

PRODUCT BRIEF

Assist for ITSM

Lakeside's single pane of glass for digital workplaces available through ServiceNow

Imagine if your IT service desk had an endpoint time machine. If every time an employee created a ticket, support could immediately have access to all the relevant system, network, and application data pertaining to the issue as well as top problems and suggested resolutions.

Lakeside Assist for ITSM, a Lakeside Software integration for ServiceNow, provides historical and real-time IT visibility into the endpoint with suggested steps to quickly identify the root causes and remediate problems. Built on SysTrack's distributed edge architecture, complex technical data streams are distilled into simple, actionable insights for Level 1 service agents. Assist for ITSM also enables technicians to leverage automation through one-click auto-fixes to rapidly improve the end user's digital experience.

- Lower mean time to resolution with simple root cause analysis (RCA) tools and clear next steps
- Improve first-touch remediation with precise insights built on SysTrack's data collection and analysis engine
- Increase agent productivity with understandable, repeatable processes

How It Works

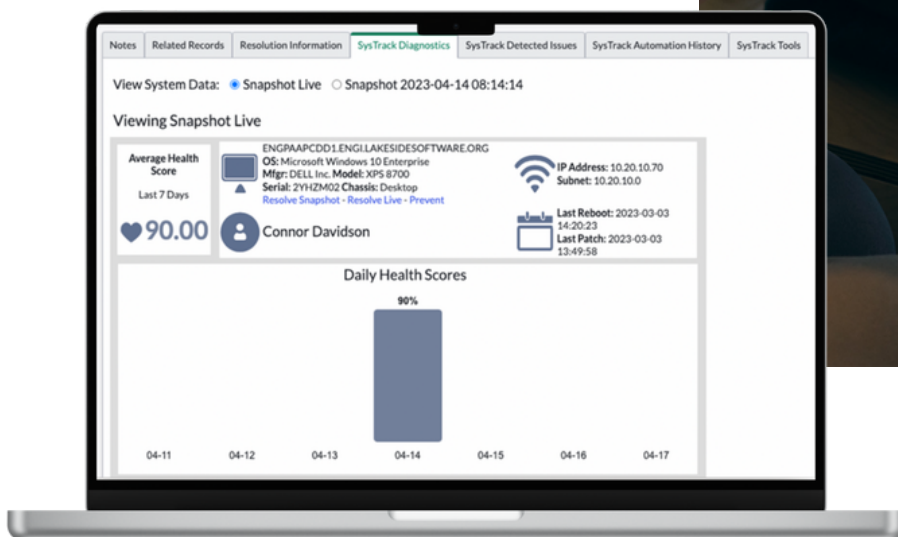
Agents working in ServiceNow's Service Operations Workspace can find clear answers for ticket resolution from the most comprehensive view of an end user's device. Toggling between real-time and time-of-ticket-creation snapshots gives invaluable context to digital experiences and can deliver clear answers as agents explore the following tabs:

- **SysTrack Diagnostics:** System and performance vitals to quickly and autonomously confirm details before jumping into diagnostics.
- **SysTrack Compliance:** L1 checklist with embedded knowledge base articles validate the presence of key problem-causing issues and provide next steps from your own IT experts.
- **SysTrack Detected Issues:** Automated detection of problems affecting end users using SysTrack's sensor engine to separate and promote important RCA signals instead of noise.



SysTrack's investigation-driven technology also powers intelligent automation and resolution. In case of escalation, higher-level agents can access additional context to pivot their troubleshooting and take swift action:

- **SysTrack Automation History:** Log of deployed actions to the device to track the response team's progress and retaining remediation records without contacting the end user.
- **SysTrack Tools:** Remote actions, engagements, and surveys to deliver targeted, personalized remediation directly to the device.



About Lakeside

Lakeside Software is how organizations with large, complex IT environments can finally get visibility across their entire digital estate and see how to do more with less. For far too long, IT teams have struggled to see what's going on in their dark estate – where costly inefficiencies, poor employee experiences, and unresolved problems hide. Only Lakeside lets you give everyone a better view, so they can see the hidden issues, see the smartest fixes, and see the biggest savings. That's why so many of the world's leading global brands rely on Lakeside. And it's how our customers see an average ROI of more than 250%.

Lakeside. Give everyone a better view.™

If you have any further questions, please contact your **sales representative.**

