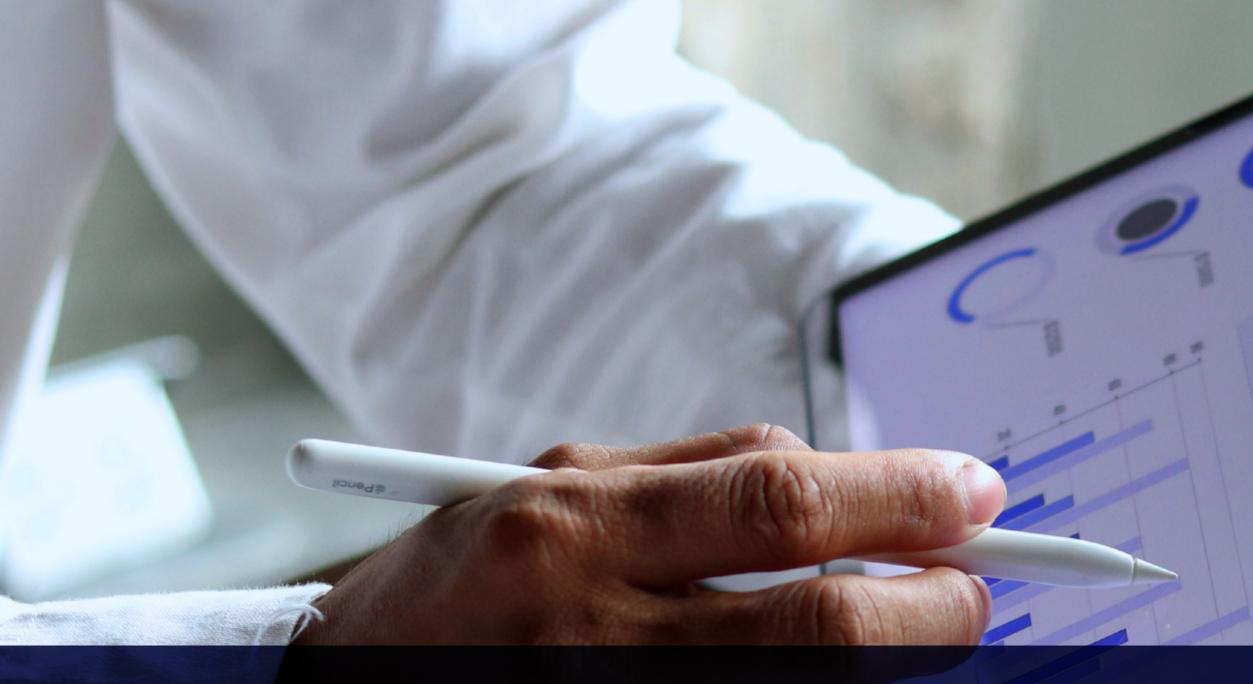# How Lakeside SysTrack Transforms IT Operations at a Multinational Financial Services Company

Spotlighting the move from reactive to proactive IT and its business impact for this leading financial group.

Lakeside®

One EMEA-based bank is shaping the financial services industry's digital transformation, digital employee experience (DEX), and the future of consumer-centric digital services. It drives technological innovation and sets new standards for banking technology, innovation, and efficiency.

The Bank's IT Mission and Strategy

Break down internal barriers to foster innovation and collaboration

Ensure employee satisfaction and superior digital employee experience, which, in turn, drives improved customer experience

Address digital friction by monitoring user experience beyond technical indicators

Background:

10+ years industry experience in digital workplace transformation

Challenge:

Address reactive IT operations that are causing inefficiencies and poor visibility across the IT estate

Goal:

Advance from a reactive to a proactive IT model to improve digital employee experience and customer satisfaction

Key Takeaways:

Improve IT visibility between technical indicators and the visibility gap

Optimize digital employee experience monitoring

Streamline incident resolution

Finding a Solution in SysTrack

Lakeside Software is ushering in a new era of proactive IT with SysTrack, the industry's most powerful AI-driven Digital Employee Experience (DEX) platform. Trusted by Fortune 500 companies worldwide, Lakeside SysTrack dramatically reduces IT costs, prevents system failures before they occur, and drives strategic decision-making through unparalleled visibility.

This robust data gives this financial services company's IT team the complete visibility and insights they need to predict problems, create answers, and fix problems quickly — before business is compromised.

"We had a monitoring challenge in our end-user computing service, so we needed to understand our workplace, have quicker awareness of changes and a better understanding and relationship with our users."

