

Global chemicals company implements **Lakeside Software solution** to improve IT compliance and end-user experience

Capgemini's Lakeside SysTrack managed service improves security compliance, optimizes software licensing, and enhances release-testing capabilities

With a globally dispersed footprint, a leader in the specialty chemicals industry was looking for help to conduct endpoint monitoring and simplify management of its complex end-user environment. Additionally, it wanted the solution to provide a controlled mechanism for application deployments and monitor hardware and application performance.

The goal was to improve the user experience while enabling proactive issue resolution across more than 2,500 devices and 40-plus global sites. The company entrusted its long-term partner Capgemini to implement the project smoothly based on its deep expertise.

Client: Leading chemicals company

Region: North America

Industry: Chemicals

Client challenge: Needed to track IT compliance and reduce security risks related to end-user devices and applications

Solution: Working with Capgemini, the Lakeside SysTrack on-premises solution was implemented in 2021 to provide better insights into the user experience, application status, and security compliance.

Benefits:

- Increased BitLocker encryption compliance from less than 80 percent to more than 99 percent using Capgemini's proprietary dashboards
- Reduced application-level vulnerability by 50 percent by identifying legacy application versions that had not been patched
- Improved remediation from less than 60 percent of vulnerabilities found to more than 75 percent across the entire end-user estate, achieving the client's goals
- Improved application and operating-system upgrade tests and release processes to ensure no degradation in system performance post release, and create a positive end-user experience
- Implemented a software utilization dashboard to optimize the business' use of its licenses



UNDERSTANDING THE USER EXPERIENCE

After reviewing the chemical company's circumstances and objectives, the Capgemini project team proposed Lakeside's SysTrack monitoring tool to provide the necessary visibility into performance and the usage of IT resources and support services. Through the use of SysTrack, Capgemini aimed to provide the company with an improved understanding of how its technology landscape supported end users. Detailed and targeted workspace analytics data would make it easier for its IT team to optimize the computing environment and provide help-desk support.

"Leveraging its unmatched breadth, depth, and history of data, SysTrack delivers visibility into the IT health of an entire estate and can scale to enterprises of all sizes," says Rob Dobson, Director of Partner Solution Architects at Lakeside. "Working with Capgemini to understand the chemical company's requirements, it was clear that SysTrack was the best fit to meet their needs."

The project team then built an operation framework to address the company's challenges. This was built largely on two key pillars: BitLocker encryption and application optimization.

Capgemini and Lakeside developed a proprietary capability that could measure the level of data encryption compliance throughout the corporate estate. The client was using BitLocker and the team enabled the Lakeside sensors to review the status of each machine and collect the relevant data on a dashboard to simplify compliance monitoring. The client's Governance Risk and Compliance support team worked to increase awareness and ensure encryption compliance objectives were achieved.

SysTrack enabled the company's IT team to quickly audit installed software to understand application usage, versions and patches in use, and overall application performance. Succinct dashboards reported the version being used, the frequency of launches, and the amount of time spent on each application. As a result, the client was able to reduce technical debt, identify unused licenses, and proactively initiate remediation to improve overall application performance. Through the continued use of SysTrack and Capgemini-supplied processes for monitoring and control, the client reduced security vulnerabilities, minimized support interactions, and ensured that employee's maximized each application's anticipated business value with zero friction.

DRIVING OUTCOMES THAT MATTER

The SysTrack on-premises solution gives the company the ability to easily monitor the status and system performance of the end user environment and proactively address issues and risks that impact the employee's experience. The company now possesses a greater understanding of how its employees engage with software, and dramatically improves security compliance. The solution has enabled proactive resolution of performance issues, which minimizes the harm that may have been caused by IT challenges.

Following the successful SysTrack introduction, BitLocker encryption rose to over 99 percent of the active IT end-user assets. Application-level vulnerability has dropped by 50 percent, while vulnerability remediation increased to over 75 percent. By generating detailed usage reports, SysTrack enabled the company to reduce the purchase and renewal costs related to licensed applications.

"Capgemini is passionate about leveraging industry-leading partners like Lakeside, alongside our specific industry expertise, to drive people experience client outcomes that matter, with speed and agility," says Tyrone Reece, VP Cloud & Edge Projects and Consulting at Capgemini.

The solution has already helped the company determine the health of its devices, the types of browsers being used, and device type counts, as well as providing patch and software dashboards. The company and Capgemini are now poised to continue their partnership in pursuit of further innovations, such as the integration of ServiceNow and utilization of sustainability measuring capabilities that will improve the user experience.

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