Systrack (lakeside)  
Proposal for Services

## Overview

I am pleased to submit this proposal for Systrack (Lakeside) workspace analytics solution to support Digital Technology in achieving its goals for improving Operational Excellence and VDI performance at you organization. Operational Excellence would be increased by identifying issues quicker, determining root cause, forecasting trends and identify ways to provide a proactive approach. This tool will also evolve the Helpdesk knowledge base, leading to faster troubleshooting, root cause and automate solutions to common issues. Systrack provides the required information to analyze our environment or a issue without the need of purchasing extra hours for Professional services.

## The Objective

* Improve analyzing time for customers VDI issues
* Determine root cause for latency
* Track migration performance
* Faster access to detailed granular data to drive to root cause / resolution

## The Opportunity

* Identify performance issues quickly and easily
* Determine root cause for latency
  + i.e network latency for offshore and traders
* Provide historical performance data to help understand ongoing trends and identify ways to provide a proactive approach
* Track performance before and after migrations side by side
* Provide a tool for the help desk to help troubleshoot and even automate solutions to common issues

## The Solution

* Through Systrack Workspace analytics solution, we can
  + Monitor
  + Analyze
  + And optimize end user experience directly from the place end-users are consuming it
* Systrack gathers and analyzes any and everything that could be impacting the end-user experience in order to help improve it:
  + Including but not limited to monitoring IT asset performance, finding the root cause of IT issues, identify and solving those issues ad well a scoring the end -user experience
    - Example: pulling the latency on a user’s personal ISP connecting to our NetScaler

# Proposal

SysTrack Digital Experience Monitoring provides the Visibility IT Needs to Reduce the Cost of IT and Improve business productivity. It’s all about the digital workplace Today, enterprise environments are increasingly complex to the point where visibility into how resources and services are performing and being used is almost impossible. I.T. is often faced with questions like, Was the VDI rollout successful? Why are these computers acting slow? did the OS update impact user experience? This poor visibility is a concern for those who understand IT plays an important role in business productivity and that, similarly, productive users play a big role in reducing IT costs. Using Lakeside will improve that visibility and deliver a better end-user experience by using a resource already in every environment: the digital workplace. Based on that, Lakeside created a digital experience monitoring solution, SysTrack, that gathers data on everything that may impact users and their productivity such as CPU, RAM, Memory, and other 10,000+ data points sec. These are then analyzed by SysTrack and used by IT for their overarching use cases SysTrack can also integrate with Citrix components, SCCM, Azure, Office 365 and VMware, allowing administrators to have access to more data and gaining actionable insights into their environment.

## Rationale:

We need a monitoring tool that provides granular analytical information faster to drive to root cause, network latency or VM performance optimization quicker than our current option Liquidware.

* Workplace Analytics (Understand)
* I.T. Asset Optimization (Fit)
* Artificial intelligence for I.T. Operations (Solve)

## Deployment Execution Strategy:

By requesting a server ssl certificate from Sec OPS, it is a simple process to add a PC, VM or server to Systrack. Just add the FQDN name of the device to configure and within 5- 10 min the device is reporting data.

## Technical/Project Demo Approach:

Created groups in Systrack based on the groups created in Liquidware.

* Compare Analytics of the groups with both monitoring tools
  + Example: Investments ENT | Sapient
* As request come in Analyze with Liquidware then Systrack
  + Determine which monitoring service provides relevant information to determine root cause
    - Faster than deeper
* More Analytic data was found in Systrack to point to root cause
  + Example: Apps causing memory leaks
  + User Latency issues in AWS, GWG and Sapient

## Resources

1. 1 -Windows 2016 Server for Systrack application (SYSTRACKAPP)
2. 1 – SQL Express DB setup on server (SYSTRACKAPP) – this can serve up to 1500 machine before needing full SQL DB
3. 1 – Domain SSL certificate for systrackapp.inv.com

## Project Deliverables

Following is a complete list of all completed project deliverables:

|  |  |
| --- | --- |
| Deliverable | Description |
| Setup Server for SystrackAPP | 1 -Windows 2016 Server for Systrack application (SYSTRACKAPP) |
| DB for Systrack | 1 – SQL Express DB setup on server (SYSTRACKAPP) – this can serve up to 1500 machine before needing full SQL DB |
| Org domain certificate required to push Systrack install from SystrackApp server | 1 – Domain SSL certificate for systrackapp.inv.com |
| Create VM groups to monitor | Groups created: Investment Ent | Investment Nutanix | AWS Accenture | Sapient | GWG |

## Timeline for Execution

From setup to the point of completing a successful analysis.

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Start Date | End Date | Duration |
| Project Start | 12/7/2019 | 3/30/20 – 4/6/20 | 90 Day Demo |
| Milestone 1 - Request Server SystrackApp | 12/17/2019 | 12/17/2019 | 1 day |
| Milestone 2 – Install Systrack and SQL | 2/4/2019 | 2/10/2020 | 6 days |
| Milestone 3 - Request Domain SSL Certificate | 2/7/2020 | 2/10/2020 | 3 days |
| Phase 1 Complete | 12/17/19 | 2/10/2020 | 1 ½ month |
| Milestone 4 – Setup Groups | 2/11/2020 | 2/13/2020 | 2 days |
| Milestone 5 – Determine Root cause | 2/14/2020 | 2/14/2020 | 1 day |
| Phase 2 Complete | 2/11/2020 | 2/14/2020 | 3 days |
| Project End – Demo end – Currently no access to Systrack | 1/6/2020 | 4/6/2020 | 90 Day Demo |

# Expected Results

Improve IT Visibility by performing real-time and historical analysis of IT performance and usage data. Use SysTrack sensors to monitor user experience, find trends and auto-remediate issues. Discover and diagnose which IT resources are impacting user experience the most and correct them.

## Financial Benefits

* Decreased cost associated with productivity loss and problem escalation
* Analyze and optimize hardware resources based on usage data
  + Helpful when looking to right size for AWS

## Technical Benefits

* Greater visibility into assets not directly managed by IT
* Faster Problem detection and root cause determination
* Increased resources for innovation through more efficient IT operations
* More proactive and predictive IT
* Integrations with Windows VDI, Office 365, Intune and FSlogix

## Other Benefits

|  |  |
| --- | --- |
|  | [**Refer to the Liquidware vs Systrack comparison chart**](https://putnaminvestments-my.sharepoint.com/:p:/g/personal/james_penn_putnam_com/EfXYfaNlfJJDrcPccCyXExIBJ0UVyrMSKEfxZOMOx3cjmg?e=SdfLPk) |

# Pricing

The following table details the pricing for delivery of the services outlined in this proposal. This pricing is valid for ## days from the date of this proposal:

|  |  |
| --- | --- |
| Services Cost Category #1 | Price |
| SysTrack Desktop Suite with 1st Year Software Assurance 10-pack – qty = 50 (on-Prem) | $3,050 |
| Training: FastStart | $6,000 |
| Total Services **Category #1** Costs | $9,050 |
|  |  |

# Conclusion

SysTrack offers a better alternative to one-size-fits-all analytics.

SysTrack helps you consider performance, compliance security, user needs and more in the process.

Optimized assets not only provide a better end-user experience, but they also ensure that IT is only supporting and maintaining resources that add business value.

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