



Delivering Productive Digital Experiences for Remote Workers

Restore IT Visibility and Support Employee Productivity by Monitoring Digital Experience Whether Onsite or at Home

Providing IT to remote users is challenging during the best of times. Stress testing, cost-effective hardware provisioning, security measures, and changes in corporate culture take time to iron out. However, these activities may seem like luxuries to companies equipping employees to work from home during an emergency.

To help organizations continue to provide IT support and enable meaningful work during this time, IVOXY Consulting is working in partnership with Lakeside Software to offer free use of SysTrack, our leading digital experience monitoring solution. In addition, trial participants and customers have access to free dashboards and reporting designed to simplify and accelerate remote work planning and ongoing performance monitoring.

What's included:

- Free trial of SysTrack hosted in Azure
- Native collection like end-user experience scoring, baselines, performance and usage data, and more
- Native features like high-level operational analysis, help desk tools, intelligent sensors, and more
- 7-day remote work planning report
- Performance monitoring dashboards

Benefits of cloud hosting:

- No data center infrastructure required
- Instant start-up — measured in minutes
- Highly scalable from 100 to 50,000 systems
- No dev-ops staff or training needed to keep it running
- Works with endpoints that are not domain-joined (like an employee's home computer)

What is SysTrack?

SysTrack is a digital experience monitoring solution that gathers and analyzes data on everything that may impact end-user experience and business productivity. Directly from the workspace, SysTrack captures CPU, disk, memory, and other 10,000+ data points while consuming less than 1% of a system's CPU. These insights are used by IT in countless ways that lower costs and optimize operations including: lowering the amount of help desk tickets, identifying over- and under-provisioning, reducing time-to-resolution, tracking SLA performance, measuring the performance of rollouts, and so much more.

Why Endpoint Monitoring for Remote Users?



Expanded Visibility

Understand the usage and performance of IT resources in real-time and track historical trends



Business Value Alignment

Quantify and measure end-user experience to optimize productivity and evaluate the business impact of IT actions



Lower IT Costs

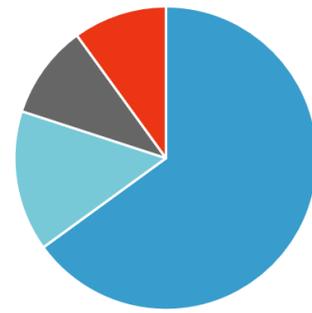
Address issues proactively at lower support levels and reduce MTTR through early detection

Build Your Action Plan

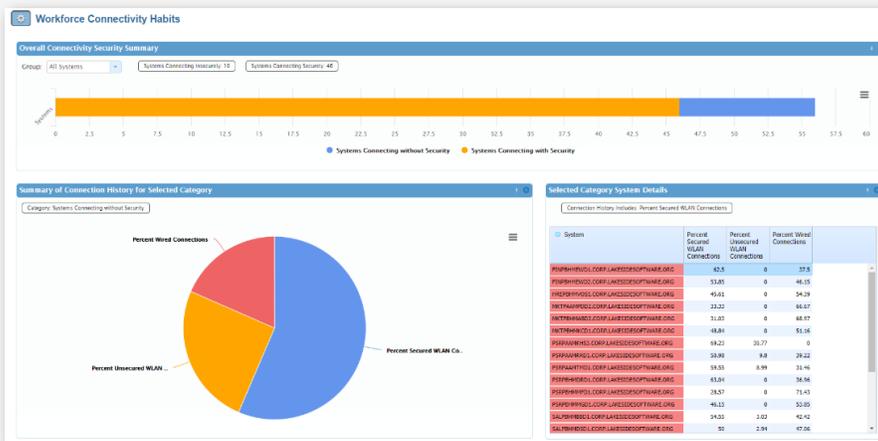
Assess workforce needs within a week and access detailed analysis on the following to understand remote work readiness:

- User count by operating system
- User count by system type
- Remote work readiness breakdown
- Critical applications and dependencies
- Critical applications with high network traffic
- Resource and device usage
- End-user experience breakdown and trend
- Remote work fit and critical apps by user

Overall Work from Home Readiness



■ Ideal ■ Potential ■ Potential with Remote Sessions ■ Challenging



Provide Ongoing Support

Gain visibility into how remote work is affecting performance and minimize productivity impact with information like:

- Application latency service mapping
- Application network performance
- Asset management and location
- End-user experience by group
- Office 365 application performance
- Network performance for a target application
- Work-from-home performance impact
- Workforce connectivity habits

How Can Organizations Use SysTrack?



Plan

- Assess readiness and plan migrations for VDI, Windows 10, Windows Virtual Desktop, and more
- Benchmark KPIs before and after rollout to measure project success
- Forecast spend on cloud and other consumption-based costs



Optimize

- Procure resources to fit end-user need and work style
- Rationalize poorly performing and underused applications
- Right-size spending on licenses for key apps like Office 365
- Refresh hardware based on performance, not age



Improve

- Provide faster and higher quality IT support
- Diagnose and resolve the biggest productivity impacts
- Measure end-user experience and create experience level agreements (XLAs) to track the impact of IT resources and services on the business