ISG Provider Lens®

Lakeside Software: Reliability-Driven Autonomous EUC Operations

October 2026 | BRIEFING NOTES

ISG® | AIM HIGHER

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About ISG® Research

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Summary

In August 2026, Lakeside Software briefed ISG on its strategy for AI-augmented end user computing (EUC), digital employee experience (DEX) and the continued development of its SysTrack offering as an agentic, explainable and autonomous operating layer for endpoint environments. The briefing emphasized how SysTrack helps enterprises shift from reactive, ticket-driven support toward proactive, governed and autonomous workplace operations built on deep telemetry and reliability engineering constructs.

A central theme was Lakeside's assertion that EUC must *speak the same language* as IT operations and site reliability engineering (SRE). Lakeside highlighted the importance of service-level indicators (SLIs), service-level objectives (SLOs) and error budgets as foundational to safe autonomous operations, positioning SysTrack's experience-level telemetry as the mechanism to eliminate the *Watermelon Effect*, i.e., situations where IT dashboards show green while users experience red.

From ISG's perspective, Lakeside's strategy aligns closely with future-of-work trends. ISG's research notes that *DEX platforms increasingly emphasize continuous telemetry, context-aware insights and automated remediation across endpoints*, while the market is shifting toward platforms that *sense, decide and act* with closed-loop automation, governed autonomy and measurable productivity outcomes. Lakeside's focus on four complementary strengths – deep telemetry, explainable agentic AI, persona-aware remediation and reliability engineering – reflects these priorities and positions SysTrack as a reliability-driven EUC operating layer that is aligned with the digital workplace market.

Briefing Note

In August 2026, Lakeside Software briefed ISG analysts as part of ISG's ongoing research into digital workplace modernization, DEX platforms and AI-enabled EUC management. The session followed similar briefings that contribute to ISG's continuous market intelligence cycle and support its annual Future of Work – Solutions Provider Lens® studies.

The Lakeside team shared strategic updates, roadmap insights and demonstrations of emerging capabilities within SysTrack, with a particular emphasis on how deep endpoint telemetry and agentic AI can be combined to improve EUC reliability, EX and autonomous operations.

Lakeside presented its evolving strategy for AI-augmented EUC operations, its DEX roadmap and the ongoing development of SysTrack as an agentic, explainable and autonomous operating layer for endpoint environments. The briefing highlighted several interconnected themes that collectively define Lakeside's strategic direction, including:

1. **Deep, continuous endpoint telemetry as the foundation for autonomous EUC**. Lakeside underscored that safe, predictable autonomous operations require continuous, high-fidelity endpoint telemetry. SysTrack's decades-long telemetry foundation across millions of endpoints supports the following key capabilities:
    - Precise baselining
    - Predictive diagnostics
    - Persona-aware remediation
    - Experience-aligned SLOs
    - Governed autonomous operations

This telemetry-first model aligns with ISG's observation that continuous telemetry is becoming foundational to AI-enabled EUC and DEX platforms.

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2. **The Watermelon Effect and experience-level reliability.** A major focus of the briefing was Lakeside's explicit adoption of SRE constructs as the operational vocabulary for EUC, emphasizing their approach in aligning EUC with cloud and infrastructure reliability practices. Lakeside highlighted aspects of the IT industry's *Watermelon Effect* to illustrate this core challenge in modern EUC. The Watermelon Effect refers to a situation where service metrics, such as SLAs, appear to be performing well (*green*), while the actual experience of customers or employees is poor (*red*). This disconnect highlights discrepancies between how service quality is measured and how it is perceived.

   SysTrack addresses such discrepancies by enabling:

   - **Experience-level SLIs**, i.e., measurable metrics that reflect the performance and reliability of a service, such as availability, error rate or response time.
   - **Experience-aligned IT SLOs**, i.e., measurable targets for the level of reliability or performance a service should provide over a specific time window.
   - **Error budgets**, i.e., measures of the acceptable amount of downtime or service unreliability that a system can experience without violating its SLOs, are typically linked to user impact.
   - **Continuous reliability measurement**, i.e., the ongoing assessment of a system's ability to perform its intended function without failure over time under specified conditions.

This approach aligns enterprise EUC with reliability frameworks widely used across cloud and infrastructure operations.

