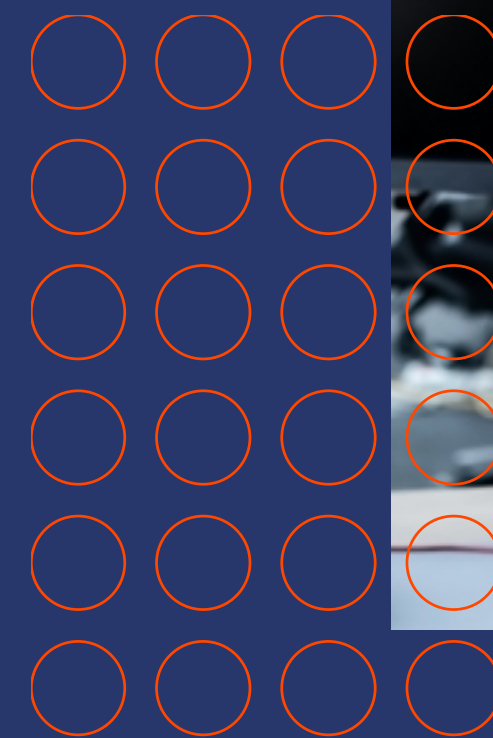
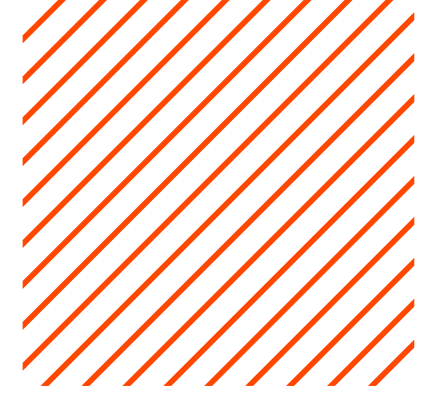


# 7 Ways to Build IT Resilience in 2025







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**Contents:**

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## IT Resilience: From Budgeting to Breakdowns

In today's always-evolving digital landscape, IT resilience is essential. The old approach of planning for worst-case scenarios and hoping for the best no longer works for many reasons: compliance, competitiveness, continuity, and cost. What's more, most enterprises have shifted to cloud-first IT infrastructure, dispersing and decentralizing systems in once-controllable data center environments to cloud and hybrid environments. The digital era — fast accelerating thanks to AI adoption — demands a more nuanced, tiered strategy for building IT resilience.

To strengthen resilience in 2025, IT leaders must pivot from a reactive to a proactive mindset. This shift involves more than preparing for potential disruptions. It also includes equipping your organization with the tools and insights needed to recover swiftly and efficiently.

Solutions that provide visibility across your IT digital estate, such as [Lakeside SysTrack](#), play a crucial role here. They help you understand what users need, which applications are critical, and how to maintain productivity even in the face of tech-related and trending challenges such as a strained economy, enterprise budget

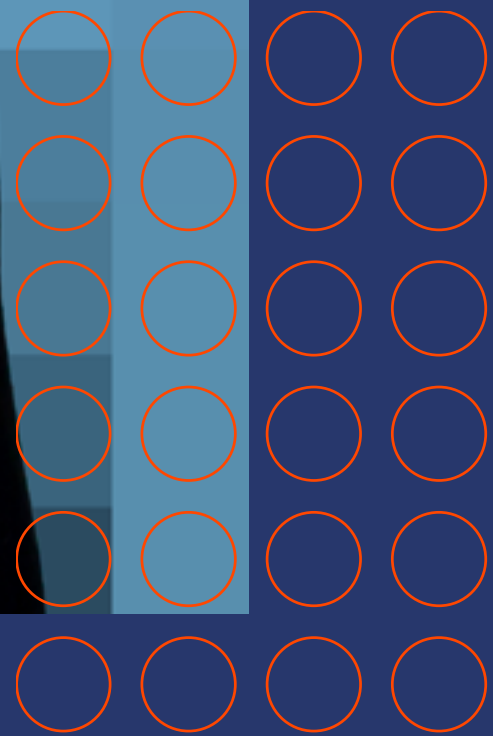
constraints, and the ongoing threat of IT outages. While cost-cutting and operational efficiency are paramount, the need to ensure a seamless digital employee experience (DEX) is non-negotiable.

In 2025, achieving this balance requires IT leaders to embrace a proactive IT strategy — driven by AI, data insights, and innovative DEX solutions — that builds not just IT resilience but business resilience as well.

This ebook explores seven ways IT leaders can build a more resilient IT organization while navigating budget constraints, maintaining a strong focus on digital employee experience, and propelling business growth through digital innovation.

“Through 2027, 75% of organizations without a DEX strategy and tool will fail to successfully reduce digital friction.

Gartner, Magic Quadrant for Digital Employee Experience Management Tools, 26 August 2024, Dan Wilson, Tom Cipolla, Stuart Downes, Autumn Stanish, Lina Al Dana.



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# Proactive IT:

Say Goodbye to Reactive Chaos





**IT resilience includes** keeping your IT up and running for the sake of employees, your business, and the customer experience. Traditional approaches to ITOps resolutions have been reactive, where IT teams respond to incidents after they occur. Reactive problem solving is inherently a one-by-one — or ticket-by-ticket — process. This old way of addressing one problem at a time is tedious, time-consuming, and taxing on the IT budget. Indeed, this approach is very expensive both in terms of the IT effort and the impact on employee or end user productivity.

**A proactive IT approach, by contrast, focuses on prevention and issue prioritization. The support team remediates incidents before they spread and have a negative impact on productivity.**

By detecting incipient IT issues and then repairing all the affected systems at once, the IT team can save a fortune for the business. Proactive IT also assures that you end up with much happier and more productive end users since they won't have to shut down what they're working on while a support technician either keeps them on the phone until the problem surfaces or takes over their laptop.

#### Reactive IT

A one-by-one approach

Repair

High ticket volume

Employee downtime

Employee disruption

Business downtime

Slow MTTR

A costly approach

Chaos

#### Proactive IT

A system-wide approach

Prevent

Ticket avoidance

Satisfied employees

Employee productivity

Business continuity

Faster MTTR

A cost-saving approach

Calm



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**With Lakeside SysTrack, one U.S.-based healthcare organization saved**

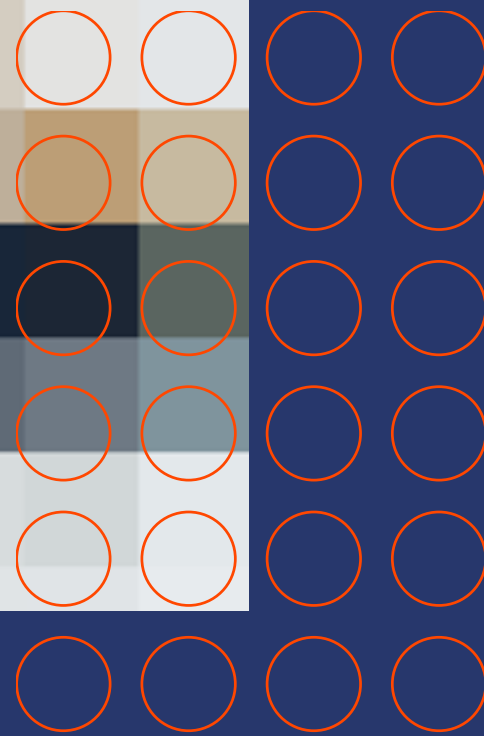
**\$8.8 million**

last year by avoiding ~270,000 tickets through proactive incident reduction.

