



Superior Patient Satisfaction Starts with the Digital Employee Experience

How Lakeside Software and Kyndryl are enabling a leading healthcare provider to deliver superior digital end user experiences while optimizing IT cost and security





SUMMARY

A leading national healthcare provider with more than 300 locations enhances patient and medical staff experience and productivity through digital transformation with holistic Digital Experience Management services, powered by Lakeside SysTrack.

Working with a leading healthcare provider to accelerate its transformation from reactive to proactive IT, Kyndryl integrated its Digital Experience Management (DEM) solution, powered by Lakeside SysTrack, into its cross-functional service delivery for this mission-critical customer. The combination of specialized clinical and IT service desks, infrastructure support (including virtualization), onsite technical support, network, and collaboration services empowers a proactive model across the digital workplace.

Objectives:

- 01. Automate and improve the digital end user experience as part of a holistic digital workplace strategy based on proactive IT capabilities and cross-functional service delivery
- 02. Implement automations, sensors, and self-healing capabilities to ensure optimal IT endpoint performance while reducing IT cost
- 03. Gain visibility across the IT estate to fortify IT security and compliance

Challenges:



Managing the adoption of new technology and driving automation of IT services



Experiencing operational disruption and poor performance across end user devices



Suffering with connection problems, promoting the need for better visibility and data insights to understand the root cause



Improving overall security posture

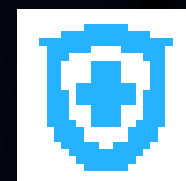
The Solution

Lakeside Software partnered with Kyndryl to deliver a Digital Experience Management solution, powered by SysTrack, that provides visibility across the customer's 36,000 endpoints (physical and virtual). Kyndryl's holistic DEM services, including onsite support for device management, virtualization, and collaboration services, proactively identify IT impacts and risks across the organization's digital estate. This robust and real-time visibility increases the speed of root cause analysis and empowers remote remediation and self healing.

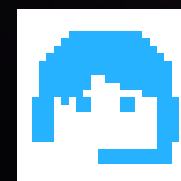
Key Results



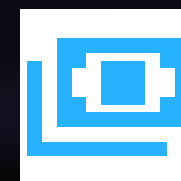
Reclaimed 10,000 hours of medical staff productivity through desktop performance improvements.



Reduced endpoint non-compliance by 83% via proactive remediation over 21K self-heals per year.



Resolved 17% of IT help desk calls through intelligent automation (20,000 automations per year).

