



SYSTRACK MANAGED SERVICES

Monitor, analyse and optimise End-User experience


BENEFITS

- Get cost benefits from proactively managing the IT estate
- Produce meaningful objective KPI's for Quality of Service and User Experience
- Resolve issues more quickly
- Understand how your users work
- Access to industry leading Lakeside Systrack experts

ABOUT INTELLIGERE

With more than two decades of experience, Intelligere is a trusted partner across business sectors.

Offering comprehensive Strategies, solutions, supply and services that help companies meet the ever-expanding computing challenges of today's IT environment.

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SysTrack provides deep insight into end-users, the business processes that encompass their jobs, and the technologies they use to get work done. By not only monitoring but also analyzing those three key areas, SysTrack provides you with actionable intelligence for delivering a superior end-user experience and enabling productivity.

Our experience of installing, configuring and maintaining Lakeside SysTrack for many customers will enable you to get what you need from the product in which you have invested.



IMPROVE PRODUCTIVITY



PEAK PERFORMANCE



MINIMIZE OVERHEAD



ENHANCE SECURITY

What's included:

- **SysTrack 'Health Check'**
 - Ensuring data gathered is fit for purpose for your organisation
 - Resolution of any issues/problem areas found within SysTrack
 - Upgrade to latest version of Lakeside SysTrack.
- **Daily monitoring to ensure full functionality of Lakeside SysTrack**
 - Master Server checks
 - Ensuring overnight processing completed
 - Monitoring of 'alarm storms'
 - Any major changes in trends
- **Tailored reports to suit your needs:**
 - Reports detailing current KPI's, trends etc. automatically generated and emailed to recipients.
 - Reports customised for target audience.
- **Custom Dashboards**
 - Custom dashboards designed to suit your needs
 - Fully drill-down capable to allow detailed data to be seen instantly
- **SysTrack Software Update Service**
 - Planning and testing of updates to the Lakeside Software Suite
 - Implementation of software updates
- **Tailored on-site user training for SysTrack consumers**
 - for management/executives
 - for IT support staff
 - for Desktop Architects