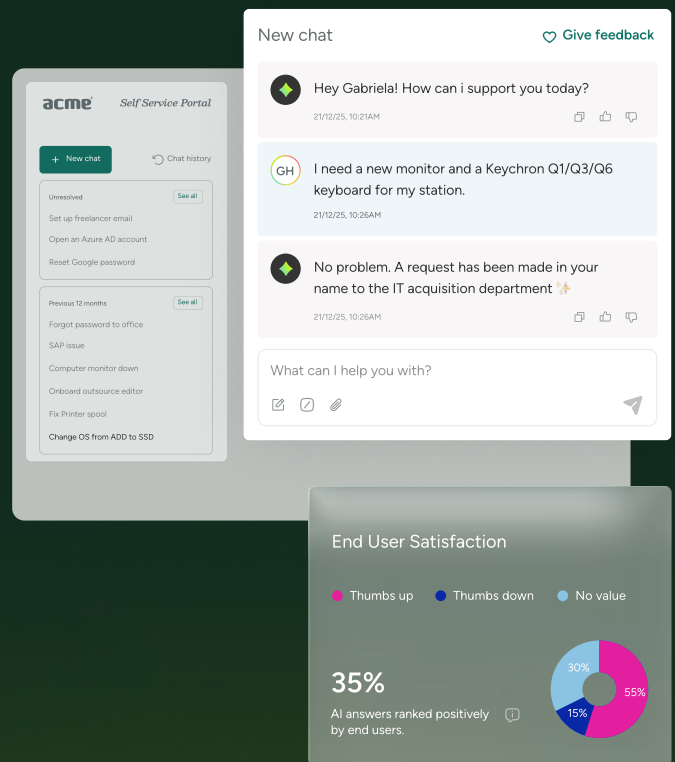


How Mitsubishi Electric *cuts incidents by 12%* with SysAid Spaces and Lansweeper Asset Discovery

Managing IT for a manufacturing site that produces air conditioning units and heat pumps means one thing: the lines can't stop. Mitsubishi Electric's West Lothian plant supports around 700 devices, about 80 application servers, and 1,200 staff across production, engineering, finance, and logistics.

Before SysAid and Lansweeper, IT was held together by an in-house access-based ticketing tool and Excel asset lists. Tickets were hard to track, asset data was incomplete, and every audit turned into a fire drill.

Today, Mitsubishi's IT team uses SysAid Spaces + Self-Service Portal + BI Analytics, tightly connected with Lansweeper and Advanced Discovery, to get real-time visibility into both tickets and assets—while cutting manual admin and handling a growing stream of audits.



Results: From spreadsheets and paper forms to real-time IT visibility

Healthier incident vs. request mix

Across 3,531 tickets, SysAid now sees 54.9% incidents / 45.1% requests, meaning less break-fix firefighting and more structured fulfillment, driven by better classification and guided request forms.

66% of tickets entered via self-service portal

About two-thirds of tickets now come through the self-service portal, while email and paper forms are largely replaced by digital workflows that collect the right details from the start.

Audit-ready asset visibility

Around 1,400 assets are automatically discovered in Lansweeper and synced into SysAid, providing finance and security with an accurate inventory for fixed-asset and risk audits, with significantly less manual effort required.

The challenges

- 1 Legacy in-house tool on Microsoft Access with one generic form, no ITIL alignment, no change tracking, and limited reporting.
- 2 Paper forms and ad-hoc emails for device and access approvals, creating delays and manual follow-ups.
- 3 Asset data flows into SysAid, so IT can export accurate, real-time lists for finance and auditors, and easily link assets to tickets and changes as they continue to build out the process
- 4 Multiple cyber, information-security, finance, and risk audits with asset records buried in outdated spreadsheets, making it hard to prove control, answer finance quickly, or show clear IT improvements.

The SysAid approach

- 1 SysAid's new UI – Modern, ITIL-aligned incidents, requests, and changes with an intuitive queue that surfaces priorities and aging tickets.
- 2 Self-service portal and workflows - Digital request templates and electronic approvals replace paper, standardize data, and route tickets correctly.
- 3 Lansweeper × SysAid lifecycle - Continuous discovery and syncing build one asset inventory from delivery to recycling/donation, shared with finance.
- 4 Lansweeper was embedded into Mitsubishi Electric's asset lifecycle: Every device is automatically discovered, tracked, and kept up to date Asset data flows into SysAid, so IT can export accurate, real-time lists for finance and auditors and link assets directly to tickets and changes

Customer profile

Mitsubishi Electric's manufacturing site in West Lothian, Scotland, builds high-quality air conditioning units and heat pumps. The IT team supports roughly 700 endpoints and around 80 application servers across production lines, finance, logistics, QA, and engineering – keeping critical systems online so the factory can run smoothly.