DEX platforms such as Lakeside SysTrack, which includes an embedded AI engine based on machine learning algorithms, continually monitor the enterprise's digital IT estate, in turn identifying early warning signs in system performance, hardware degradation, or network bottlenecks. Instead of simply reacting to critical failures, IT teams can anticipate issues, saving time and resources by prioritizing alerted issues and preventing outages before they occur.

In 2025, IT resilience will increasingly depend on a proactive IT, rather than reactive, approach. It's time to say goodbye to reactive, costly chaos!





# Predictive IT:

Use Data to Prevent a Widespread Outbreak



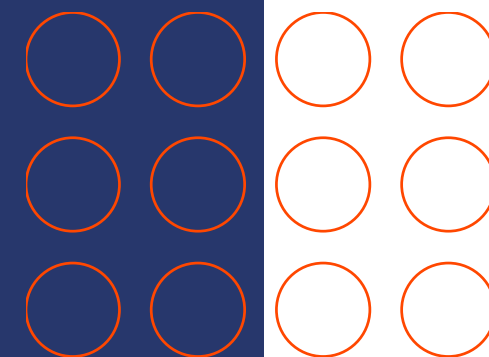
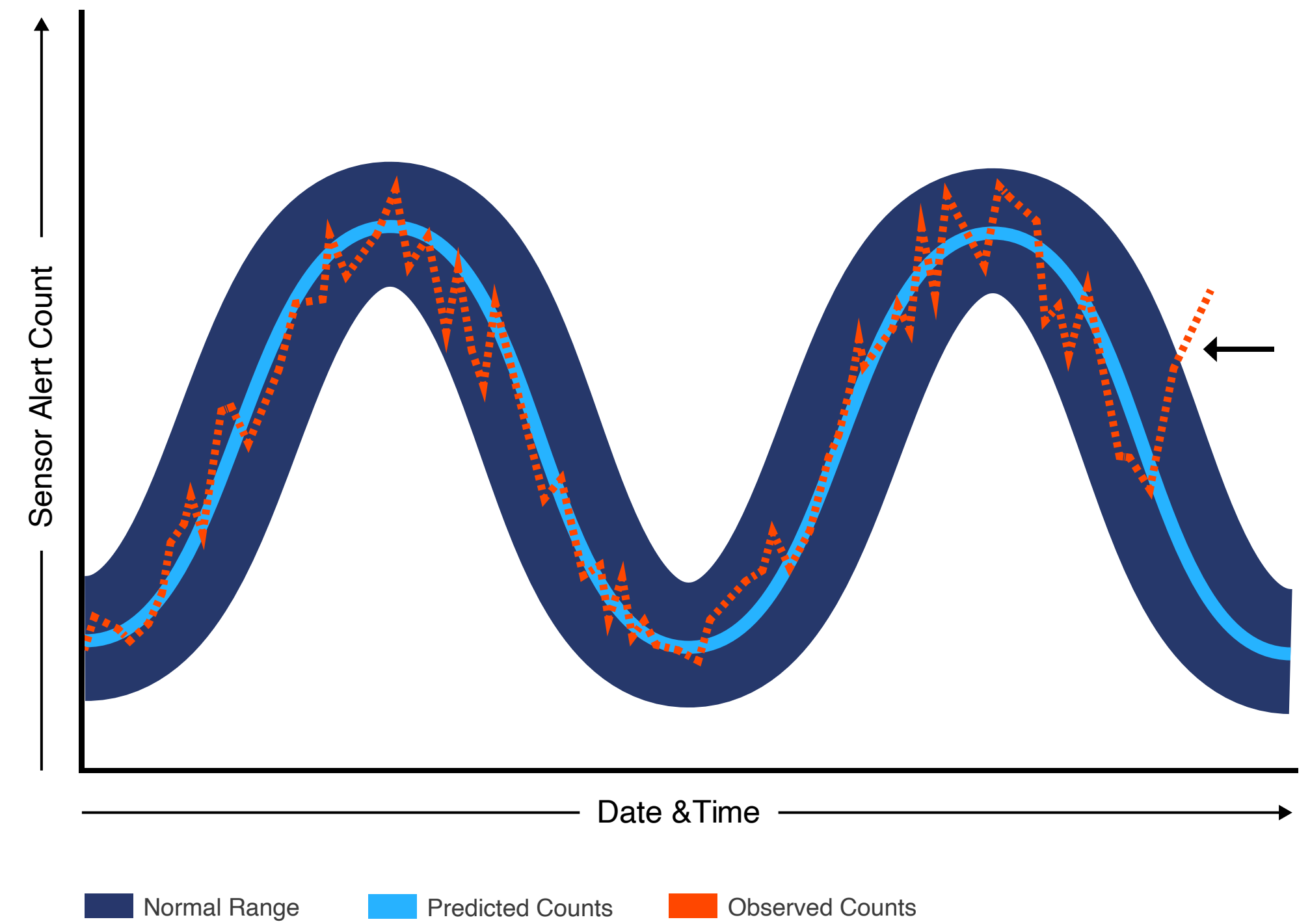
## Visibility Ahead of the Curve

Traditional, reactive approaches simply do not work for IT environments on the verge of a widespread problem — one that could take down the entire IT estate and disrupt business continuity.

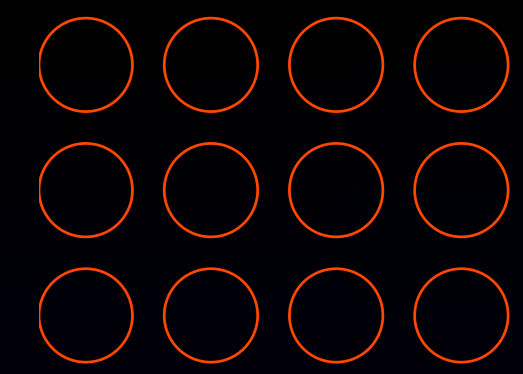
Fortunately, with the rise of machine learning (ML) and data-driven decision-making, proactive IT can mature to the point of being predictive. Rather than relying on predefined thresholds, anomaly detection identifies deviations in system performance, enabling IT teams to address problems before they impact the broader infrastructure

This predictive IT approach gives IT teams the early-stage visibility they need to detect estate-wide trends and, in turn, contain a pending outbreak before an IT outage occurs.

