



Lakeside®

What's Hiding in Your IT Estate – and What's It Costing You?

How Detecting Underlying IT Issues and Right-sizing Can Optimize Spend and Efficiency



Table of Contents

Introduction_____	02
What's Hidden ... and Why Is It So Hard to Find?_____	03
Right-sizing Hardware and Software Across Your Organization__	05
How the Lakeside Platform Can Help You Right-size_____	07



Introduction

It's always been a challenge to select and maintain the right IT devices and applications to suit an organization's needs. In remote and hybrid work environments, the challenge is even more complex. Implementing hardware and software that enable collaboration and productivity are table stakes in these environments – but with employees working outside the company network, complete visibility across the IT estate is hard to come by.

Yet having a complete picture of your IT estate, software, applications, and endpoints is imperative to ensure your digital workplace is a productive and effective one. So, what's an IT leader to do?

Start building this holistic picture by leveraging endpoint performance and usage data across your enterprise's IT estate – no matter where your employees are working. From there, you can gain the data-based insights you need to know what's hiding in your IT estate – whether underlying IT problems, vulnerable shadow IT, overprovisioned hardware, or unused software licenses – and, just as important, what these lurking things may be costing your organization.

The truth is every enterprise wrestles with IT inefficiencies. Obviously, the solution is to shine a light on what's hiding in your IT estate ... but that's easier said than done.

Boo! The ghost of unused software licenses

According to a **recent survey**, 28% of IT leaders consider software reclamation to be one of the most valuable digital employee experience use cases.

It's no wonder that this use case is on the radar of a fourth of enterprise IT leaders surveyed, as the financial impact of software rationalization can be massive. A global bank, for example, recently saved **\$4.8 million in just 12 months by shedding more than 66,000 unused software licenses.**



01 What's Hidden ... and Why Is It So Hard to Find?

Improving an IT estate without proper visibility is like trying to fix a car without ever popping open the hood (or bonnet if you're in the UK). You can't possibly know what needs to be fixed without looking at the systems that operate under the surface.

But finding what's hidden in your IT estate is actually more complicated than that. With a car, using diagnostic tools and traditional know-how, you can at least narrow the origin of your problem to somewhere inside the vehicle. By contrast, IT data is typically siloed and hard to track; the problem could be hiding anywhere.

Common hidden issues in your IT estate that can cost your organization in terms of both user productivity and your bottom line include:

- Crashing apps, slow load times, poorly performing devices, or failing devices that often go unreported by frustrated employees who instead "suffer in silence."

- "Shadow IT" - IT tasks performed by employees without the knowledge of IT or security teams, such as downloading unsanctioned software, which can pose a security risk to the organization.
- Unpatched software or otherwise known code issues that present security vulnerabilities or outdated software that affects performance and hardware compatibility.
- Under-provisioned devices that can cause long processing times and delays in productivity or over-provisioned hardware that translates into costly resource waste.
- Unused software licenses that can add up across large IT estates.

Out of the shadows: You found some problems ... How do you solve them?

Visibility will give you the insight you need to address any hidden IT issues you uncover.

For example, for a global professional services company using the **Lakeside SysTrack platform** identified CPU throttling on systems. This issue turned out to be a power management setting made by the manufacturer and delivered in that state. Lacking the data-driven visibility it needed, the global professional services company was unaware of the CPU throttling issue or that it was a power management setting. The throttling issue was affecting 1,492 systems, 1,281 of which were 8GB systems that already were significantly memory bound and impacted. With the Lakeside platform, the IT team gained the visibility it needed to reset settings through an automation.

The visibility enabled by the Lakeside platform also can uncover **shadow IT** by revealing what's actually in your estate. Not only does this visibility help IT teams see shadow IT, but it also empowers IT to shine a light on (and address) the issues that lead users to resort to unsanctioned tech, such as slow work processes and IT resolution times. It's imperative to account for shadow IT, as it can make your organization vulnerable to cyberattacks. According to Randori's State of Attack Surface Management 2022 report, **7 in 10 organizations have been compromised in the last year by shadow IT**. Similarly, you can gain greater visibility into software versions in use to better keep up with firmware updates,

in turn also helping with compliance for sectors like financial services.

True, uncovering issues is a huge win, but, even better, is using that visibility to pivot from reactive to proactive IT. For example, crashing apps and other performance issues can be curbed in the first place by addressing these underlying issues before they have a negative impact on the end user's digital experience.