With long shifts and a lean service desk of just three analysts, IT is responsible for everything from production line PCs and label printers to backend servers, network access, and security controls. Their job is simple to describe but hard to deliver: keep production running, safely and reliably around the clock when lines are active.

From homegrown tools and spreadsheets to modern ITSM

Before SysAid, IT support ran on an internally-built ticketing tool based on Microsoft Access and paper-based forms:

- No ITIL structure. Incidents, requests, and changes all looked the same, with no standard workflows or approvals.
- Limited visibility for users. Employees couldn't easily see ticket status, and communication relied heavily on emails and chasing people manually.
- Assets buried in spreadsheets. Laptops and PCs were tracked in static Excel files that were rarely up to date. During finance fixed-asset audits, IT struggled to prove where devices were, who used them, and whether records were accurate.
- Audits piling up. Cyber security, information security, finance, and risk audits all demanded better processes, proof, and policy around asset management and IT controls.

The team knew they needed one system that could modernize service management and give them reliable, real-time asset visibility.

The solution: modern ITSM that powers access to ITIL workflows

Mitsubishi Electric adopted SysAid to replace the aging access-based system and formalize IT operations:

- Separation of incidents and requests. Users now log the right type of ticket (e.g., access requests, new hardware, break/fix), which helps IT prioritize and route work correctly.
- Change management and approvals. Changes are now tracked, approved, and documented instead of "Wild West" changes happening with no record.
- Self-service Portal. Employees log tickets through a structured portal, can check the status of their own requests, and reopen tickets if they're not satisfied.
- Digital approval workflows. Paper forms for things like new accounts or laptop purchases have been replaced with electronic workflows in SysAid, saving time and "saving forests," as the team put it.

SysAid became "the bridge between IT and the business" – a central place where users, tickets, assets, and approvals all come together.



“

Bringing Lansweeper into our internal processes ticked a big box from last year's finance audit. We're now using it for asset lifecycle management, and that was a real win for us.”

Allan Borthwick

Assistant Section Manager, Infrastructure
Mitsubishi Electric



SysAid's new UI: A queue the team wants to work in

When the team moved to SysAid Spaces, the new UI made day-to-day work noticeably easier:



Easier on the eye, easier to use. The updated layout and left-side navigation made it simpler to move around the system.



Faster categorization and assignment. It's quicker to pick the right category and route tickets to the right team.



Configurable views. Agents can configure the queue to show what matters most to them and save those views.



Clear priorities. Color-coding for priority (e.g., red for P1) makes it simple to see what needs attention right now and which older tickets are stuck.

Spaces is now the default view when users log in. Classic is still available, but leadership's goal is to move everyone to Spaces and eventually switch Classic off, using gentle encouragement rather than forcing it overnight.

The screenshot displays the SysAid Spaces interface. On the left, a sidebar shows navigation options. The main area is titled "My Active Service Records" and features a table of tickets with columns for ID, Title, Description, Priority, Status, Due Date, Category, and Sub-Cat. A tooltip for a "Network outage affecting multiple users" ticket shows "Requestor AI Emotion" as "Neutral". A search bar is visible above the table. On the right, a "Recurring Issues" panel lists trends such as "Internet slowness incidents; 12 tickets", "Password reset issues; 26 tickets", "Asset warranty alerts; 11 tickets", and "Onboarding requests; 4 tickets". A "What can I help you with?" input field is at the bottom right.

ID	Title	Description	Priority	Status	Due Date	Category	Sub-Cat
123456	Network outage...	Network outage affecting multiple users.	High	New	3d 12h 45m	Urgent Issues	Billing Ir
654321	Serv...				3d 12h 45m	Pending Requests	System
987654	Data...				18h 5m	Resolved Cases	Data Pri
456789	Soft...				18h 5m	In Progress	Perform
321654	Une...				3d 12h 45m	Archived Records	Service
789012	User...				18h 5m	New Alerts	User Fe
210987	Performance de...	Performance degradation observed dur...	Low	New	1h 20m	Scheduled Maintenance	Security
345678	Malware detect...	Malware detected on company server.				Feedback	User Su
567890	Backup process...	Backup process interrupted, data loss p...				Product	Product
890123	Phishing attempt...	Phishing attempt reported by several u...				System Notifications	Technic
234567	Configuration er...	Configuration error leading to service d...				General Information	Feature
678901	User feedback i...	User feedback indicates issues with ne...				Account Required	Account

Lansweeper + Advanced Discovery: Full asset lifecycle, ready for audit

To fix asset visibility and audit readiness, Mitsubishi Electric embedded Lansweeper into their asset lifecycle and integrated it with SysAid:



From day one of the device lifecycle. New laptops are added into Lansweeper as soon as they arrive – even before they're on the network – with key fields filled in.