Using machine learning algorithms and a robust data set, Lakeside SysTrack can identify patterns that human analysts may not have the bandwidth to analyze among such vast data sets to see the problems. A slow degradation in system performance could indicate future hardware failure, or specific user behaviors could correlate with future security threats. AI identifies these patterns in real time, providing IT teams with the information needed to take proactive measures before small issues escalate into outages.







## The Better the Data, the Better the Insights

Robust data collection at the endpoint can lead to the most accurate and relevant data insights about the system health and the digital employee experience.



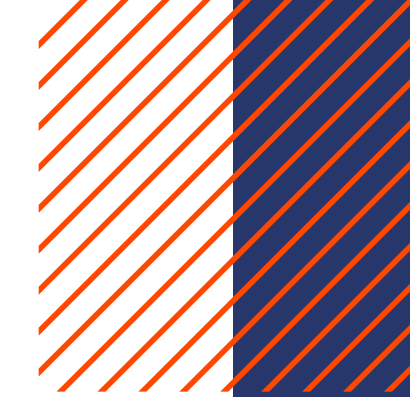
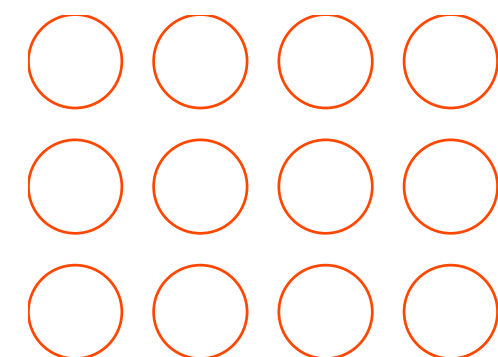


The promise of AI purpose-built for IT is not only in solving issues faster but in preventing them from happening at all.

Data alone does not build resilience, however. It's the insights derived from well-structured data that matter. AI purpose-built for IT, such as Lakeside SysTrack's embedded AI/ML engine, enables organizations to sift through massive amounts of data, identify patterns, and correlate findings across different parts of the IT landscape. For instance, an anomaly in application performance might initially seem isolated, but AI-driven tools can correlate this indicator with underlying hardware issues or even external network problems, providing a holistic view that helps IT teams make better decisions faster.

Anomaly detection introduces another proactive layer by identifying deviations that don't match expected patterns, even when the IT team isn't specifically looking for them. For instance, you may not know to set a sensor for memory leakage in a specific application until it becomes a problem. Anomaly detection can preemptively flag that anomaly by correlating various data points — without waiting for the issue to manifest.

As AI-driven tools such as SysTrack perform continual anomaly detection and automated root-cause analysis, IT professionals can focus on more strategic projects that drive business transformation. The promise of AI purpose-built for IT is not only in solving issues faster but in preventing them from happening at all.



### With Lakeside SysTrack, a U.K.-based global law firm's IT team:

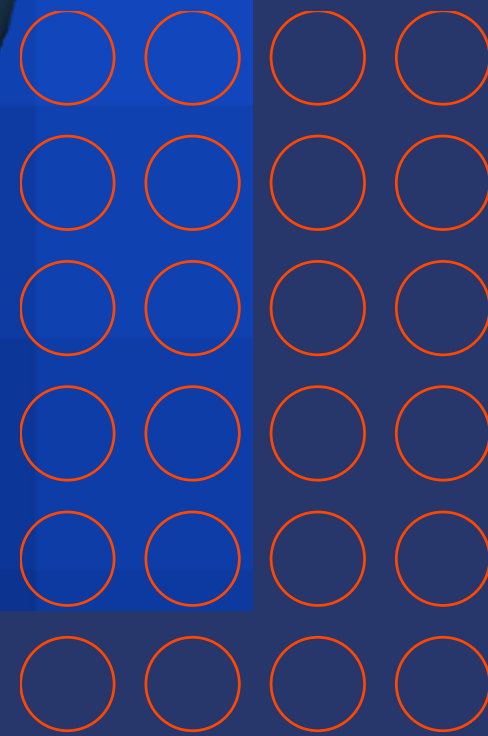
- Detected three sensors going off thanks to ML-based anomaly detection, impacting 800 machines in the environment, or nearly 10% of staff.
- Investigated the root cause of the spiking CPU and discovered the culprit was a common video driver.
- Resolved the issue with a driver update before the issue hit the whole firm and affected employee productivity / billable hours.



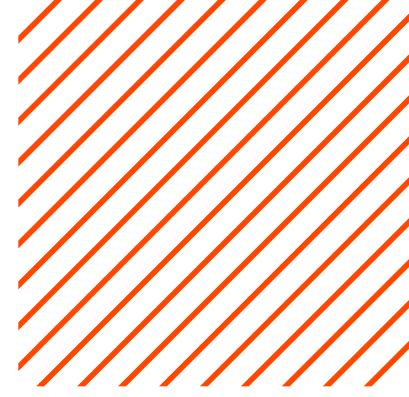
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# Autonomous IT:

“Shift Left” to Streamline  
IT Support

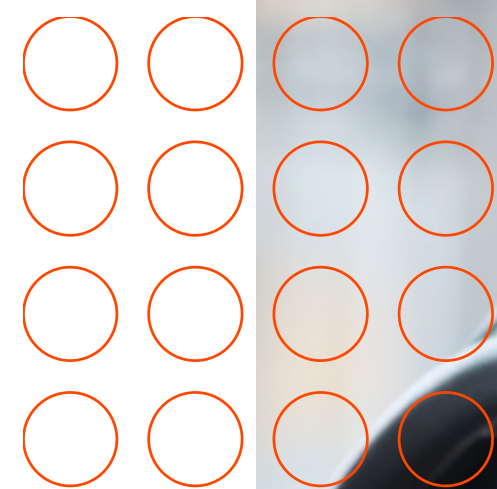




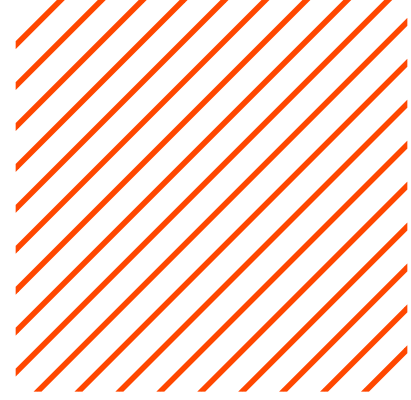


“Shifting left” refers to moving problem resolution to earlier stages of the IT support process.

Rather than escalating tickets to Level 2 (L2) or even Level 3 (L3) support, IT teams can implement proactive measures that enable Level 1 (L1), Level 0 (L0 or self-service), or even automation scripts to resolve common problems.







## The Benefits of Shifting Left for IT Resilience

Incorporating a shift-left strategy in IT operations brings several tangible benefits:

01

### Faster Incident Resolution:

By pushing incident management to the front lines, IT organizations can dramatically cut down the time it takes to resolve issues. Automation scripts, AI-driven diagnostic tools, and predefined workflows allow lower-level support teams or the employees themselves to handle problems that previously would have been escalated.

