

## CASE STUDY

# Making the Case for Stronger Global IT Support

How Schönherr uses Lakeside's solution to eliminate digital friction and empower distributed legal teams to assist clients faster

With a team of more than 300 lawyers in 14 countries spanning Central and Eastern Europe, Schönherr is a leading regional law firm that works with transnational companies to develop solutions to complex business law challenges. Schönherr is committed to providing the highest-quality legal advice to its clients by leveraging ideas from its own diverse, tech-powered global workforce.

Global IT support plays an essential role in this mission by providing a distributed workforce reliable devices and digital tools while also complying with strict international data security requirements. Operating out of the firm's Vienna headquarters, however, IT Director Thomas Strayhammer and his team had limited IT visibility across the organization, which negatively impacted root cause analysis (RCA) and mean time to resolution (MTTR), as well as complicated compliance efforts.

"Remote error analysis is a very complex and time-consuming affair, especially with regards to past mistake analysis," Strayhammer noted. "I've noticed that in recent years, we've spent a lot of time verifying error messages. I wanted to fix this shortcoming."

### Finding the Right Tool for the Job

Strayhammer's team needed a solution that would allow a better understanding of what end users were experiencing. This understanding was also essential for improving service to remote branches where the team historically had to depend on word-of-mouth feedback rather than objective data. By implementing a new solution, the team hoped to operate with less need for end-user involvement in the incident resolution process.

This approach would help employees waste less time on IT issues while simultaneously improving IT's ability to deliver high-quality service.

Specifically, the IT team at Schönherr had four goals in mind when evaluating possible solutions:

1. Faster incident resolution
2. The ability to vet subjective user feedback against actual usage and performance data
3. Replacing trial-and-error methodologies with data-backed incident analysis
4. Forecasting performance for more than 500 toolsets



Through SysTrack, in a support-intensive and distributed business environment, subjective user perception can be backed up with technical data, which makes it much easier to analyze incidents and find solutions.

**THOMAS STRAYHAMMER**  
DIRECTOR OF IT, SCHÖNHERR

Lakeside Software's SysTrack platform was closely evaluated and measured against Schönherr's requirements. In the end, SysTrack's ability to provide an inside-out view of end-user experience, as well as its ability to facilitate proactive IT support.

"We determined that the right solution had to historically record client performance KPIs," Strayhammer noted. "Displayed data had to show whether an error message is a software or hardware concern. It was also important that the tool smoothly harmonized with our other, often-specific programs without taking up too many resources, which is certainly guaranteed as the SysTrack agent consumes less than 1% CPU."

## Lakeside Proves Capabilities in POC

After an initial analysis of Lakeside's platform, Schönherr deployed the solution to a small number of user groups and devices.

"We wanted to experience the interface, how detailed SysTrack data was, whether the data could be historically processed, and if SysTrack was ultimately the right solution for our IT support pros," Strayhammer said.

The proof of concept (POC) effectively convinced Strayhammer and his team. In consultation with upper management, Strayhammer implemented SysTrack with the help of X-Tech, a leading provider of IT solutions and services in Austria.

The rollout was straightforward and, therefore, good," commented Andreas Zika, Team Lead of Regional Sales at X-Tech. "All in all, we needed a turnaround time of one to two days to complete everything. Immediately after the implementation, we could observe the system's first positive effects on the IT process."

Strayhammer added, "We wanted to replace our former reactive approach of 'I know the problem and will immediately start looking for a solution' to a more proactive one, which we have succeeded in doing. "Since implementing SysTrack, both user satisfaction and feedback from administrators and support staff have been consistently positive."

## One Solution, Myriad Benefits

SysTrack is now an integral part of IT operations at Schönherr. Since implementation, Strayhammer's team has taken advantage of SysTrack's granular endpoint data and easy-to-use dashboards to tackle new projects, such as monitoring service statuses in real-time.

"In the past, when a user reported a boot issue to us, we looked through all sorts of possible causes to narrow down the problem," Strayhammer said. "Today, we can see at a glance whether a boot problem is caused by hardware, application, operating system, or any other possible causes."





With SysTrack's breadth, depth, and history of data, Strayhammer's team can assist end users quickly and reliably across all locations. He can also understand the impact of certain IT changes and even predict issues or improvements that might be needed.

In fact, Strayhammer was able to use SysTrack to rationalize upgrading users to Windows 10, which could dramatically reduce boot times.

"For us, the solution is an additional and, above all, reliable source of information in solving IT problems," he said. "They can be identified faster and solutions to those issues can be found more easily. This ensures that our users always have the best possible working environment and that they can concentrate fully on their tasks without suffering from performance impairments."

### An Innovative Outlook

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### 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.™**

Discover how to get the most out value out of Lakeside's SysTrack by **exploring more of our case studies.**

