

SysTrack is an endpoint performance monitoring platform from Lakeside Software, used to provide IT teams with insights into end-user computing (EUC) environments. It collects and analyzes data from various sources, including physical and virtual devices, to help identify and resolve performance issues proactively. [1, 2]

Here's a more detailed look at what SysTrack does:

Key Features and Benefits:

- **Endpoint Performance Monitoring:** SysTrack collects 10,000 data points every 15 seconds from each endpoint, providing detailed insights into hardware, software, and network performance. [1, 2, 3]
- **Predictive Analytics:** The platform uses machine learning and an embedded AI engine to identify potential issues and predict performance problems before they impact users. [1]
- **Root Cause Analysis:** SysTrack's "Black Box" feature provides detailed information about the root cause of performance issues, similar to an airplane's flight recorder. [4]
- **Visibility and Insights:** The platform provides real-time and historical data, allowing IT teams to monitor performance trends and make informed decisions. [4]
- **Integration with Other Tools:** SysTrack can integrate with other IT management platforms like ServiceNow and VMware, enabling a holistic view of the IT environment. [5, 6]
- **Digital Employee Experience Monitoring:** SysTrack can measure digital employee experience by capturing metrics like system response times and application performance, helping to understand the impact of IT on employee satisfaction. [7]

How SysTrack Works:

1. **Data Collection:** SysTrack collects a vast amount of data from endpoints, including metrics like CPU usage, memory consumption, application performance, and network activity. [1, 2, 7, 8, 9]
2. **Data Analysis:** The collected data is analyzed using machine learning algorithms to identify patterns and trends. [1, 10]
3. **Insights and Recommendations:** SysTrack provides actionable insights into potential issues, allowing IT teams to proactively address problems before they impact users. [1]
4. **Continuous Monitoring:** SysTrack continuously monitors the IT environment, providing real-time visibility into performance and identifying emerging issues. [1, 2]

Use Cases:

- **Troubleshooting Performance Issues:** SysTrack can help IT teams quickly identify and resolve performance issues, such as slow applications or unresponsive systems. [1, 2, 11]
- **Optimizing EUC Environments:** The platform can help IT teams optimize EUC environments by identifying areas for improvement and implementing changes that enhance user experience. [2, 12, 13, 14]
- **Managing Remote Work:** SysTrack can help IT teams monitor and optimize remote work environments, ensuring that users have a good experience when working from home. [6, 12, 15]
- **Modernizing Datacenters:** SysTrack can help IT teams understand the performance of legacy systems and workloads in the datacenter. [16]

In essence, SysTrack is a comprehensive platform that empowers IT teams to understand, monitor, and optimize their EUC environments, leading to improved user experience and reduced IT costs. [1, 2, 12, 13, 17]