02

### Cost Efficiency:

Every time an issue is escalated to higher levels of support, it costs more in terms of time, labor, and resources. By reducing the need for escalations, organizations save money and ensure that their most experienced engineers are working on higher-value initiatives.

03

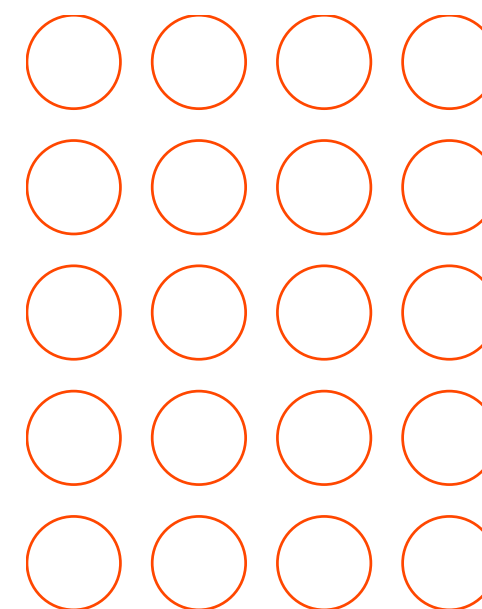
### Improved User Experience:

End-users benefit from faster, more efficient service. When issues are resolved quickly and effectively by L1 support (or even through self-service mechanisms), users experience less downtime and frustration, directly having a positive impact on business productivity and employee satisfaction.

04

### Strategic Allocation of Talent:

With fewer escalations and fewer routine tasks eating up their time, L2 and L3 engineers can focus on more strategic initiatives, such as system optimization, infrastructure upgrades, and long-term resilience planning.





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## Automation: The Backbone of a Shift-Left Strategy

One of the key ideas behind shifting left is equipping IT staff with automation tools that allow them to solve complex issues through simple, pre-defined workflows. At the core of any successful shift-left approach lies automation. As IT teams strive to build resilience in 2025, automation tools, workflows, and scripts will be essential in reducing manual intervention for predictable, repetitive tasks. Automation scripts enable organizations to handle routine issues faster, freeing up time to focus on more complex or emergent problems.

You could argue that automations/remediations are relatively simple; the difficult part is the detection of complex problems. SysTrack sensors and anomaly detections, therefore, come into play as critical aspects of automation. Unless you can automatically detect complex issues in the first place, you cannot automate the remediation.

But automation isn't just about technology; it requires investment in training and upskilling IT staff. Level 1 engineers should be trained on how to manage these automations effectively, troubleshoot when needed, and understand the underlying systems well enough to recognize when a manual intervention is required. This level of empowerment will be critical for IT teams to succeed in a proactive operating environment.

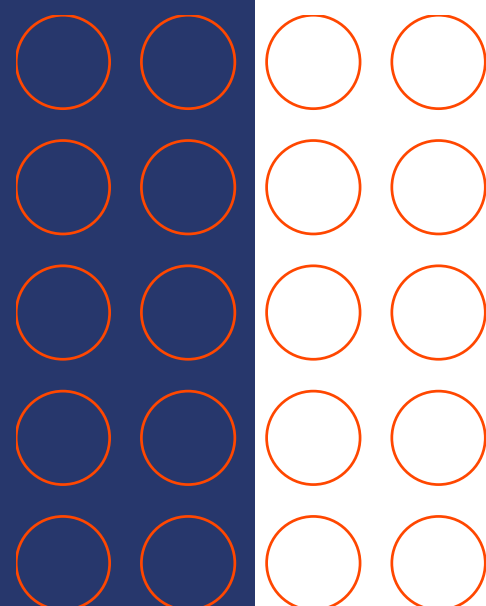
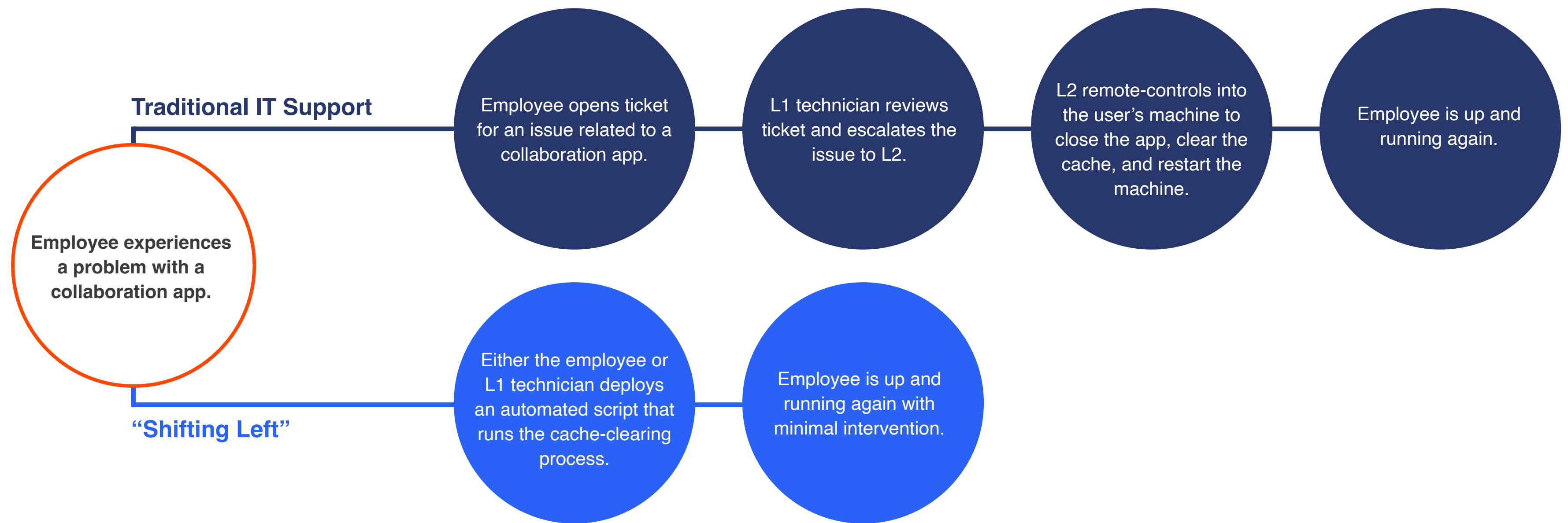
But automation isn't just about technology; it requires investment in training and upskilling IT staff.



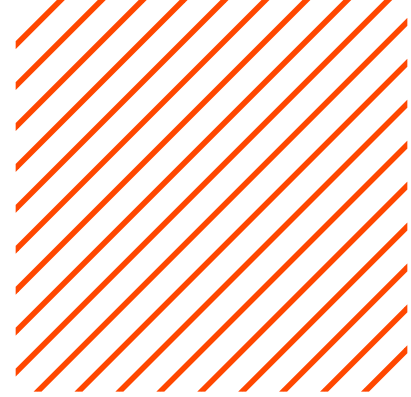


## Practical Example: Automating Routine Issues

To illustrate how shifting left can work in practice, let's take the example of troubleshooting typical cache issues that can crop up in collaboration tools such as Microsoft Teams.







