

SysTrack Desktop Assessment – Partner FAQs

Q. What is the SysTrack Desktop Assessment?

A. The SysTrack Desktop Assessment is a *cloud-based*, self-service assessment solution built in conjunction with Lakeside Software. It enables customers and partners to capture detailed metrics and data about their end-user environment and leverage that information to plan, optimize, and deploy VMware Horizon® virtual desktop and application solutions.

Q. How do I get it and how much does it cost?

A. The SysTrack Desktop Assessment is a FREE service that can be accessed from <http://assessment.vmware.com>. Leveraging the tool simply involves registering and running the assessment. Each assessment will generate a dynamic report that will allow customers to better understand end-user, application, and infrastructure requirements. Moving forward, customers will also receive deployment recommendations and cost-analysis information to help them more effectively get started with the move to desktop and application virtualization.

Q. What are the system requirements?

A. Because it is a cloud-based service, customers can enjoy detailed results with no infrastructure setup or investment required. The service does leverage an agent in order to collect data. It is supported for download and installation on Windows XP, 7, and 8.

Q. How do I deploy the agents?

A. Agents can be deployed via any third-party distribution tool or through login script. There is no reboot required at the end device, and the agent does not utilize any kernel mode components.

Q. Is there a limit on the number of systems that I can assess?

A. There is currently a soft limitation of 2,000 systems.

Q. Is there a limit on the number of assessments one company can conduct?

A. Yes. Organizations can do one assessment and can not repeat the process.

Q. What if my organization prefers to use an on-premises tool for assessment and analysis?

A. Lakeside Software provides an on-premises solution that provides nearly identical functionality and is recommended for environments with heightened sensitivity to data privacy and security.

Q. What data does the agent collect?

A. The agent collects hardware and software inventory and configuration, as well as application usage and other user behavior. This is done to help customers and partners profile their users.

Q. Where is my data stored? Is it secure?

A. The data is stored on VMware vCloud® Air™ infrastructure and is highly secure as it is governed by stringent access controls that mandate data segmentation and retention policies.

Q. How long does the assessment take?

A. Once the agents are deployed to the systems, a report may be executed after three days' worth of data collection. However, VMware recommends collecting data for at least 14 days to capture enough data to accurately reflect usage patterns for resource sizing and use-case definition.

Q. How long is the assessment period? Will VMware retain my assessment data?

A. The assessment will run for a period of 60 days after registration. At the end of 60 days, the agent will stop sending information to the VMware Cloud. After 90 days, the agents will begin uninstalling and the data will no longer be accessible from the VMware Cloud. A customer or partner can request to have their data removed from the service at any time.

Q. How long can I access my results?

A. You can access the service for 90 days for reporting functionality.

Q. What do I do if I want to continue to use the service after 90 days?

A. At this time, there is no means to use the service beyond the 90 days. If you would like to keep the information longer than 90 days, please contact Lakeside Software at +1-248-686-1701 or salesinfo@LakesideSoftware.com, or contact an authorized Lakeside Software partner.

Q. Can I access the data that has been collected?

A. The personalized dashboard provides access to data through reports and through the SysTrack Site Visualizer. The SysTrack Site Visualizer allows for dynamic drill-down and sorting of specific data points. The data cannot be exported or viewed directly.

Q. What type of data do I have access to during the assessment?

A. During the assessment, the following information will be available: user experience scoring, software package information, software usage reporting, desktop capacity, and usage information including CPU, memory, I/O and network usage, application virtualization complexity scoring, system mobility, security concerns, hardware inventory, power consumption, application information, and boot login time of machines.

Q. What reports will be created?

A. The SysTrack Desktop Assessment will provide three types of reports: system-level build and configuration reports, user-behavior reports, and recommendation reports. These provide insight into the operating environment, how it is being used, and how a customer can best leverage Horizon-based solutions.

Q. Can I build my own reports?

A. Not at this time. We are considering this as a future function to provide.

Q. Does the tool provide recommendations?

A. The SysTrack Desktop Assessment includes specific reports that provide recommendations. We will continue to iterate the functionality to provide targeted recommendations when possible, but it is important to consider business factors in your decision-making process that cannot be captured with the tool.

Q. Which VMware products are covered in the recommendations?

A. The recommendations are focused around our desktop and application portfolio of products. This includes specific recommendations around Horizon 6, VMware Horizon Air,[™] VMware Horizon FLEX,[™] VMware Mirage,[™] and VMware Workspace.[™]

Q. Can I cancel the service?

A. You can remove the agent and cease using the service at any time.

Q. Where do I find technical help about this solution?

A. Technical assistance is available by contacting the Lakeside Software support forum at <https://forum.lakesidesoftware.com/hoaforum>.

Q. Where can I learn more about SysTrack?

A. You can learn more about SysTrack at <http://www.lakesidesoftware.com/>.

Q. Where can I learn more about Horizon?

A. You can learn more about VMware Horizon 6 at <http://www.vmware.com/products/horizon-view/>.

Q. Why would a partner want to include the SysTrack Desktop Assessment in its marketing efforts?

A. Adding the SysTrack Desktop Assessment into the sales cycle will help partners to

- Increase deal size and shorten the sales cycle
- Reinforce their trusted advisor role
- Potentially gain professional services engagements
- Differentiate offerings from other choices

Q. At what point in the sales cycle is the SysTrack Desktop Assessment best used?

A. VMware recommends using campaign materials from the [VMware Partner Demand Center](#) to help build out demand and create leads to start a sales cycle for the Horizon products. The SysTrack Desktop Assessment is a great tool to use for a call-to-action mid-sales cycle when prospective customers have some general knowledge of the Horizon products and are interested in more information about how to plan, optimize, and deploy Horizon virtual desktop and application solutions in their specific environment. It's also a great tool to use with current customers who are considering additional Horizon products—adding Horizon Air Desktops to their environment for example—and want to get more information on how the additional products will work in their environment.

Q. If a partner wants to promote the SysTrack Desktop Assessment to customers, what does the partner need to do?

A. The partner just needs to point the customer to [assessment.vmware.com](#). Customers have the option to add the partner name to the assessment registration form and to also add the partner email address to the assessment so that partners can freely go in and monitor the status. Encourage your customers to make sure that they add your name and email in the registration phase.

Q. How does a partner know if a customer has completed a SysTrack Desktop Assessment?

A. As mentioned above, if a customer adds the partner name or email to the registration form, then the partner will have access to the customer's dashboard and will be able to monitor status in real time.

Q. Can partners access a report that has been generated for one of their customers?

A. Yes, they can. Refer to the answer above for more details.

Q. Is VMware offering any partner incentives around the SysTrack Desktop Assessment?

A. VMware is offering Sales Rewards points to solution provider partners in the U.S. and Canada to reward certified desktop partners for promoting the SysTrack Desktop Assessment to their customers and following up with a sale. The rewards are offered for instances where customers of a partner complete a SysTrack Desktop Assessment and for instances where the partner closes a sale where an assessment has been a part of the sales process. The program is effective through March 31, 2015. For more information on eligibility, process, payouts, etc., visit the [Sales Rewards page on Partner Central](#).

Q. Is there a cost for partners to offer the SysTrack Desktop Assessment to their customers and prospective customers?

A. The SysTrack Desktop Assessment is FREE to partners and is part of the investment that VMware has made to better help partners market and sell Horizon products.

Q. Where can partners go for more information?

A. Partners may visit the Horizon product page on Partner Central or work with their partner marketing manager and partner sales manager to help address questions related to the SysTrack Desktop Assessment.

