Lakeside® | **servicenow**

PRODUCT INTEGRATION

ServiceNow + SysTrack

Actionable digital employee experience insights for service delivery and operations

Superior DEX data

As service desk teams are challenged with supporting a diverse array of endpoints and users, this complexity often results in long resolution times, difficulty meeting KPIs such as first-contact resolution (FRC) and decreased productivity for both IT staff and employees. Lakeside Software unlocks clarity for your support team.

Only SysTrack captures, processes, and analyzes your end users' digital experience data with industry-leading frequency, granularity, and speed. The result is a holistic picture of devices for quicker and more accurate incident resolution.
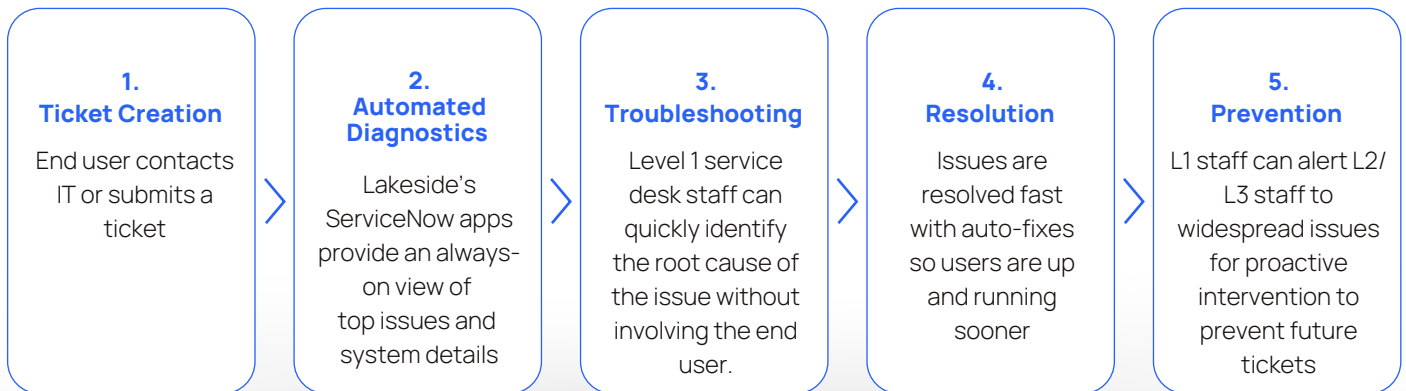
BENEFITS

- Multiply your IT staffing ratio output
- Lower your mean time to resolution (MTTR) and increase your first-touch resolution (FTR)
- Improved quality of service delivery
- Reduce time spent inputting system data

Ready-to-use connectors

Unite SysTrack's automated diagnostics and remediation capabilities with ServiceNow's workflows. With these connectors, ServiceNow customers can now leverage fine-grained environment data to dramatically improve the service desk's ability to resolve issues and, in many instances, avoid them proactively.

- Assist for ITSM: Endpoint performance, diagnostics, and remediation tools

- SysTrack CMDB: Device data to automate and augment your CMDB

> Lakeside's integration for ServiceNow enables service desk operations to run more efficiently by providing the agent intelligence needed to resolve problems proactively without involving the end user.
>
> Mark Slaga
> General Manager of Digital Workplace Services, IBM

Up to 40% Faster Incident Resolution

1. Ticket Creation	2. Automated Diagnostics	3. Troubleshooting	4. Resolution	5. Prevention
End user contacts IT or submits a ticket	Lakeside's ServiceNow apps provide an always-on view of top issues and system details	Level 1 service desk staff can quickly identify the root cause of the issue without involving the end user.	Issues are resolved fast with auto-fixes so users are up and running sooner	L1 staff can alert L2/L3 staff to widespread issues for proactive intervention to prevent future tickets

