Lakeside®

Shift Left Toward Proactive IT

Strategically address and prevent IT issues from negatively impacting employees and the overall business

In today's complex and dispersed work environments, businesses can't afford to waste time and resources on outdated, reactive IT measures. That's why IT teams are increasingly adopting a shift-left approach, in which issues are proactively identified and addressed at the lowest service desk levels.

Why Shift Left?

"Shifting left" not only helps businesses and end users but also saves on time and costs. A more proactive IT approach expedites remediation to prevent end-user frustration, plummeting productivity, missed deadlines, and negative impacts on business goals.

A shift-left approach also streamlines service desk operations through efficient Level 1 workflows, automation, and artificial intelligence (AI) tools that drive down IT costs. This can help mitigate outages and downtime, allowing employees to stay productive thanks to predictive analytics, mass-healing capabilities, and preventative IT measures.

Make the shift

Reduce IT costs with FLR, automation, and self-service

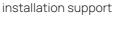| LEVEL 0	LEVEL 1	LEVEL 2	LEVEL 3
Deflect issues from the service desk using self-healing and self-service	General troubleshooting, as well as FAQ and installation support	Detailed issue tracking, integration checks, and simulation.	Performance tuning, test lab simulation, and bug management.
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Make Shifting Left a Success

A solid strategy is key for any successful shift to a more proactive IT approach. Here's a quick checklist for what should be included:

- **END-TO-END VISIBILITY OF IT ESTATE:**
  One of the most important metrics for IT and any business is the health of endpoint devices across the enterprise. But the only way IT teams can identify and tackle the biggest problems impacting employees and business outcomes is to have a better view across the entire IT estate using data.

- **BUILD UP L1 SERVICE DESK TEAMS:**
  Empower lower-level service desk technicians to solve issues quickly with streamlined processes and workflows, saving the time and cost of escalating tickets as well as reducing downtime and productivity loss for employees.

- **MOVE AWAY FROM PURELY REACTIVE IT:**
  Don't wait until a support ticket is submitted to address disruptions. Leverage data to alert IT teams to issues that could potentially become widespread, escalate, or repeat, and give them the tools to solve them.

- **PREDICT AND PREVENT ISSUES BEFORE THEY BECOME PROBLEMS:**
  Beyond L1, businesses need to look toward "Level 0" support that predicts and prevents issues before they occur. Having AI, machine learning, and automation constantly working in the background can detect and fix problems across the digital environment with minimal interruption to employees and the overall business.

BENEFITS OF SHIFTING FURTHER TO THE LEFT

- Proactive issue detection and remediation

- Fewer IT tickets and less downtime

- Less time troubleshooting and lower IT costs

- Improved employee productivity and satisfaction

- Accelerated business innovation and transformations

Make the right choice. Help your enterprise shift left today. →

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.™