PERFORMANCE MANAGEMENT AS A SERVICE

With today's modern workforce, users typically access multiple devices, desktops, and applications (physical or virtual) on a daily basis. Users may work in a corporate office, travel for business, or work from home. Because of all these various work scenarios, it can be difficult for IT to track and measure end user experience for the work force.

Performance Management as a Service is a managed data analytics solution for endpoints powered by Lakeside SysTrack, and hosted and managed by Gotham in the cloud. It provides IT with access to the full suite of Lakeside SysTrack tools from a cloud console.

The service begins with the initial setup and configuration of your Lakeside Systrack Cloud tenant. We will then work with your packaging distribution team to deploy the agents to your endpoints and verify that they are reporting data.

The service also includes:

Monthly user experience health summary and endpoint capacity planning. Gotham will meet with Customer's team to review the health and capacity of Customer's environment.

Daily checks on the status of agent deployments and data reporting validation to ensure the agents are deployed and reporting data properly.

Our **RemoteAdmin** services keep systems running at peak efficiency for some of the world's largest organizations, and **our renewal rate tops 95%.** Flexibility in our offerings and a dedication to the highest levels of customer service are the foundation of our success. The services are competitively priced and include all the staff and systems necessary to meet agreed upon SLAs.

GOTHAM
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Lakeside SysTrack components included in this service:

Desktop Visualizer
Provides an IT Manager perspective of specific systems and users within key organizational groups, providing in-depth problem diagnostics.

Enterprise Visualizer
Provides a higher-level, CIO perspective, delivering a summarized picture of what's happening across the entire desktop landscape.

Server Visualizer
Provides metrics relevant to the various servers in an organization and allows the analysis of capacity, usage, and performance.

Risk Visualizer
Assists in identifying areas of potential security risk including details of application configurations and inventory, hardware and system configurations, and installed software packages.

Persona Visualizer
Provides abstract models of applications and resources according to user types, or personas. These models are based on actual work patterns, behaviors and tools observed in the environment.

Artificial Intelligence for IT Operations (AIOps)
Use AI to predict, detect, and resolves issues IT issues automatically before they impact users. AIOps can correlate and analyze multiple events to hone in on the problem faster than a human being.

AppVision
Provides real-time web-based comparison of application data across your entire environment; shows if applications are being updated, what versions are being used, how many instances are running concurrently, and if they are performing well.

Resolve
Provides real-time visibility into what is and what was happening on endpoints. Allows quick diagnosis and resolution of problems to enhance user experience and increase productivity.