Assist for ITSM

Dramatically increase service desk efficiency with comprehensive endpoint visibility
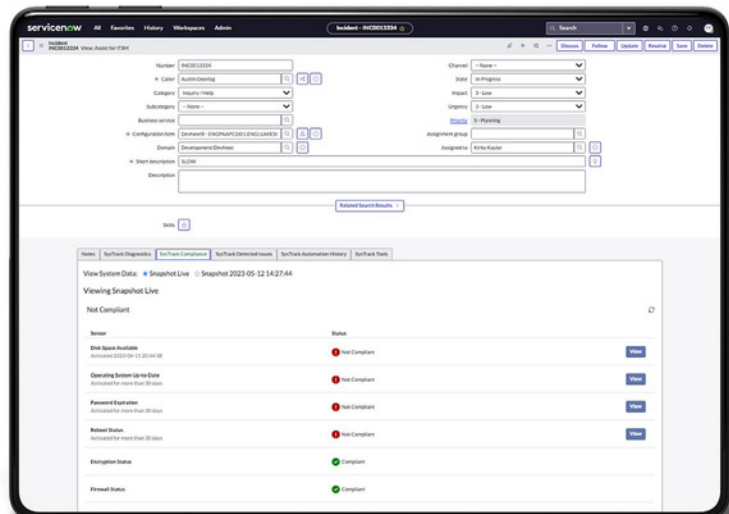
Features

DEVICE COMPLIANCE CHECKLIST

Automated discovery of critical device health and performance-degrading issues, helping Level 1 technicians enforce compliancy with linked knowledge base articles.

AUTOMATED ISSUE DETECTION

Access a list of issues impacting the end user in real time along with helpful descriptions of why and how to best address problems.

PERFORMANCE ANALYSIS

Investigate deeper with snapshots of system performance built for diagnosing more complex issues. Switch between real-time data and metrics from the moment a ticket was submitted.

ONE-CLICK RESOLUTIONS

Deploy automations directly on the endpoint to resolve detected issues quickly — all without waiting for end users.

SERVICE OPERATIONS WORKFLOW

Keep L1 techs in their native workflows with a single pane of glass for tickets in ServiceNow and SysTrack data.

SysTrack CMDB

Comprehensive digital workplace inventory data, automatically ingested into ServiceNow
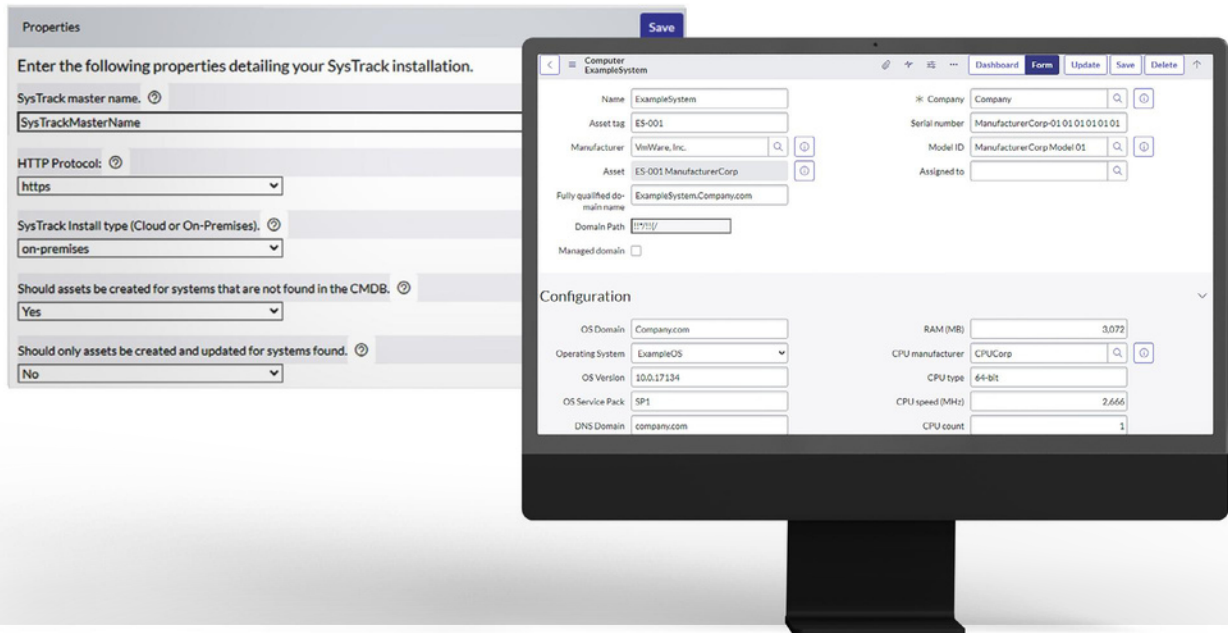
Let SysTrack save your team time by automatically importing system identification and configuration data to the ServiceNow CMDB, including:

- System name, tag, manufacturer, serial number, model, and related details

- OS domain, type version, service pack

- DNS domain

- Disk space, RAM, CPU, and more

Use this robust set of endpoint data to build reports, optimize hardware, and record any changes to configuration.

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.™