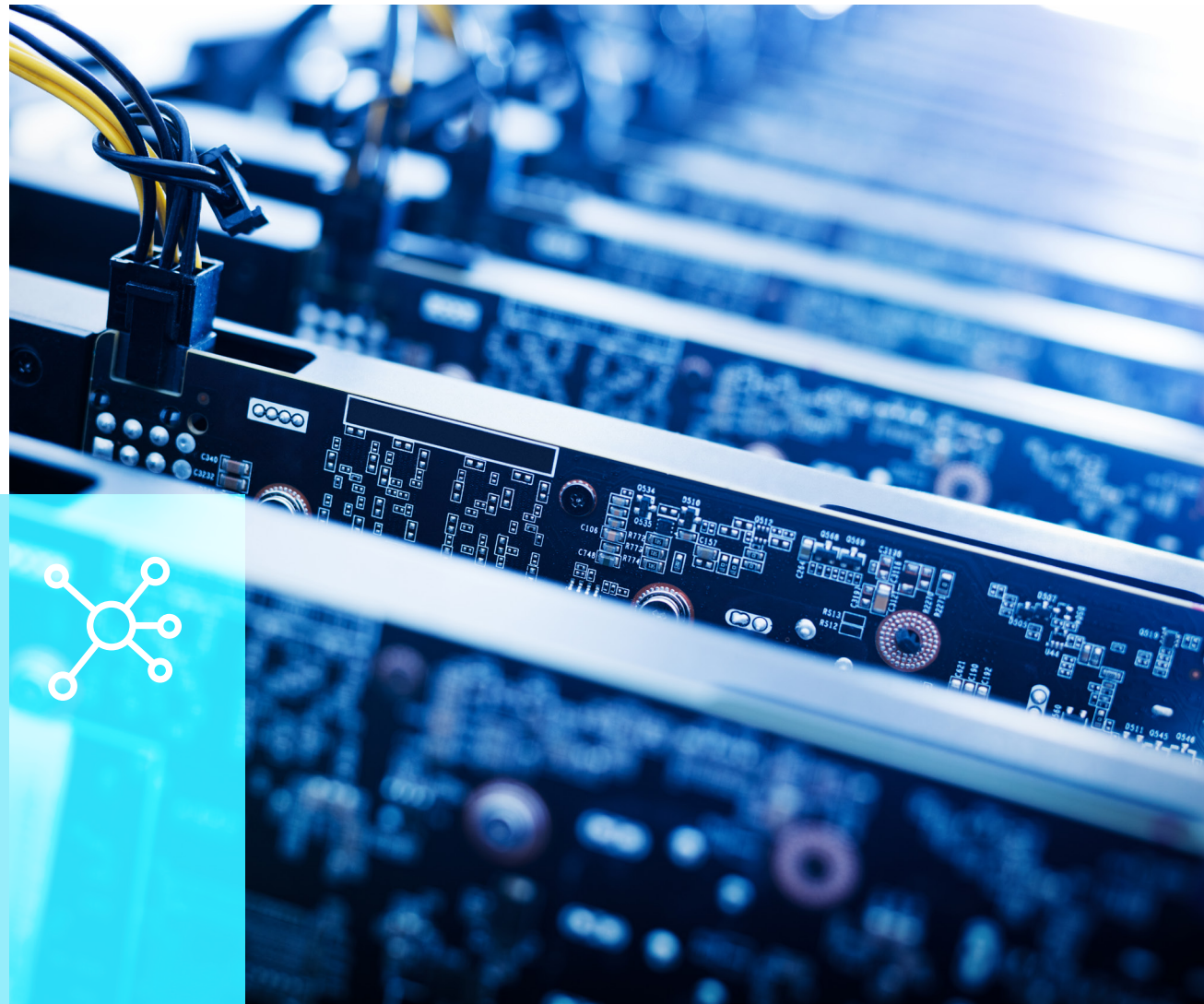
By adopting a **proactive IT** approach — that is, using real-time data to detect issues before they get bigger and costlier to manage, an enterprise can save even more.



02 . Right-sizing Hardware and Software Across Your Organization

Along with adopting a proactive IT posture, thanks to greater visibility, **“right-sizing,”** also known as “profile management,” is another strategy that will yield measurable returns. With hard metrics on employee usage (or non-usage) of software and hardware, or data related to groups of users, you can reconfigure resources from across your entire IT estate to be more efficient and cost-effective. It’s important to note that usage data is related to software or apps being used on the endpoint device itself (not to actual user content).

