

Lansweeper Platform - Refreshed UI Experience

We've refreshed the Lansweeper platform UI to deliver a clearer, faster, and more action-oriented experience. The modernized UI helps customers move from visibility to impact faster and with greater confidence.

Below is a summary of what's improved and how it benefits your customers.

What's Improved

New look and feel: Clearer navigation, built for every team.

Customers can onboard faster, navigate more intuitively, and adopt the platform more broadly across IT, security, and operations teams.

- Light & dark modes for flexible viewing
- Enhanced search and streamlined navigation
- Clearer visual hierarchy for faster scanning
- Simplified layout to reduce fatigue

The screenshot displays the Lansweeper platform interface. On the left is a navigation sidebar with categories like Dashboards, Assets, Views, Categorization, Fields, Relations, Settings, Software, Users, Risk insights, Discovery, Diagrams, Reports, and Flow builder. The main area shows the 'Assets' view with a search bar and 'All views' toggle. Three charts are visible: 'Asset type distribution - Top 10' (a horizontal bar chart), 'Assets by IP location' (a treemap), and 'OS distribution' (a donut chart). Below the charts is a table of assets with columns for Name, Domain, IP address, MAC address, Manufacturer, Model, and Serial number. The table shows various assets, including those with IP addresses like 10.36.4.16 and 10.40.0.12. At the bottom, there's a pagination bar showing 'Page 1 of 36' and 'Show 50' items, with a total of 1758 results.

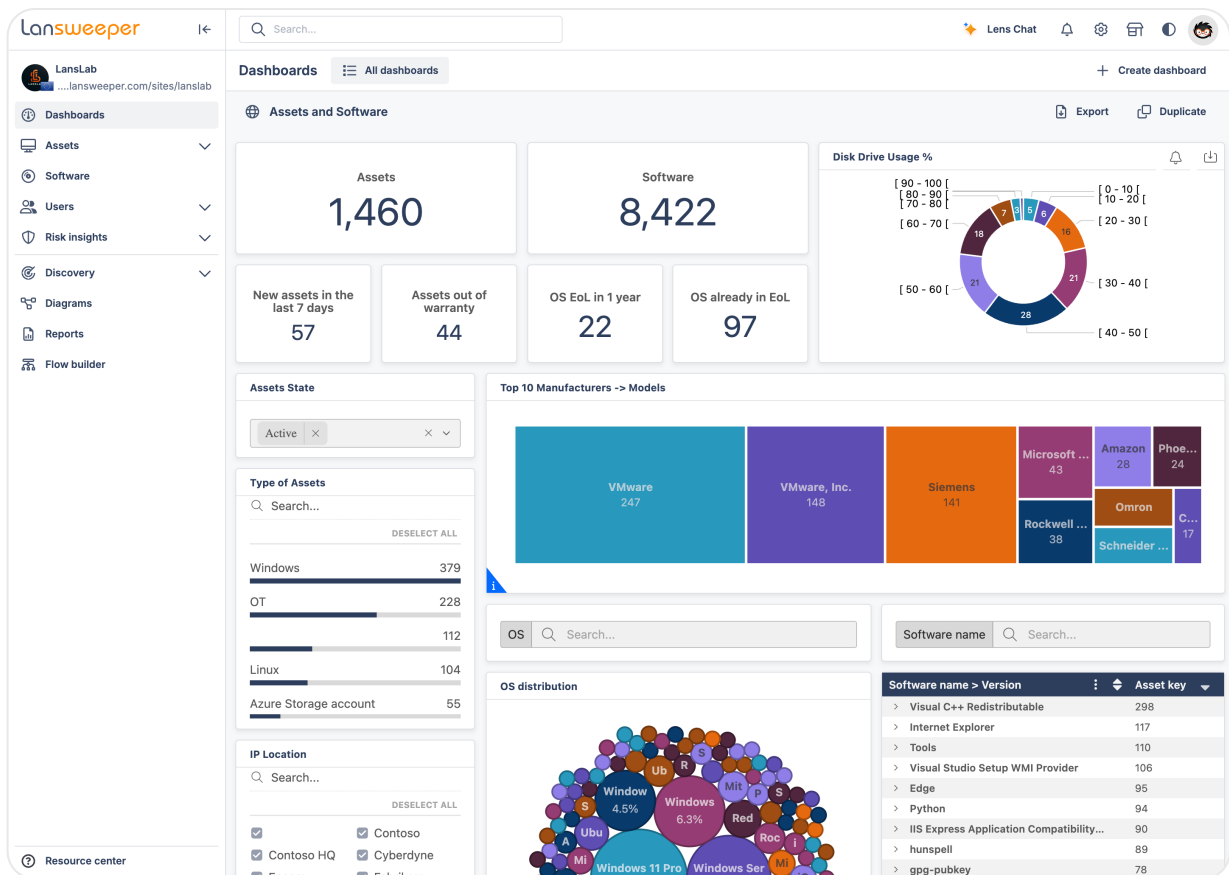
Name	Domain	IP address	MAC address	Manufacturer	Model	Serial number
AssetWithoutManufa...						
0bab6b56-9461-46b...		52.179.115.232				
10.36.4.16		10.36.4.16		Siemens	SIMATIC CPU 400	
10.40.0.12		10.40.0.1				
10.40.0.65	Contoso	10.40.0.65		Dlink D		
10.40.0.70		10.40.0.70				
10.40.0.81		10.40.0.81				
10.40.0.97	Contoso	10.40.0.97				
10.40.1.1	Contoso	10.40.1.1				
10.40.1.33	Contoso	10.40.1.33				
10.40.1.34		10.40.1.34				
10.40.1.36		10.40.1.36		IBM		
10.40.17.66	Contoso	10.40.17.66			Virata-EmWeb/R6_2.1	
10.40.32.1	Contoso	10.40.32.1		Hp		

What's Improved

Dashboards: From visibility to action. Instantly.