– Digital Workplace Services Director, Multinational Financial Services Company

Lakeside®

Live Data Collection

At 10,000 data points every 15 seconds, Lakeside collects more telemetry data from endpoints than any other DEX tool

EVERY

15 Seconds

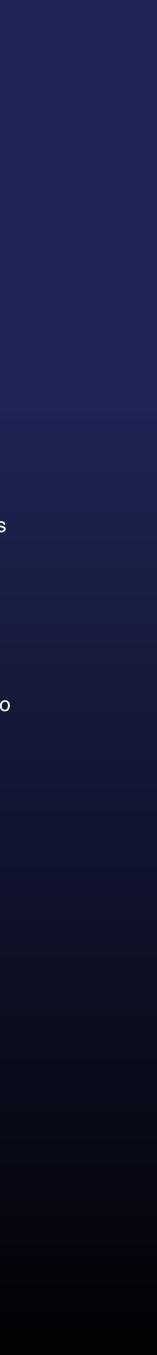Aggregates 10K data points to a local database on the endpoint

5 Minutes

Delivers system summary to the master database

24 Hours

Sends sensor, health,and application data to the master server

3 Years

Stores records for up to 3 years

Overcoming Challenges by Implementing SysTrack

Navigating cultural resistance:
IT silos and reluctance to adopt new tools

Rethinking outdated processes:
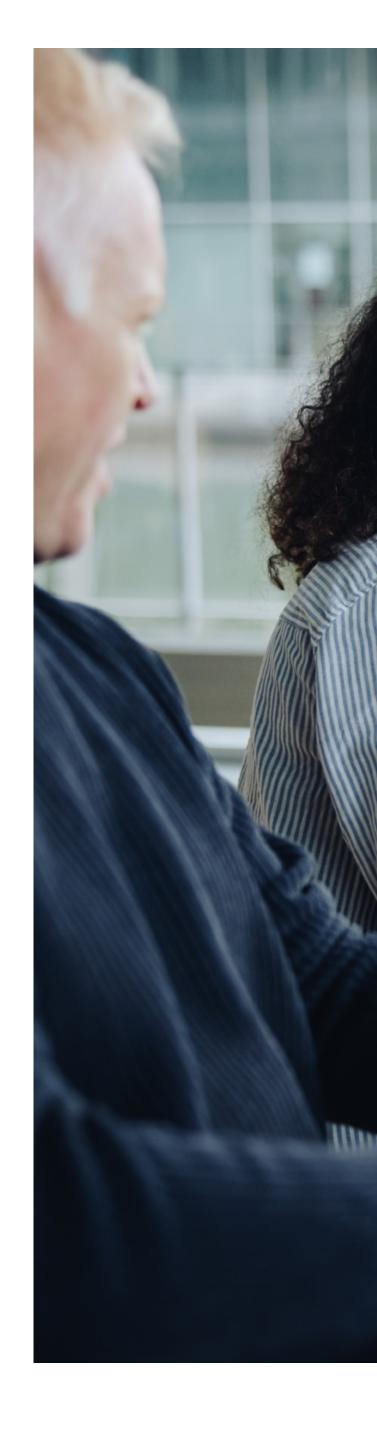War rooms, finger-pointing, and slow problem resolution

Employing an innovative approach:
Issue-centric, blameless problem-solving

EXAMPLE:

Implementing a digital employee experience monitoring role to proactively resolve PC issues

"

SysTrack has been instrumental in transforming our IT operations from reactive to proactive, enhancing user experience, and aligning our IT initiatives with business goals."

— Digital Workplace Services Director, Multinational Financial Services Company

A Dedicated DEX Role in IT

This Lakeside customer's dedicated DEX-focused employee unlocks IT value and efficiency by…

1. Overseeing the performance of PCs and the user experience in order to address cases with poor device and/or digital employee experience metrics and indicators:

- The amount of time to boot the device
- Blue screen instances
- Webpage lag that could cause end-user frustration
- Low health scores for the device

2. Solving these "rotten apple" cases remotely

3. Detecting optimization sets incrementally, allowing the IT team to develop a clear Digital Strategy Roadmap

Key Benefits and Impact

Faster issue resolution

Reduced time spent diagnosing problems

Data-driven decisions

Mean log-on time, computer health scores, software usage

Improved IT efficiency

Self-remediation, automation, and proactive issue detection

Stronger C-Level alignment

Clear reporting of service quality and IT performance

Expanding SysTrack Use Cases at this Financial Services Customer

How the IT Team realizes business value from Lakeside SysTrack:

- Software validation and compliance monitoring
- Enhanced help desk support and user experience monitoring
- Security and compliance integration
- Feeding IT data into other business monitoring tools

How and Why Leadership Should Buy In:

- Start small with a pilot to show immediate value
- Use real-world examples to highlight the DEX impact
- Find internal advocates for DEX as a business strategy
- Highlight the cost of inaction (e.g., lost productivity and IT waste)

Put on Your Headlamp with SysTrack

"We wanted that headlamp, and SysTrack has been instrumental in transforming our IT operations from reactive to proactive, enhancing digital employee experience, and aligning our IT initiatives with business goals. 'Put your headlamp on.' The race for quality has no finish line!"

"

Living without a DEX platform is like trekking through a mountain trail at night without a headlamp. You can hardly see. ou stumble; you don't feel safe; you're in danger."

— Digital Workplace Services Director, Multinational Financial Services Company

About Lakeside

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