

**SOLUTION BRIEF**

# Make Proactive IT Possible

Discover and correct pre-symptomatic digital experience problems

Too often IT is forced to be an emergency care unit for issue resolution. Sudden work disruptions along with ongoing demands to close more tickets each day across increasingly distributed digital workplaces have left global support systems constantly reacting with fire drills.

Lakeside Software breaks this cycle with comprehensive proactive IT management that filters industry-leading endpoint and experience data into high-intent signals of future problems. These insights plus specially designed tools help IT teams easily get ahead of tickets and business-disrupting problems, saving both employees and engineers from frustrating queues.

## Enable IT teams to hit the mark at every level of holistic prevention

### PRIMARY

Digital workplace engineering teams can eliminate problem-causing factors and reduce disruptions across the IT estate with continuous, preventative transformation.

- Health score
- Asset right-sizing
- Endpoint migrations

### SECONDARY

End-user computing leaders are enabled to build efficient, cooperative teams to identify potential experience issues before they become widespread and impact users.

- Lakeside Prevent
- Proactive alerting
- Automations

### TERTIARY

Service desk and support teams are empowered to detect issues early on, resolve the root causes of problems, and reduce overall mean time to resolution (MTTR) and ticket escalations.

- Lakeside Assist
- Lakeside Resolve
- Auto- and mass-healing





## Sense

Artificial intelligence-based diagnostics leverage industry-leading endpoint data collection to detect real-time problems. Proactively prevent digital experience issues across the digital environment with Lakeside's singular source of truth across physical and virtual desktops, networks, applications, and sentiment analysis.



## Alert

Unlike other systems, Lakeside's proactive alerting informs the right individuals or teams before a widespread issue takes place. Lakeside's intelligent analysis and pattern recognition preemptively predicts problems and alerts IT teams with real-time and historical insights of the issue.



## Confirm

Persona-based workflows help proactively prioritize incident resolution of severe and widespread issues across the IT estate. Cut through the noise of performance data and visualize real-time issues for individual employees, specific groups, and the enterprise level from one platform.



## Automate

Initiate low-touch, high-impact operations with prebuilt auto- and mass-heal scripts. Automated fixes can resolve known, unreported, and early stage issues at scale in seconds. Help users help themselves with a simple self-help portal that guides them to fix problems on their time.



## Optimize

Improve the quality of your employees' daily digital experiences through routine, preventative maintenance to tech stacks. Plan, drive, and report on key change initiatives with comprehensive insights of device dependencies, performance, and usage details.

# Business Value of Preventative Action

## IMPROVED DIGITAL EXPERIENCES

Fewer disruptions and less downtime mean better digital experiences, which boost employee productivity, engagement, and even retention.

## LOWER IT COSTS

Resolving issues before they become widespread and impact end users greatly reduces the amount of time and resources needed to react to sudden disruptions.

## GREATER IT EFFICIENCY

Specialized workflows, automation, and quick alerting help IT teams optimize operations, freeing up staff to work on transformations that drive the overall business forward.

If you have any further questions, please contact your sales representative.



## 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.™