Automatic discovery & syncing. Once imaged and connected, Lansweeper updates the record with live details (user, department, network data) and automatically syncs the asset into SysAid.



From spreadsheets to real-time inventory. Instead of maintaining Excel files, IT can now pull an accurate asset list directly from SysAid/Lansweeper when finance runs fixed-asset audits.



Finding "lost" devices. Dashboards show devices that haven't been seen on the network for over 30 days, helping the team chase down laptops that might be sitting in drawers, retired, or ready to reclaim.



Lifecycle & budgeting. Assets are tagged by the year they went live and aligned to a five-year refresh cycle. With Lansweeper, the team can see exactly how many devices are due for replacement and budget more accurately.

For the IT manager, a key "aha moment" was seeing assets automatically flow from Lansweeper into SysAid, with a documented process for how every laptop would be tracked from day one through to recycling or donation. It dramatically reduced the admin burden compared to maintaining spreadsheets.



Performance insights: Tickets & classifications



More traffic through the portal. 66% of tickets now come via the self-service portal, while email-based tickets dropped by about 30 percentage points.



Healthier incident vs. request mix. The share of incidents went down by around 12 percentage points, moving the desk from pure firefighting toward a better balance with service requests.



Why it changed. This shift comes from better ticket classification by the help desk team and from structured request templates and approvals in the portal, instead of vague, paper-based or email requests.

“

Lansweeper and SysAid have almost given us a proper archive. We know when devices went out, when they were recycled or donated, and we can even correct finance if their records are wrong.”

Allan Borthwick

Assistant Section Manager, Infrastructure
Mitsubishi Electric

The results

Fewer emails, cleaner demand.

Most tickets now arrive through guided forms in the self-service portal instead of unstructured emails.

Less firefighting, more controlled work.

Clear separation between incidents, requests, and changes helps the team prioritize and route work correctly.

Audit-ready asset data.

Finance can now get a reliable device list from SysAid + Lansweeper, instead of chasing outdated Excel files.

Better day-to-day experience.

Spaces' modern queue view makes it easier for analysts to see priorities, older tickets, and who's working on what.

Lower admin burden.

Automatic discovery and syncing of laptops into SysAid, plus digital approval workflows, save hours of manual tracking and paperwork.



“

Lansweeper has made it a lot more obvious when things are here or not here. I see new machines popping up on the dashboard, and I know when something hasn't hit the network for a while.”

Aaron Jones
Senior IT Support Engineer
Mitsubishi Electric



Looking ahead: Data-driven IT, less admin, stronger control

Mitsubishi Electric's IT team now sees SysAid Spaces × Lansweeper as the backbone for how they plan, secure, and grow their environment:

- ✓ Audit-ready by design. With Lansweeper feeding clean asset data into SysAid, the team can answer finance and risk audits much faster, with a single, reliable source instead of chasing old spreadsheets.
- ✓ Smarter hardware planning. Asset discovery, age, and usage data help IT plan refresh cycles, prove where devices are actually in use, and reclaim laptops sitting in drawers instead of buying new ones.
- ✓ Spaces as the everyday workspace. SysAid Spaces is already the default view, and the long-term goal is to move all analysts off Classic so tickets, queues, and priorities are managed in one modern, configurable UI.
- ✓ Better self-service and Copilot adoption. IT is actively meeting with managers to improve the self-service portal and drive more use of structured request forms and the chatbot/Copilot, especially for production teams already relying on SysAid knowledge articles.
- ✓ From "low-value admin work" to meaningful work. As more build checks, asset tracking, and compliance evidence are pulled from Lansweeper and SysAid reports (instead of manual forms), technicians spend less time on admin and more time keeping production lines running.

Together, SysAid Spaces and Lansweeper are evolving from "tools we use" into Mitsubishi Electric's control layer for tickets, assets, and audits—supporting a more predictable, efficient, and compliant IT operation.