## The Path to Proactive IT Resilience

For IT teams to succeed in 2025 and beyond, adopting a shift-left mindset is a critical step toward building resilience. By empowering lower-level support teams with the right tools, automations, and processes, IT organizations can become more proactive, solve problems faster, and allocate their top-tier talent toward initiatives that drive business growth. Shifting left not only increases efficiency but also positions the IT organization as a driver of innovation, rather than just a reactive problem solver.

By combining proactive monitoring, automation, and a trained, empowered workforce, IT teams can make significant strides in 2025 in building a more resilient, efficient, and future-ready IT operation.

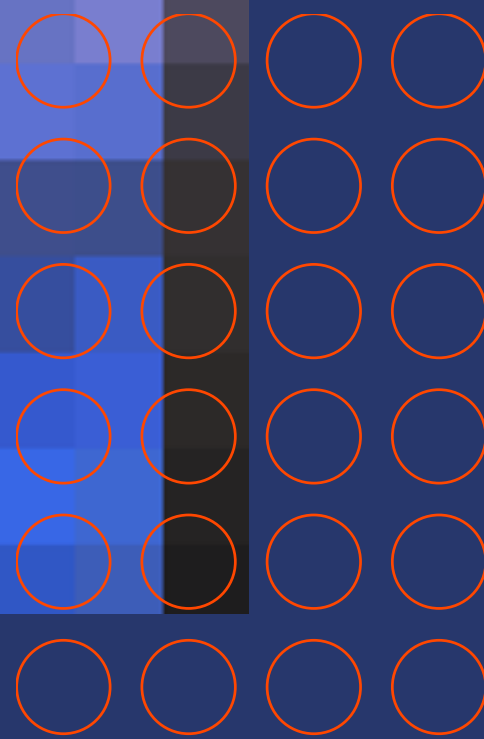
With Lakeside SysTrack, one U.S.-based insurance company calculated a **\$1,000,000 return on investment by:**

Reducing IT service tickets by **29%**

Reducing MTTR by: **40%**

Enabling **45** automation scripts



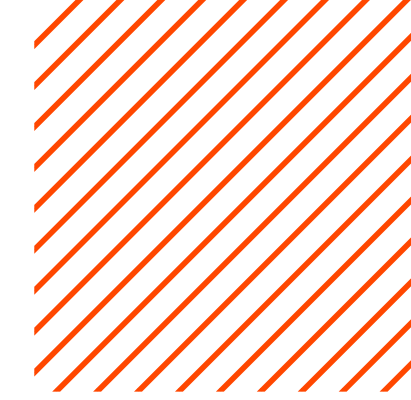


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## Insightful IT:

Use Data to Bounce Back  
from an Outage





## The Role of Visibility and Data in Recovery from an IT Outage

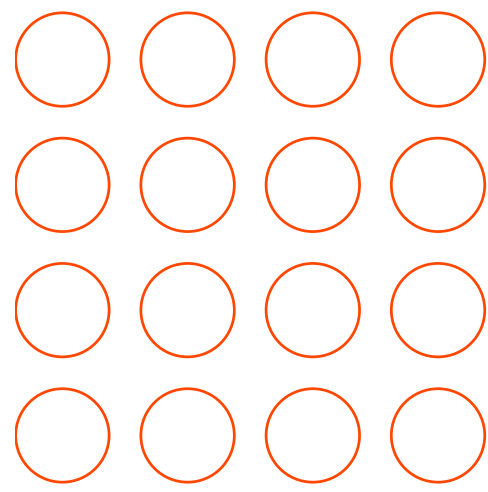
The effectiveness of IT recovery hinges on the IT team's ability to see and understand what's happening within the enterprise's IT environment. Resilient IT begins and ends with visibility. Gone are the days of blindly rebuilding from scratch. Today's IT leaders need actionable insights to respond to incidents quickly and effectively. This is where complete visibility across the IT estate becomes indispensable.

SysTrack provides a detailed view of your IT landscape, from user activity to application performance to device health. This information is vital during an IT outage or cyber incident. For instance, during a ransomware attack, having a clear understanding of which users are affected and what critical systems are down allows you to prioritize recovery efforts and minimize downtime.

Resilient IT begins and ends with visibility. Gone are the days of blindly rebuilding from scratch.

**To build resilience in 2025**, IT leaders not only must prepare for potential disruptions but also equip the organization with the tools and insights needed to recover fast and efficiently. Solutions that provide visibility into your IT environment, such as Lakeside SysTrack, play a crucial role here. They help you understand what users need, which applications are critical, and how to maintain productivity.





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## The Path to Proactive IT Resilience

Recovery is not the end of the journey; it's an opportunity for growth. Once you've navigated through an IT outage, the next step is to analyze what happened and how to prevent similar issues in the future. This phase involves capturing lessons learned and integrating them into your IT resilience strategy.

Effective post-incident analysis requires a comprehensive view of what occurred, including root causes and the impact on your organization. Tools such as Lakeside SysTrack can support this phase by providing insights into system changes, user impacts, and recovery timelines. By understanding the full scope of an incident, IT leaders can refine their strategies and improve their resilience.

Moreover, it is crucial to evaluate how changes — whether they are security updates or new system implementations — affect your overall IT resilience. Sometimes, efforts to enhance security (e.g., having 15 security agents on one endpoint) can inadvertently slow down recovery efforts. Regularly reviewing and adjusting your approach based on real-world experiences ensures that your IT resilience strategy evolves in tandem with emerging threats and technological advancements. Endpoint data can help to inform and balance business, security, and user-experience needs more optimally, such as streamlining the use of too many security agents due to the resource overhead.

### CASE STUDY:

## Recovery from a Global IT Outage

The first step to recovering from an unprecedented IT outage (such as CrowdStrike in July 2024) is collecting data to understand the scope and impact. During that outage, IT teams around the globe were asking:

“ How many Windows systems do we have across our end users?

“ And how do we best triage to ensure mission critical end user systems are repaired first?

“ Of those systems, which have CrowdStrike installed and could be vulnerable?

“ How will we ensure all users are back up and working once remediation has occurred?

“ What is the workflow to remediate these issues?

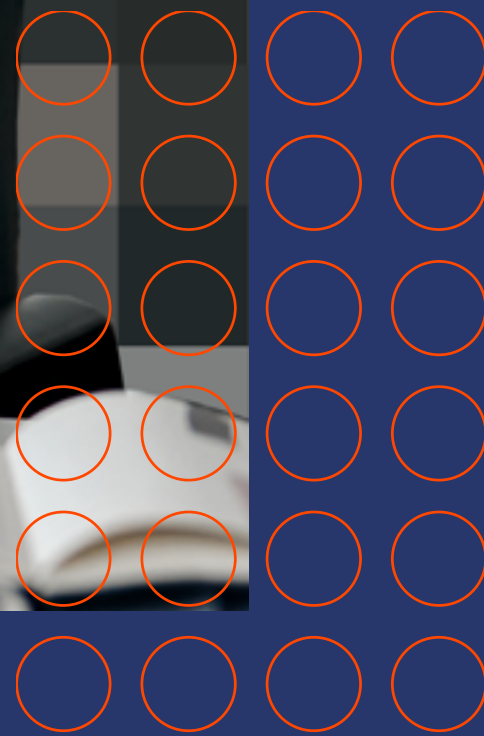
To answer these questions, organizations need data to offer visibility across their IT environments. Lakeside customers had this data at their fingertips in the SysTrack platform and were poised to begin recovery actions immediately.

