

CASE STUDY

Driving ITSM Efficiency and Satisfying End Users in a 24/7 IT Environment

Şişecam leverages Lakeside's SysTrack to make IT support more proactive, improve end-user experience, and easily maintain hardware and software assets

The Client

Originally founded to meet Turkey's need for basic glass products, Şişecam Group is one of the most influential organizations in the region, exporting to 150 countries and owning operations in 44 facilities throughout 13 countries. Given its vast operations and 22,000 employees, Şişecam Group's IT department leads initiatives to improve and support the end-user experience within their environment through robust performance monitoring, reporting, and proactive support using Lakeside Software's SysTrack.

Working closely with Exclusive Networks and its partner VAS Bilişim, Şişecam implemented and continues to leverage Lakeside's solution. Neslihan Erdoğan, Şişecam Technology Development Specialist, shares why and how they use the platform to meet their end-user computing needs.

The Challenges

Prior to using Lakeside's platform, Şişecam relied on end user reviews and support requests to understand how its environment was performing and supporting users. Now, with Lakeside, not only can the company report on and measure the end-user experience, but also proactively monitor IT resource performance at the endpoint. Before Lakeside, Şişecam had a reactive stance to solving IT issues.

"We would receive calls from end users, register the issue being reported, and proceed to solve the issue as fast as we could," Erdoğan explained. "A problem we ran into with this approach was that it did not allow us to catch the moment when the IT issue was experienced, making it difficult to find the root cause of the issue and solve it."

INDUSTRY

Manufacturing

LOCATION

Global (based out of Turkey)

KEY CHALLENGES

- No visibility into endpoint performance
- Lack of insight into end-user experience
- Slow time to resolution of IT issues

SOLUTION

- Lakeside Software's SysTrack platform provides in-depth and customizable reports that simplify hardware and software asset management
- Detailed real-time and historical endpoint data helps IT find the root cause of issues faster and even address problems before end users are impacted
- Endpoint data allows IT to optimize resource usage and improve end users' experiences



The Solution

Lakeside's SysTrack offers Şişecam the opportunity to measure performance and end-user experience on 4,000 endpoints to help proactively solve IT issues. Specifically, the platform provides extensive real-time and historical data from the Şişecam environment, which the IT department can later use to find the root cause of issues faster and, many times, even before the issues negatively impact productivity.

"Beyond root cause analysis, we also use SysTrack to optimize the use of our IT resources," Erdoğan added. "For instance, the solution has helped us identify the resources (CPU, memory, disk, etc.) our end users need so that we can practice efficient license management based on actual need and usage. Moving forward, I think that Lakeside SysTrack will be a great tool for these uses and also for directing our overall software and hardware investments."

Why SysTrack

After completing a trial period, Şişecam decided to invest in Lakeside's solution – particularly to help improve end-user experience. Additionally, the platform's detailed and customizable reports on all hardware and software assets within the company's large environment was also an important factor.

After the decision was made, Erdoğan and her team took a tiered approach to adopting SysTrack. Initially, they implemented SysTrack in the head office, later expanding to the factories, regional offices, and stores.

"Today, as part of our continuous goal of efficiently running all of our desktops with sustainable performance, we use SysTrack to monitor performance but also for end-user behavior analysis," Erdoğan explained. "SysTrack makes it easy for our IT teams to quickly resolve problems and improve user satisfaction in such a large environment."

Şişecam's IT department, like most others, operates 24/7. With help from SysTrack, the company's IT team aims to make it easier to track IT issues, user behavior, and hardware/software usage on every endpoint.



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"We chose SysTrack because of its ability to perform user behavior analysis, generate customized reports, and present our environment data in a central interface all while keeping low bandwidth usage for data transfers. Additionally, its simple and fast set up allowed us to start using data on our environment the day after SysTrack was installed."



Neslihan Erdoğan

Şişecam Technology Development Specialist

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.**