Easier executive reporting, stronger value demonstration in QBRs, and more impactful proof-of-value conversations.

- Key widgets placed upfront
- More interactive exploration
- BI-powered capabilities for deeper insight analysis
- Faster path from data to decision



What's Improved

Inventory: Find what matters. Faster than ever.

Speed up troubleshooting, improve security investigations, and strengthen IT operations workflows.

- Group filters for better data segmentation
- Faster drill-down capabilities
- Refine and act without switching tools
- More responsive environment exploration

The screenshot shows the Lansweeper web interface. On the left is a sidebar with navigation options: Dashboards, Assets, Views, Categorization, Fields, Relations, Settings, Software, Users, Risk insights, Discovery, Diagrams, Reports, and Flow builder. The main content area is titled 'Assets' and shows 'All Assets' with three charts: 'Asset type distribution - Top 10', 'Assets by IP location', and 'OS distribution'. Below the charts is a table of assets with columns for Name, Domain, IP address, and MAC address. The table shows 36 items, with the first few having IP addresses like 10.40.0.97, 10.40.1.1, and 10.40.1.33. A detailed view for the asset '1734-232ASC/C RS-232 ASCII' is shown on the right, including general information (Asset name, Asset type, Manufacturer, Model, Created at), Operations and Management (Last successful scan, Installation, Scan server), OS and antivirus (OS, Build, Version, Antivirus), and Lifecycle (State, Serial number, Operating system).

What's Improved

Lansweeper Lens: Ask. Understand. Act.

Introducing Lansweeper Lens Chat: your AI-powered assistant grounded in your own asset data. It reduces friction in accessing insights, expands platform accessibility beyond power users, and strengthens AI-driven differentiation in competitive deals.

- Natural-language queries
- Answers based on the customer's real asset environment
- Faster insight retrieval without complex queries
- Simplified data exploration for non-technical users

The screenshot displays the Lansweeper Lens Chat interface. On the left is a navigation sidebar with categories like Dashboards, Assets, Software, Users, Risk insights, Discovery, Diagrams, Reports, and Flow builder. The main dashboard area shows 'Assets and Software' with two large cards: 'Assets 1,460' and 'Software 8,422'. Below these are smaller cards for 'New assets in the last 7 days: 57', 'Assets out of warranty: 44', 'OS EoL in 1 year: 22', and 'OS already...: 97'. There are also sections for 'Assets State' (Active), 'Type of Assets' (Windows: 379, OT: 228, Linux: 112, Azure Storage account: 55), and 'IP Location'. A 'Top 10 Manufacturers -> Models' chart shows VMware with 247 assets. An 'OS distribution' bubble chart shows Windows 11 Pro at 4.5% and Windows at 6.3%. On the right, a chat window titled 'Hey Sarah' contains several prompts: 'Show me how to enable agent-less scanning', 'I can surface community-proven solutions: Why are some assets marked as unknown?', 'I can run inventory analytics in visual or text form: Give me a pie chart with assets by type', and 'List the top 3 installed software'. A search bar at the bottom of the chat window says 'Ask a question or write a prompt...'. A 'Beta Uses AI. Verify results.' badge is visible at the bottom right of the chat window.

What it means for you and your customers

The refreshed platform is designed to:

- Improve user adoption across teams
- Accelerate time-to-value
- Strengthen executive visibility
- Enable more strategic asset intelligence conversations

This update isn't just a visual one. It is designed to enhance how customers navigate, analyze, and act on their asset data.

General Availability – March 2nd

- The refreshed platform experience is now the default interface for all customers.
- If your customers encounter issues, please share them through this [link](#).
- All current capabilities, including reports and legacy scanning, are fully preserved and integrated into the new platform experience.

Anticipated Customer FAQs

Q: "Is this a new Lansweeper UI?"

"It's an evolution of the Lansweeper Platform Experience. The layout and flow are more intuitive, while the core capabilities remain exactly the same."

Q: "Will this impact how we work?"

"There are no major workflow changes. Everything you rely on is still there. The experience is simply clearer and more streamlined to help you get to insights faster."

Q: "Is scanning being removed?"

"No. Scanning remains fully available and continues operating exactly as it does today. Nothing changes in how your discovery works. It's simply embedded within the refined experience."

Q: "Are reports being removed?"

"Reporting remains available. In addition, the updated dashboards and filter-based views allow you to interact with data in real time, giving you more flexibility while preserving reporting capabilities."

Q: "Do we need to migrate Discovery now?"

"No. There's no immediate requirement to change anything. When it is needed, guidance will be provided but your current setup continues to function as it does today."

Key Messaging Principles

In your conversations with customers reinforce:

- This is an **evolution**, not a replacement
- It enhances clarity without removing capability
- It was shaped by customer feedback
- It reduces friction and improves usability
- It supports enterprise-scale complexity

Avoid

- "New UI"
- "Major redesign"
- "Big change"
- "Rebuilt everything"
- Any mention of decommissioning or retirement

1-Line Version (For Quick Positioning)

"The refreshed Lansweeper Platform Experience helps you cut through the noise, surface the right insights faster, and act with confidence while keeping all the capabilities you depend on."

Support & Knowledge Resources

If your customers experience any issues or unexpected behavior in their environment, please:

- Share the relevant Knowledge Base articles to guide them through common questions
- Encourage them to use in-product feedback where appropriate
- Help them submit a support ticket if the issue impacts workflows
- Reach out to your Account Manager for additional assistance

Our goal is to resolve any friction quickly and ensure customers continue working confidently within the refined Platform Experience.