Lakeside developed a dashboard specific to the CrowdStrike outage to help customers understand the magnitude of the impact, triage repair of high-priority systems, and monitor the progress of remediation at scale. [Read more about this dashboard.](#)

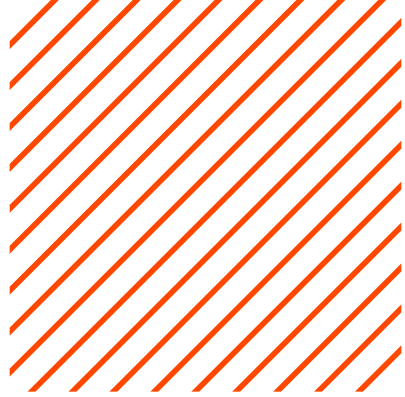




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**Optimized IT:**  
Know What You Don't  
Know to Cut Costs







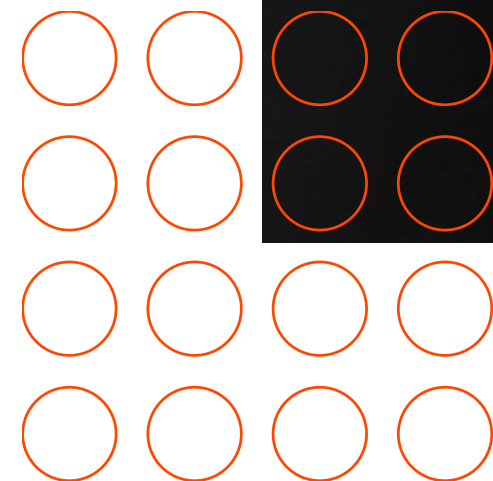
## IT Business Leaders Survey

Our 2024 IT Leaders survey discovered that “doing more with less” is one of the top three priorities for 65% of IT leaders surveyed.

In the current economic landscape, IT leaders across enterprise organizations are constantly pressed to reduce costs without compromising the quality of services. In fact, a 2024 IT Leaders survey discovered that “doing more with less” is one of the top three priorities for 65% of IT leaders surveyed. One of the most effective ways to achieve this objective is through the optimization of both hardware and software environments.

**The survey also identified four key initiatives to support IT priorities: software rationalization (57%), legacy system integrations (51%), virtualization (40%), and hardware optimization (37%).**

As we look ahead to 2025, these strategies are not just about eliminating waste; they also are about unlocking value that can help build a more resilient IT organization that can better support digital innovation to fuel business growth.





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## The Hidden Costs of Unused Software

Enterprise software environments are often burdened with licenses for applications that go underutilized or, in some cases, completely unused. The misconception in many IT circles is that optimization is purely about cost savings. Software optimization also addresses another critical issue: the risk of having an over-complicated software ecosystem.

When users fail to adopt or use software effectively, it creates two problems:

- 1. Waste** – Companies are paying for software licenses that bring no return on investment.
- 2. Risk** – Outdated software versions pose significant security vulnerabilities, making your enterprise IT environment a target for cyber threats.

One solution to this challenge is to conduct regular audits of your software ecosystem. By identifying unused licenses and consolidating redundant software, organizations not only can reduce costs but also mitigate risks associated with unused or outdated applications. Tools such as Lakeside SysTrack can detect and report on unused applications or outdated versions, enabling IT to take proactive steps to either remove unused applications or ensure they are up to date with the latest security patches.

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**With Lakeside SysTrack, one U.S.-based bank was able to uncover a savings opportunity of \$4,300,000 by:**

- **Identifying and removing 66,000 unused licenses that cost \$65 per year.**
- **Avoiding license compliance fines by matching users to licenses.**
- **Reducing 800 BitLocker Recovery Key calls per month (4% of cases), saving \$200,000 a year.**



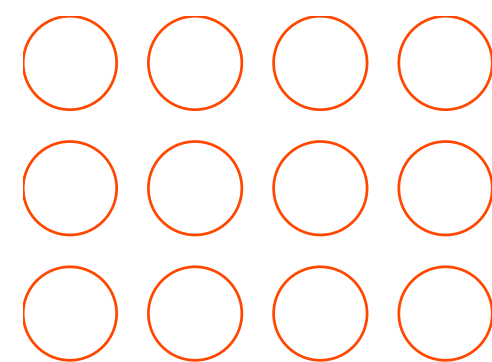
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## Streamlining Hardware for Cost Efficiency

While much of the focus tends to be on software, hardware optimization also can lead to significant cost-saving opportunities. Hardware optimization is an effective strategy for reducing costs, especially when organizations aim to maximize the lifespan of their devices.

By analyzing device utilization, companies can identify underused hardware and extend its operational life. For example, if a laptop or desktop shows less than 60% utilization across key metrics such as CPU, memory, and disk throughput, it may be unnecessary to replace the device in its standard, time-based refresh cycle. Extending hardware refresh cycles by a year or more, while ensuring warranty coverage, can lower capital expenditures and reduce environmental impact.

By taking control of both software and hardware ecosystems, IT leaders can effectively reduce unnecessary spending while also improving the security and performance of their technology landscape. Software and hardware optimization cuts immediate costs and positions the organization in 2025 for long-term resilience by creating a leaner, more efficient IT environment.

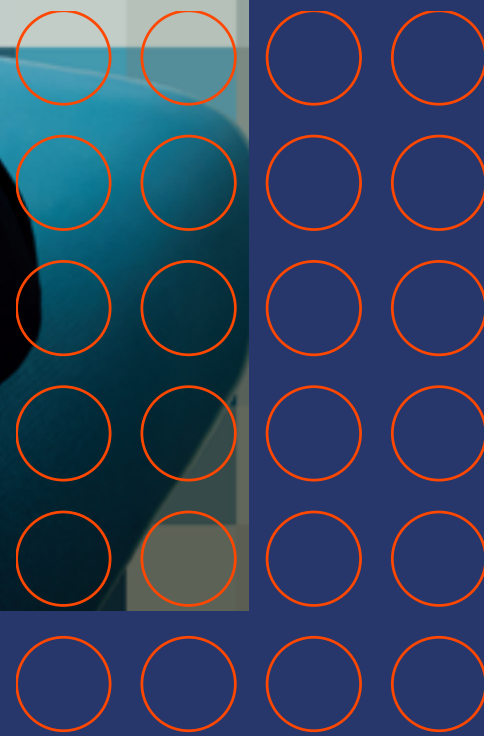


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**With Lakeside SysTrack, one U.S.-based bank was able to uncover a savings opportunity of about \$9,600,000 by**

- Evaluating usage patterns and machines stresses to determine that only 600 laptops out of 7,000 planned in the annual refresh cycle needed to be replaced.
- Shifting from a time-based laptop refresh cycle to a condition-based refresh strategy.

