience Cloud vs. On-Premises

How can you make sure Lakeside's Digital Experience Cloud is right for your organization? Here are a couple breakdowns of features and tools our on-prem and cloud platforms offer to help you find the option best suited for your environment.

Feature comparison

Feature	On-Premises	Cloud Edition
Deployment Ready	Week+	Hours
Deployment Mechanism	Automated	Automated Updates
Scalability	Manual	Automated
Windows, Mac, Linux Agents	✓	✓
Third-Party Integrations	✓	✓ (Simplified Single API Setup)
Endpoint Agent	✓	✓
Inventory Data Collection	✓	✓
Performance Data Collection	✓	✓
Software/Hardware Data	✓	✓
User Usage Data	✓	✓
Customizable Dashboards	✓	✓
Real-Time Health Overview	✓	System-Level Only (Update Coming in Q1 2022)
End-User Experience Score	✓	✓
Browser Tracking	Windows Only	Windows Only
Sensors	✓	✓
Tying Actions to Sensors	✓ (Except Android)	✓ (Except Android)
Alerting and Alarming	✓	✓
Application Fault Detection	Windows and Mac	Windows and Mac
Support Ticket Volume	Average	Lower (up to 80% less tickets)
End-User Surveys	✓	✓
Synthetic Transactions	✓	✓
Configuration Editing & Assignment	✓	✓
OS Platform Support	✓	✓

Feature comparison (continued)

Feature	On-Premises	Cloud Edition
Pooled Users/Systems	✓	✓
ServiceNow Integration	✓	✓
SSL / TLS Auth and Encryption	✓ (As of Version 9.0)	✓
SSRS Reports	✓	✓ Optional Additions By Request

Tool comparison

Tool	On-Premises	Cloud Edition
App Vision	✓	Partially Available (Update Coming in H1 2022)
Ask SysTrack	✓	✓
Assist	✓	✓
Configure	✓	✓
Dashboard Builder	✓	✓
Dashboard Viewer	✓	✓
Engagements	✓	✓
Image Planner	✓	✓
Kits	✓	✓
Prevent (formerly AIOps)	✓	✓
Report Center	✓	✓
Resolve	✓	✓
Self-Help Portal	✓	✓
Synthetic Toolkit	✓	✓
Visualizer	✓	✓
vScape	✓	Coming in H1 2022
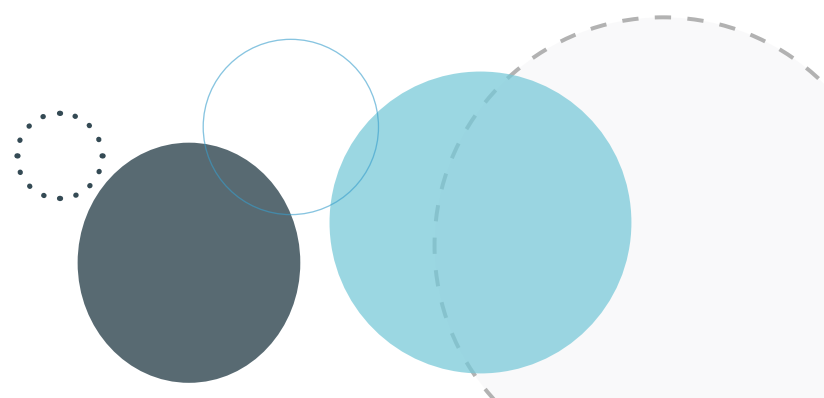
Digital Experience Cloud FAQs

What are the system requirements?

Because it is a cloud-based service, customers can enjoy detailed results with no infrastructure setup or investment required. The service does leverage an agent to collect data. It is supported for download and installation on any supported Windows desktop version or Windows Server.

How do I deploy the agents?

Agents are provided as MSI files and can be deployed by directly executing them on the servers or via any third-party MSI distribution tool. The installation is transparent and does not require a server reboot. The agent does not utilize any kernel mode components.

What is the agent's footprint?

The Lakeside agent is a patented, ultra-lightweight solution that on average consumes less than 1% CPU of the CPU. The collected data is summarized daily by the agent and then sent securely to the SysTrack cloud service. This process requires minimal network traffic (about 2MB per day including all protocol overhead and payload data).

How can I invite others to view the data?

The original registrant can invite and administer additional users within the portal using the "Invite User" link option.

What if my organization prefers to use an on-premises solution?

The on-prem version of Lakeside's platform is suitable for deployments of the SysTrack master server. Please contact salesinfo@lakesidesoftware.com for more details.

What kind of data does the agent collect?

The agent collects more than 10,000 discrete data points every 15 seconds. The data pertains to server processes, applications, user sessions, errors, system events, and similar categories. The agent does not capture file contents, screens or log keyboard inputs, mouse movements, or any other intellectual property.

Where is my data stored?

Lakeside's Digital Experience Cloud leverages secure cloud infrastructure including Azure, AWS, and SoftLayer. The communication between your systems and the platform is encrypted.

About Lakeside Software

Lakeside Software is a leader in **digital experience management**. We develop software that helps IT have clear visibility into their environments in order to design and support productive digital workplaces. Our customers use **Lakeside Software's Digital Experience Cloud, powered by SysTrack,** to perform intelligent analytics, digital workplace planning, proactive IT service operations, and IT asset rationalization. Visit www.lakesidesoftware.com.