3. **Explainable agentic AI for governed remediation**. Lakeside positions SysTrack AI as an agentic reasoning engine capable of the following functions:

   - Correlating cause and effect across telemetry
   - Delivering explainable diagnostics
   - Recommending evidence-based remediation
   - Sequencing governed actions
   - Enabling shift-left resolution

These capabilities reflect ISG's observation that vendors are advancing beyond early AI-assisted features toward agentic AI capable of reasoning across telemetry and orchestrating governed remediation.

4. **Persona-aware experience engineering**. Lakeside demonstrated persona-aware remediation and role-specific experience engineering, including support for hybrid and frontline workers. ISG research notes that experience insights are increasingly consumed outside IT, reinforcing the importance of persona-specific context in prioritizing remediation and aligning experience with business roles.

5. **Ecosystem-first integration**. Lakeside emphasized deep integrations with key leaders in critical IT ecosystem management, including:

   - **ServiceNow** for governed workflows and closed-loop remediation
   - **Microsoft Intune, Azure and Copilot** for endpoint management and AI ecosystems
   - **Citrix and Azure Virtual Desktop** for virtual desktop and workspace environments

ISG's research highlights that differentiation increasingly depends on the depth of ecosystem integration rather than the breadth of standalone features. Lakeside's ecosystem-first strategy aligns with this trend.

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Net Impact

ISG views Lakeside's strategic direction as aligned with the evolution of digital workplaces and the future-of-work solution marketplace. Lakeside's focus on deep telemetry, explainable agentic AI and reliability engineering reflects the market's shift toward experience-driven, outcome-oriented operations.

Lakeside's SRE-aligned model supports key current and emerging enterprise EUC priorities:

- Unified visibility
- Proactive detection
- Autonomous remediation
- Shift-left enablement
- Measurable productivity outcomes

Lakeside's approach, particularly its SRE-aligned reliability engineering model, addresses these needs through the following capabilities:

- Experience-level SLIs and SLOs
- Error budgets linked to user impact
- Governed autonomous remediation
- Persona-aware diagnostics and workflows

These capabilities position Lakeside well to help enterprises modernize EUC operations.

ISG identified several areas where Lakeside can continue to build on its strengths and further enhance its market differentiation. Key opportunities to strengthen and extend its value proposition include:

- **Cross-domain reliability alignment:** As enterprises increasingly seek reliability frameworks that span applications, networks, collaboration platforms, and endpoints, Lakeside has an opportunity to further expand its endpoint-centric capabilities into broader observability ecosystems.
- **Governance maturity:** With growing adoption of automation across the enterprise, organizations will continue to benefit from enhanced governance capabilities, including stronger guardrails, greater auditability, and more robust rollback mechanisms.
- **Scalability of telemetry ingestion:** As enterprise environments grow in size and complexity, continued investment in scalable, high-frequency telemetry collection can help ensure consistent performance across large and diverse digital estates.

Associated Insights

- ISG Provider Lens® Future of Work – Solutions 2026
- ISG Provider Lens® Future of Work – Services U.S. 2026
- ISG Insights: Autonomous Workplace Operations
- ISG Insights: AI-Enabled EUC Management

ISG Placements and Recognitions

Lakeside is recognized as a Leader in the ISG Provider Lens® Future of Work – Solutions 2026 study for:

- Digital Employee Experience Solutions
- AI-Enabled End User Computing Management Solutions

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Bruce Guptill brings more than 40 years of technology business and markets experience and expertise to ISG clients. Beginning with software programming and systems architecture and design, his career path has included business analysis, sales, marketing, and engineering positions in PC reselling, telecommunications and computer networking, electronic commerce and online marketplaces, and software and services – including all major Cloud IT disciplines.

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Summary Facts



Lakeside®

Headquarters

Lakeside Software is headquartered in Massachusetts, U.S.,

Total Employees

Approximately 200 employees across more than 10 countries.

Offerings

The company's offerings include DEX, AI-enabled EUC management, autonomous remediation, reliability engineering capabilities and its SysTrack AI agentic operating layer for endpoint environments. It emphasizes deep ecosystem integrations with Microsoft, ServiceNow, Citrix and Intel.

Global Customers

Lakeside operates globally, serving customers across North America, Europe, APAC and other regions.

Competitors

Nexthink, TeamViewer, Microsoft, Riverbed, Tanium, ControlUp and ManageEngine.

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