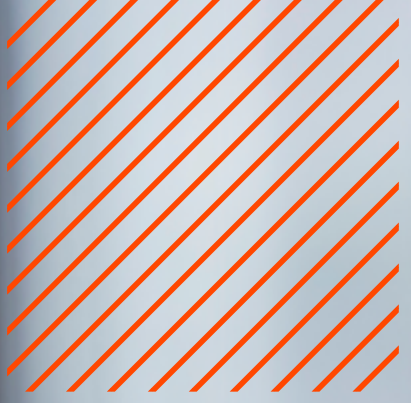




# Simplified IT:

Cut the Complexity of IT Transformation Projects





## Confidence for IT Transformation Projects

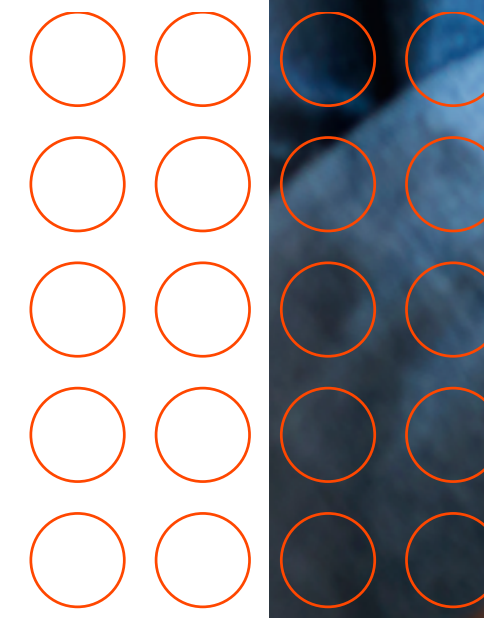
**In 2025, building resilience means arming yourself with complete visibility of your IT estate for the simplicity, agility, and flexibility you need to roll out transformation projects.**

Digital transformation projects are daunting, and visibility matters at every stage to ensure that the project does not have a negative impact on the digital employee experience. It is important to set baselines to measure “before and after” indicators of the end-user experience — whether you’re rolling out Windows 11 across the organization, new digital mobile carts throughout a hospital, or implementing an upgraded fleet of hand-held devices across your warehousing facilities.

Informed by baselines, you can set up a pilot group to test rollouts on a smaller scale before going primetime across your full IT estate. During this pilot phase, real-time data from endpoints will allow you to predict early whether the rollout will succeed. If you detect any issues within the initial pilot group, you can adjust and provide additional training, if need be.

### With Lakeside SysTrack, one U.S.-based energy company used SysTrack data to:

- Gain visibility across the entire environment to successfully complete a widespread Windows migration project.
- Investigate root casue analysis quickly and remediate across their tiered support for better asset management.
- Tackle various projects throughout the year using robust SysTrack data.



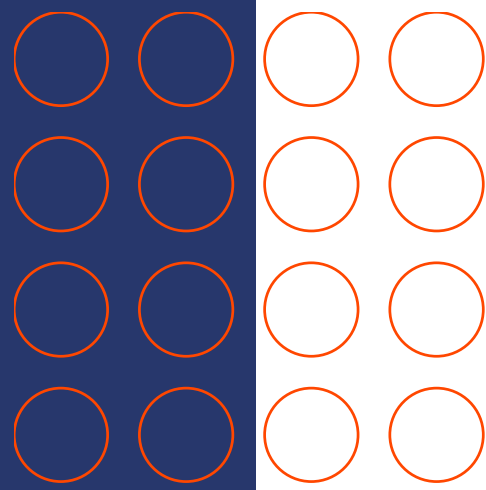


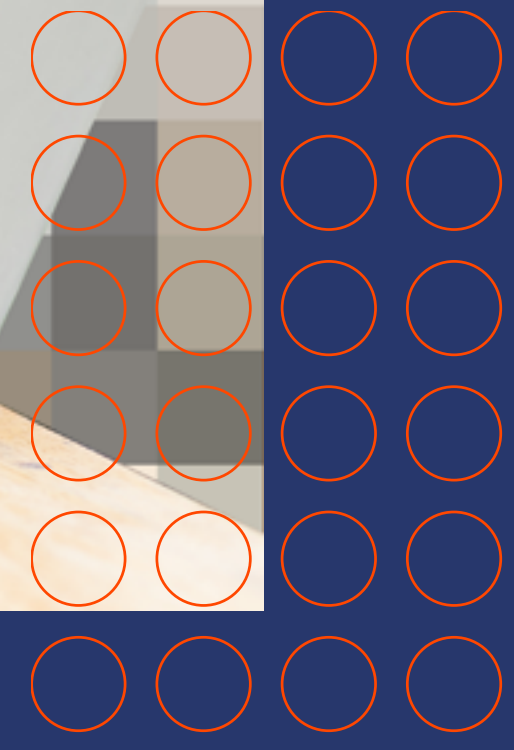


## Tiered Digital Transformation Roll Out

A best practice is to start with a low-risk user group before rolling out a digital transformation project to high-risk user groups, such as traders in the financial sector. This approach allows teams to troubleshoot issues when they don't have a significant financial or customer impact. Once the IT team fixes glitches or bugs, they can more confidently roll out the project to high-risk groups.

Without proper visibility into what's happening across the IT estate during the pilot phase, you risk getting all the way to organization-wide implementation without detecting serious issues that could derail the project and, in turn, affect the digital transformation project timeline and costs.





# Strategic IT:

Add Business Value through DEX





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As digital transformation reshapes how businesses operate, one of the most historically overlooked areas of IT management is the digital employee experience. Fortunately, digital workplace leaders are starting to realize the business value of DEX.

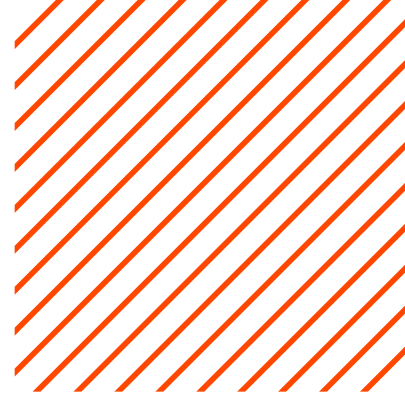
In a recent live poll during a discussion on [“How to Build IT Resilience for 2025,”](#) 52.9% of respondents cited “improving DEX” as their top priority for 2025. By 2025, improving DEX will not just be a competitive advantage — it will be critical for organizations aiming to maximize workforce productivity, satisfaction, and retention.

“By 2026, 50% of digital workplace leaders will have established a DEX strategy and tool, up from 30% in 2024.”

