
How XLAs, Proactive IT Make the Difference at LexisNexis

A closer look at how monitoring digital employee experience with data empowered proactive IT at the legal software company





SUMMARY

When it comes to top-notch legal, regulatory, and business information that advances the rule of law around the world, there's no bigger name than LexisNexis.

Challenges:

In order to provide employees with the best digital experiences and proactive support, LexisNexis needed complete visibility across the digital environment. The company also needed to expand beyond traditional service level agreements (SLAs) to truly understand the digital employee experience.

Solutions:

Lakeside SysTrack, provided the visibility needed to predict and even prevent technical issues for LexisNexis employees, as well as help the company create experience level agreements (XLAs).

Results:

01. Fewer reactive service tickets filed as more proactive action is taken.
02. The ability to use SysTrack's health score as a critical IT measurement that reflects end users' actual digital experiences.
03. Improved employee productivity as a result of better system and device health scores. Optimize desktop, server, and terminal server projects.
04. "Single source of truth" for asset management as well as a basis for more strategic device lifecycle decisions.



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— **Greg Dolphin**
Global IT Support Manager
LexisNexis

Part of the multinational information and analytics company RELX, LexisNexis provides publishing, professional, and legal software that combines information and analytics with cutting-edge technology, including machine learning, natural language processing, visualization, and artificial intelligence. These powerful tools and solutions are widely used by law firms across the globe to help lawyers efficiently manage their work, better serve their clients, and win cases.

But fully utilizing these products depends on smooth digital experiences. And when technology issues occur, it can put a frustrating halt to end-user productivity.

LexisNexis turned to Lakeside Software for a digital employee experience platform that would help improve digital experiences

across the LexisNexis workforce through experience level agreements (XLAs) and proactive IT support. Since then, the company has used Lakeside to expand visibility across the digital environment, transform IT operations, improve digital employee experience, and achieve better end users' outcomes.

"It's hard to believe that a year ago, some of the decisions we were making, we didn't have the data to back it up," said Greg Dolphin, Global IT Support Manager at LexisNexis. "We're now in a world where the data is driving the decisions we're making and helping us make better strategic and tactical decisions throughout the organization."



Challenge

End User Experience

Traditional metrics, such as service level agreements (SLAs) and customer satisfaction (CSAT), show only a small part of the overall picture at LexisNexis, according to Dolphin.

Although the IT team could see how well it reacted to issues, time to remediation, and feedback from end users, the limited data “wasn’t showing us what the end user experience was really like,” he noted.

After all, process-focused SLAs don’t always match the actual digital employee experience. While SLAs do show IT is able to successfully address reported issues, for example, they don’t take into account an end user’s frustration or the impact on their productivity as an experience level agreement (XLA) does.

“This is known as the watermelon effect where everything appears green on the outside from a metrics perspective, but digital employee experience is actually the opposite and quite red on the inside,” Dolphin said.

There had to be more to the story. And to find the missing pieces, LexisNexis needed the right solution and strategies in place.

Service vs. Experience Level Agreements



Service Level Agreement (SLA)

Traditional, tech-centric agreements that focus on processes and tangible outputs.



Experience Level Agreement (XLA)

Modern, human-centric agreements that focus on business impact and value outcomes.

Solution

Proactive IT with SysTrack

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

To expand visibility and improve employees' digital experiences, Dolphin and his team turned to Lakeside Software's SysTrack. The highly scalable digital employee experience (DEX) solution uses lightweight agents directly at endpoints — regardless of location or type of device — to collect more than 10,000 metrics every 15 seconds. By applying intelligent analysis to a rich repository of data, SysTrack provides organizations with deeper insights into their digital environments, both in real time and through historical trends.

Using this wealth of metrics combined with subjective data — including end-user feedback from surveys and sentiment input — Dolphin and his team created XLAs for IT as well as other different business functions, such as onboarding or procurement. They used Lakeside's SysTrack engine to track about 50 different metrics directly from endpoints to determine critical app performance, service reliability, number of tickets generated by users, and, of course, feedback to establish baselines and track overall digital experience.

Lakeside's platform also helped Dolphin and his team create a strong proactive IT strategy for identifying and remediating issues before they become problems.

“In the past, to me, proactive support was asking someone if something was wrong without really understanding what the problems were. With digital employee experience management tools, we now have data that helps us understand what is wrong ... before before we even reach out to (end users).”

The initial proactive service operations directives: Track and improve the quality of calls made with Microsoft Teams and monitor the overall health of devices to address poor performance issues. After a year, Dolphin said about 5% of the logged incidents were filed proactively. That number quickly grew to more than 20% by the end of 2021, and about 50% in 2022.



What we've found is that SysTrack, being nearly real time, has much more accurate data than a lot of other tool sets out there,” Dolphin said. “Having this data almost real time enables us to make much better decisions in a much more timely manner.”

— **Greg Dolphin**
Global IT Support Manager
LexisNexis



Results

Better Employee Experiences and Business Value

By establishing XLAs and proactively addressing issues before they impact end users, LexisNexis drastically improved the digital employee experience and feedback. “People really appreciate us reaching out to them and helping them improve their experience ... before they have to reach out to us,” Dolphin said. The company’s data-powered strategies also led to other positive outcomes, including:

- Fewer reactive service tickets filed as more proactive action is taken.
- Using SysTrack’s health score as a critical IT measurement that reflects end users’ actual digital experiences.
- Improved end user productivity as a result of better system and device health scores.

Added business value was also found in other projects and initiatives utilizing Lakeside Systrack, Dolphin added.

The company also uses SysTrack as a “single source of truth” for asset management as well as a basis for more strategic device lifecycle decisions.

“What we found is that some employees that don’t have heavy use for their machines will still be able to operate absolutely fine on a machine that’s sometimes three or four years old,” Dolphin said. “If you can get an extra year or even two out of those devices, the cost savings across the organization is quite dramatic.”

Dolphin and his team also created a process of engaging new employees with surveys that help introduce useful resources — such links to HR materials, IT support websites, and finance information — and began building personas to further personalize IT interactions with end users, right-size setups, and optimize resource usage.

But those were just a few of the SysTrack uses Dolphin and his team tapped into so far.

“It really does feel like we’re only at the tip of the iceberg here,” Dolphin said. “We’re constantly unlocking new use cases for the data we’ve got and how we can use it to improve the digital employee experience across the organization.”

About Lakeside

Lakeside Software is ushering in a new era of proactive IT with SysTrack, the industry's most powerful AI-driven Digital Employee Experience (DEX) platform. Trusted by Fortune 500 companies worldwide, Lakeside SysTrack dramatically reduces IT costs, prevents system failures before they occur, and drives strategic decision-making through unparalleled visibility. Learn how you can save 20% on annual IT costs per employee.