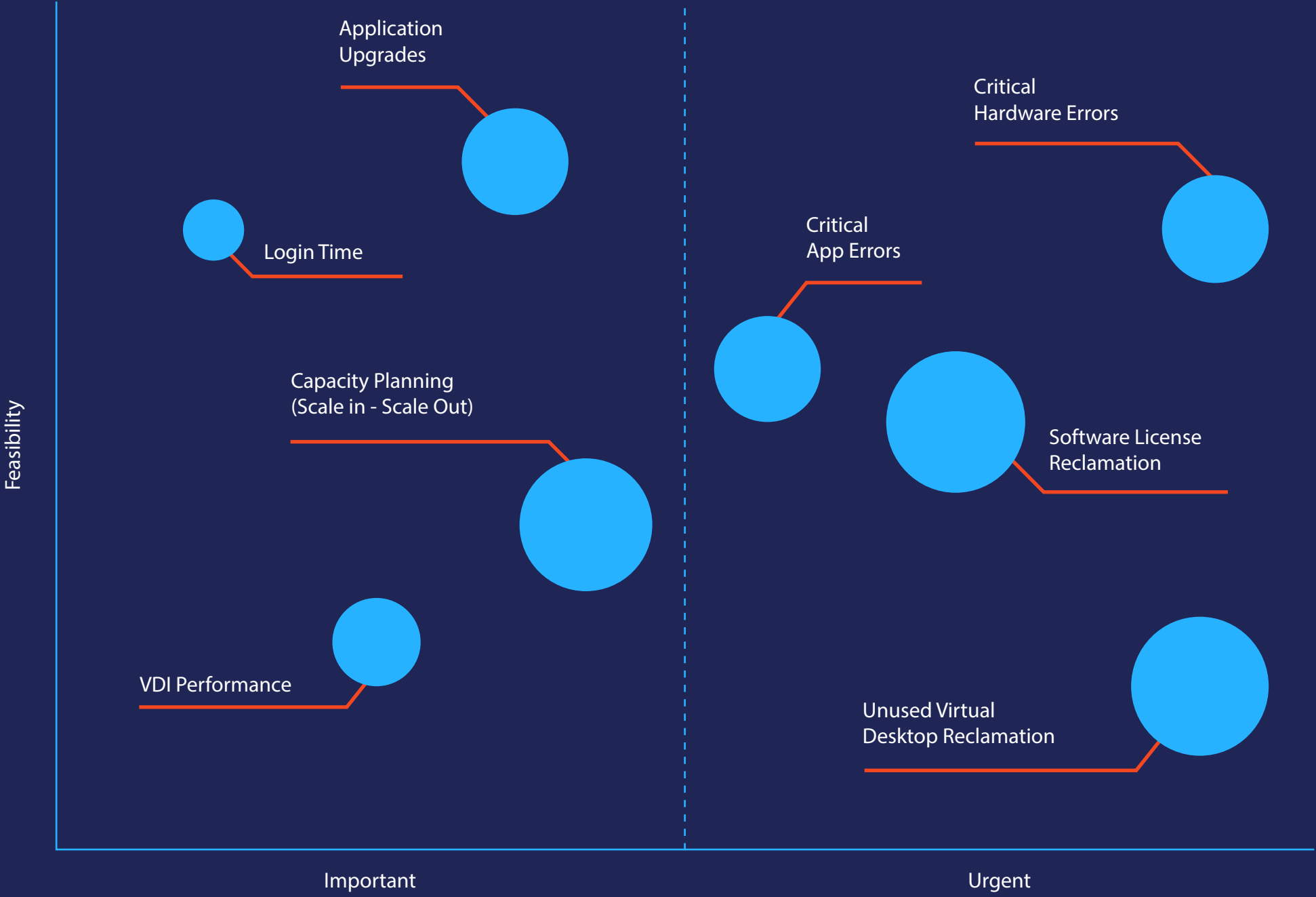


Realized \$250K of incremental yearly cost savings.

Lakeside Software is a **leader** in Gartner's Magic Quadrant for Digital Employee Experience Management Tools

Estate Visibility Empowers Issue Prioritization, Recommendations, and End User Productivity

Based on endpoint data from Lakeside SysTrack, insights are collated, ranked, and presented in order of business urgency, value realization. and feasibility



Circle diameter indicates relative savings opportunities uncovered through Lakeside SysTrack endpoint data

Device Failure Investigation



Issue:
Device crashes – total productivity impact ~650 hours/month



Insights:
Analysis traced issue to driver issues



Resolution:
Deployment of driver update working with device team

App Crash Investigation



Issue:
Browser crashes – total productivity impact ~125 hours/month



Insights:
Analysis traced issue to browser plug in



Resolution:
Plug-in removal was deployed via remote remediation

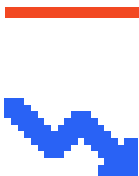
Investigation Deep-dive Reclaims End User Productivity Hours

Using Lakeside SysTrack endpoint data and device intelligence, Kyndryl DEM solution identifies impactful issues, quantifies the impact, makes a recommendation, and follows resolution through to measured success

Within the month, 90% of issues resolved from Kyndryl's recommended solution. Once action fully rolled out:

4,000+

hours of monthly productivity returned to users



Total devices affected by VPN issues extremely low

<0.01%

of devices showing any VPN issues at all



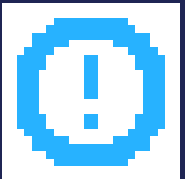
Service desk tickets returned to previous levels due to connectivity issues



Total monthly VPN crashes now below 70 events globally



Critical App Error – VPN



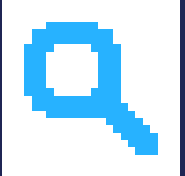
Issue:

Stability problems in primary VPN affecting 4,500 devices globally



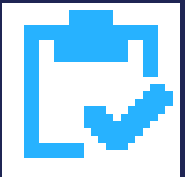
Quantified Impact:

~262k crashes (approx. 2 per device per day). 100 additional Service Desk contacts per month; 99% of crashes are unreported by users.