Gartner, Magic Quadrant for Digital Employee Experience Management Tools, 26 August 2024, Dan Wilson, Tom Cipolla, Stuart Downes, Autumn Stanish, Lina Al Dana.







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## Streamlining Hardware for Cost Efficiency

**DEX platforms such as Lakeside SysTrack provide visibility into how technology problems affect the day-to-day work of employees.**

For years, IT monitoring has been a reactive process: identify issues, troubleshoot, and resolve. But with the rapid adoption of hybrid and remote work environments, the focus has shifted toward a more holistic approach centered on the employee's digital experience. This strategy involves not only ensuring that software and hardware function as intended but also understanding the impact of these tools on an employee's productivity, engagement, and overall work satisfaction.

DEX platforms such as Lakeside SysTrack provide visibility into how technology problems affect the day-to-day work of employees. They go beyond technical metrics and focus on human-centric outcomes, such as how long it takes an employee to complete tasks due to slow systems or how often they experience crashes or glitches that interrupt their workflow.

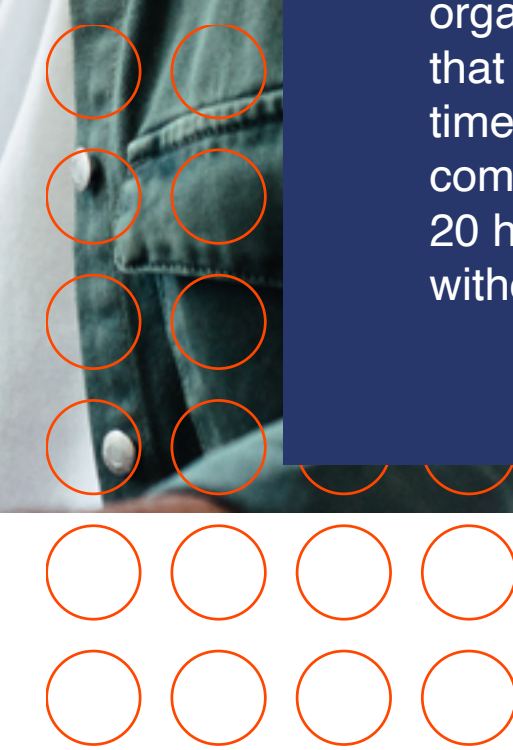


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## The Productivity Benefits of DEX

A strong DEX strategy protects employee productivity. One large MSP [discovered](#) in a recent survey that employees spent nearly three hours each week fixing tech issues. Another survey revealed that [49% of workers](#) lost one to five hours a week “dealing with IT issues.”

By analyzing more than 200 organizations, [Moveworks](#) has found that AI can shorten the average mean time to ticket resolution for more complex, high-touch issues to about 20 hours compared to 40-plus hours without AI.





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## What Can Endpoint Data Tell You?

Armed with real-time and historical data, IT teams can gain the following insight:

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### 01

Visibility into issues such as high CPU consumption (which causes system degradation), memory, disk, and slow boot times. Data can trigger alarms based on pre-defined thresholds for any metric of interest.

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### 02

A snapshot of the overall health of the IT estate and the related end-user productivity impacts, highlighting where the greatest impacts within an environment are and, accordingly, the issues to prioritize and direct immediate remediation.

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### 03

An estate-wide view of boot and login times to identify problem areas proactively, thus preventing poor user experience and helpdesk ticket generation.

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### 04

Ways to maximize device health and security by identifying patching issues, poorly performing applications, and shadow IT, ensuring that endpoints are fully compliant with organizational policies.

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### 05

A complete picture of whether consumer-facing devices such as kiosks, displays, point-of-sale devices, and rugged handhelds are working optimally, driving critical business value.





## Why DEX Matters in 2025

Investing in DEX offers a significant return. First, improving employee satisfaction by removing technology-related friction boosts morale and engagement, both of which contribute directly to productivity.

A positive digital experience ensures that employees are not wasting time troubleshooting issues on their own or waiting for IT support, allowing them to focus on high-value tasks.

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### With Lakeside SysTrack, a global food & beverage company saved \$650,000 per year and:

- Achieved 100% compliance for all critical services through enhanced self-help capabilities.
- Reduced password expiry tickets by 90%, the top call driver, significantly minimizing end-user downtime.
- Strategically planned seating capacity for return-to-work initiatives by using SysTrack data, optimizing resources effectively.

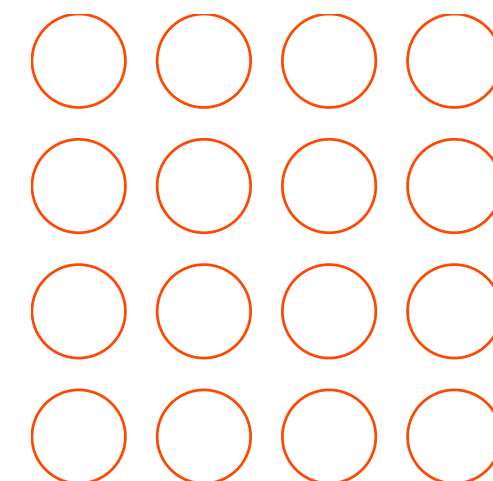
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## Beyond DEX: The Digital User Experience

In 2025, it is crucial to realize the importance of the digital experience for consumer-facing devices as well. These include kiosks, displays, point-of-sale devices, and rugged handheld devices.

Thinking beyond DEX to the digital user experience (“DUX”) will fortify IT resilience as enterprises continue to find ways to improve the customer experience.

By integrating AI-driven solutions with DEX monitoring platforms that improve the digital employee experience and the digital user experience, IT can deliver proactive, rather than reactive, support — which is key to IT resilience in 2025. This approach reduces downtime while also demonstrating a commitment to improving the day-to-day working experience for employees.



“Through 2027, 80% of DEX tool deployments that account for only IT-focused use cases will fail to achieve a sustainable ROI.

Gartner, Magic Quadrant for Digital Employee Experience Management Tools, 26 August 2024, Dan Wilson, Tom Cipolla, Stuart Downes, Autumn Stanish, Lina Al Dana.



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## Propelling the Business Forward in 2025

Building IT resilience in 2025 requires a strategic approach to proactive IT, the digital employee experience, cost management, digital transformation projects, and innovation now.

By leveraging tools that address operational inefficiencies — such as automated password resets, software bloat, employee downtime, and business disruptions caused by IT outages —, organizations can uncover significant cost-saving opportunities. Redirecting these savings toward digital transformation projects can drive innovation and business growth.

As enterprises look for ways to strengthen their resilience in the face of a tenuous economy and acute competition against AI-first innovators, consider this: uncovering cost savings can enable enterprises to redirect funds to digital acceleration initiatives. Now is the time to get started.

**This approach assures that IT can start 2025 as a strategic enabler instead of just a cost center — delivering its strategy business value throughout the year and beyond.**



# Get more insights



Gartner® Magic Quadrant™ for DEX Management Tools



Forrester Wave: End-user Experience Management Solutions, Q3 2024



ISG Provider Lens™ for Digital Employee Experience Solutions