Whether your workforce is distributed or concentrated in one building, the key to having a high-functioning, efficient digital employee experience is right-sizing devices and software based on the users’ needs for their specific role. It goes without saying that a developer needs a power-packed computer, whereas a marketing specialist may need only a basic laptop without all the bells-and-whistles of more expensive software.



A good right-sizing strategy involves making better use of your existing resources and eliminating unnecessary endpoints and unused software licenses. Are you seeing a lot of service-desk tickets related to sluggish computers, which may simply be under- or over-allocated instead of truly at the end of their lifespan? Or does your organization really need a costly, widespread hardware refresh — or could you actually save money by delaying refreshes for devices that have plenty of high-quality performance life left in them based on what the endpoint data reveals?

For example, your research and development team's technology needs are very different from those of your HR department. If they're using devices with the same allocation of resources, your HR employees will have more power than they need, while your R&D team will experience frustrating sluggishness with their resource-intensive software. Simply swapping out their computers won't do anything to address the issue — but making a right-sizing decision based on solid, real-time data will.

Hardware optimization

Many companies simply replace their hardware on a schedule instead of on actual device performance. Spending thousands of dollars on new equipment just

because the calendar said so is a mistake when your existing equipment is powerful enough to do the job and still functioning at optimal levels with no negative impact on the digital employee experience.

For measurable hardware optimization, you need software that gathers thousands of data points from across your IT estate to understand IT health at any given time. The Lakeside SysTrack platform can do just that, meaning that you can discover inefficiencies like underperforming devices and over-provisioned hardware more quickly and avoid unnecessary upgrades.

But to be data-driven, you need good visibility. If you can't see what your employees are experiencing or gauge how their devices are performing, you'll dive right into expensive refreshes that don't address your IT estate's core problems.

For example, a NYC-based financial services company that uses [the Lakeside SysTrack platform](#) had planned to refresh 7,000 laptops per year based on its refresh cycle. Evaluation of usage patterns and machine stresses, however, determined that only 600 laptops need replacing that year. Another win for complete visibility across the dark estate.



03 How the Lakeside Platform Can Help You Right-Size

Right-sizing is equipping your users with the devices and apps they need to do their jobs and allocating the correct amount of resources – such as RAM, CPU, data storage, and network bandwidth – to make those devices and apps function optimally with minimal cost. If you haven't been able to focus on this before, we understand! You probably didn't have the visibility you needed. With [the Lakeside SysTrack platform](#), you can get that visibility.

With insight into your IT estate, you can identify physical devices for:

- **Optimization:** replacing hardware components to extend their service lives
- **Reallocation:** reassigning them to other areas of the company where they'd be better utilized
- **Reclamation:** moving on from them if they're at the end of their lifespans and can no longer be upgraded

To determine which category a device falls under, consider criteria such as total service life, minimum memory and CPU capacity, and user cost per hour.

As for software, right-sizing involves getting insight into which software licenses are unused or underused and identifying software that hasn't been updated.

All those criteria can be evaluated with the SysTrack platform, which is useful right out of the box, and it can be up and running in hours. SysTrack's machine right-sizing dashboards will show you which devices are under provision or over provision and what you can do to fix the discrepancy to optimize everyone's tech setup. It can also monitor software usage to determine which licenses could be canceled to save money.

Lakeside's DEX platform also includes the Black Box data recorder, which allows you to go back in time to see when issues started and what caused them.



Adding “everything” on the “best machine” leads to costly software bloat, the confusion of having multiple versions of apps on your devices, storage leakage, and other annoying issues. With a data-driven approach to right-sizing, you can understand how your employees use their devices, what their experiences are like, and what they need to do their jobs to the best of their abilities – backed by hard metrics instead of subjective inputs.

With Lakeside as your partner, you can shine a light on your IT estate and gain complete visibility. SysTrack will help you build a holistic picture of your IT estate – leaving no IT problems, shadow IT, unused software licenses, and more hidden in the dark estate.



Getting the visibility you need to build an effective digital workplace strategy

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.

The **Lakeside SysTrack platform** delivers the deepest visibility into user experience because it captures data from more than 10,000 points every 15 seconds. That's 10 times more than any competitor. But we don't stop at data collection; we generate actionable data insights, which can serve as the foundation of your digital workplace strategy.

[Request a Demo](#)