Insights:

Latest version of VPN version suffered compatibility faults across several hardware models. 98% of affected models showing the fault.



Action:

Not desirable to roll back version for security, so the alternative (and stable) business VPN is recommended to pilot and roll out to affected machines



A snapshot of holistic DEM outcomes

01

Identified and removed 260k+ monthly VPN crashes, avoiding 50-100 monthly service desk calls and returning 4,500 hours of productivity per month to users

02

Identified opportunity to reduce M365 yearly spend by \$127k, across 1,765 under-utilized devices

03

Increased user productivity by over 5,000 hours per week by removing 17TB of old virtual desktop profiles impacting desktop performance

04

Improved overall compliance by 83%, lowering risk which included automating GPO updates, removing unsupported software and proactively updating AV signatures on approximately 1,800 devices monthly

05

Over 15 months, increased measured device experience by 42%, elevating 53% of the device estate out of being classed as 'under-performing'

06

Uncovered \$124k annual saving, identifying an in-warranty battery degradation on 955 laptops

Lakeside and Kyndryl

Lakeside Software and Kyndryl offer a proven playbook for empowering organizations to shift from reactive to proactive IT — with measurable business outcomes. Lakeside and Kyndryl can deliver long-term customer value for organizations looking to create a thriving digital workplace that can meet the demands of today and scale for the future.

Lakeside Software is how organizations with large, complex IT environments can finally get visibility across their entire digital estates and see how to do more with less.

Kyndryl designs, builds, manages, and modernizes the mission-critical systems that the world depends on every day. Utilizing data-driven insights is a key aspect of reducing complexity, in turn driving agility and delivering business impact for its customers. Leveraging Kyndryl Bridge, its open integration platform, organizations gain actionable insights to help them understand, predict, and act to deliver enhanced business outcomes.

Kyndryl’s collaboration with Lakeside combines the wealth of essential user endpoint data through the Lakeside SysTrack platform—which provides observability of digital employee experience and IT endpoint health to the wider infrastructure and network performance to correlate and quantify impacts and enable clear decisions to be taken.

Together, Kyndryl and Lakeside accelerate the path to predictive and autonomous IT, driving true enterprise performance and impactful outcomes.

Ensuring Success with DEX Tools

Working together, Lakeside and Kyndryl see five crucial elements that must be part of a systematic, holistic approach to Digital Experience Management, delivered through Kyndryl’s cross-functional service delivery model and DEM solution, powered by Lakeside SysTrack.

1. Strategic service integration

Complex hybrid infrastructure requires you to embed delivery into cross-functional service governance, aligning technical teams and resolver groups to ensure collaboration.

2. Optimal technology choice:

Choose a reliable, robust tool that provides the depth of user, device, application, and experience insights essential for empowering transformation.

3. A proven delivery model

You cannot drive experience with technology alone, it requires a well-defined services framework, led by experts proficient in both experience strategy and the technology.

4. Align business context

Individual customer success requires a tailored focus to the key business priorities, specific technical landscape and operational requirements, plus any industry or regulatory context.

5. Understand the expected ROI

Given the uniqueness of every customer’s environment, systems and workplace maturity, you need to understand how and where you can expect to see benefits and savings based on where you are today.



IT matters.

Digital Experience Management adoption has grown exponentially due to the proven correlation between employee experience and patient outcomes.

For IT leaders, modern Digital Experience Management is an essential investment in evolving ITSM, asset management, and nearly every end-user centric IT workflow.

