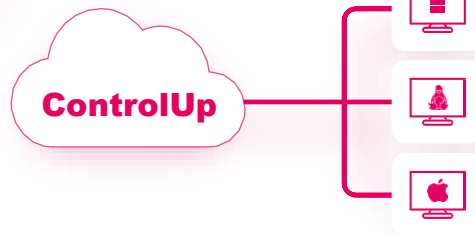


DEX Management for Physical Endpoints & Apps



ControlUp for Physical Endpoints & Apps is a cloud service that helps IT teams lower the costs associated with supporting remote workers by finding, fixing, and preventing issues that traditional device management software can't.

Key Features and Benefits

Endpoint & Application Monitoring

ControlUp monitors applications and endpoints from anywhere in the world with ControlUp's SaaS tenant and an endpoint agent.

Support for multiple operating systems

Windows 7+, macOS 10.13+, various Linux distros and versions, IGEL, Stratodesk, and 10Zig for both x64 and ARM based devices.

Key performance indicators displayed via geolocation

Device location with overlays for key performance indicators, such as CPU Load, Wi-Fi signal, network latency, user logon duration, user input delay, and memory usage.

Out-of-the-box device and performance metrics

Dozens of performance metrics and device information are collected in real time. This includes CPU, memory, disk, wireless and wired networks information. Device information includes OS, applications and patches, event logs, and device location.

Custom metric and device data collection

Add custom metrics and device information to the DEX database using common scripting languages. Ad hoc or custom reports can be created to extract actionable information from the data.

Non-intrusive, secure agents with offline mode

A user-level agent (i.e., intrusive, kernel-level access is not needed) communicates over standard HTTPS ports using TLS 1.2 encryption for security. The device does not need to be part of an Active Directory.

Support for multiple unified comms platforms

Support for Microsoft Teams, Zoom, and other unified communications and collaboration platforms and applications.

Call/meeting performance dashboard

An intuitive dashboard enables IT to identify problematic calls based on the UC tool and a user's endpoint device metrics.

Detailed call/meeting breakdown

Individual calls and meetings can be integrated to view network, device, and call and meeting metrics to determine why calls were problematic or failed.

Device metrics during the call

Hot link to the callee or caller's devices during the time of the meeting for detailed analysis of the CPU, memory, network even Wi-Fi signal strength during the call.

Advanced Unified Communications (UC) Monitoring

ControlUp combines UC with device information and metrics to help IT understand why calls and meetings failed and how to prevent the problem from occurring with future calls

Remediative Actions & Scripts

ControlUp provides IT with the information they need to identify a problem and then remediate it with script actions.

Remediate issues quickly

Actions can be run against a single device or a group of device with just a few clicks allowing you to solve issues or gather additional information in real time.

Support for multiple scripting languages

Windows: PowerShell, cmd.exe, VBScript, Jscript. Mac and Linux: Python, Python 3, PowerShell, SH, Bash, Swift are supported; you can choose the best tool for the task

Community-driven script library

Scripts are continuously being added to our library by the ControlUp team and the community, allowing you to quickly solve your most pressing issues.

Bring-your-own scripts

You can create, run, and share your own scripts to correct issues or gather more information about your endpoint devices.

Automated Optimization & Remediation

ControlUp applies preset triggers to automatically fix issues, preventing an influx of help desk calls.

Automated actions

Once an issue is detected, an action is triggered to solve it. The detection can be based on a single data point, or a combination of conditions, information, and data obtained from any of your users endpoint devices.

Alerts

Alerts can be used to invoke an automated action, send an email, a webhook, or even a helpdesk ticket.

User Activity Analytics

ControlUp provides management with visibility into which applications are being used and for how long, to help optimize employee workflow.

Application usage

Understand what applications people are using and how much time they spend using them. This can lead to recovered costs from removing unused licenses and applications.

Browser usage

Identify the top URLs a user or a group of users is accessing and for how long. You can define which URLs are business and non-business related for further analysis.

Privacy concerns

Using our fine-grained RBAC policies, you can specify what information is collected, when it is collected, and for what users or groups of users it is being collected.

Device Experience Scores

ControlUp captures key metrics that allow IT to quickly determine which devices are hindering the digital employee experience.

Health role-up score

The health score aggregates key performance indicators allowing you to quickly ascertain the overall health of the device and the users digital experience.

Device grouping and custom tagging

Group and sort devices based on Device Name, Tagging, Score, OS, Location, plus many more. Devices can have one or more custom tags assigned to them.

Historical performance charting

Metrics and information is stored in the database and can be used to create charts, reports or exported for further analysis or archival purposes.

Qualitative Employee Sentiment

ControlUp allows you to gather qualitative feedback from your users, providing an opportunity to enhance the digital employee experience (DEX), boosting employee satisfaction and retention.

Survey creation wizard

Create meaningful surveys and specify when and for how long they will run. Survey questions can be branched, and vary between free text, multiple choice, or multiple selection. The surveys can be sent company-wide to individuals or groups of users.

Survey Dashboard

See survey responses in a graphical format or download them in CSV format for further analysis. The survey results include sentiment and NPS scores. You can drill down to get more detailed information on the survey responses.

Remote Assist & Remote Control

ControlUp lets IT virtually sit side-by-side with an employee to teach them how to fix an issue or fix the issue in the background without interrupting the user.

Remote control

Gain keyboard and mouse access to Windows, macOS, and Linux devices to further investigate and solve the stubbornness of issues.

Remote shadow

Remotely shadowing a desktop enables IT to see what end-users are seeing.

Remote shell/terminal

Gather troubleshooting information and fix issues in the background by directly connecting to a device's shell or terminal session without interrupting users.

Send message

Messages can be sent directly to users to alert them instantaneously of critical information or communicate an action you would like them to perform.

Monitor all network-delivered resources

Monitor virtual desktop, SaaS and streaming applications, and any other network-delivered resource from a single, intuitive dashboard.

Drill down on results

From the dashboard, you can drill down to see why network resources failed their tests.

Advanced testing of critical SaaS applications

Built-in test check the availability of Microsoft Exchange Online, Azure AD, Microsoft Teams, and other critical SaaS apps.

Test from any location

Check to see if your resources are available from more than a dozen different locations worldwide or from your own datacenter.

Alerts and notifications

Alerts policies can be created based on definable conditions. Notifications can be sent via email, webhook or via integrations with ServiceNow and Microsoft Teams.

Advanced SaaS Application Monitoring

ControlUp intelligently monitors and detects SaaS problems and notifies you when issue occur.



Learn how to improve remote work today

Let us show you

Schedule a demo

30 min



Learn more

Enjoy a read

5 min



ENTERPRISE

- ✓ **Real-time, actionable device dashboards** to pinpoint and fix problems on devices running Windows, macOS and Linux
- ✓ Identify, **troubleshoot and remediate** issues – manually or through automation – with built-in actions and scripts
- ✓ Shorten ticket resolution time and increase employee satisfaction with **remote shadow and control** of any employees' desktops

PLATINUM

Everything that's in Enterprise plus:

- ✓ Detailed **app and browser usage and activity reporting** to ensure employees' productivity is optimal for their job roles
- ✓ Gather **qualitative sentiment with surveys** to understand of the employee's view of IT and workplace technology
- ✓ Report usage and troubleshoot issues faster for employees using **Unified Comms tools** such as Microsoft Teams

ULTIMATE

Everything that's in Platinum plus:

- ✓ Proactively **monitor and alert** on the availability of **SaaS & Web applications** through synthetic testing
- ✓ **Built-in templates** for popular SaaS applications allows IT teams to setup tests in less than a minute and gather availability metrics
- ✓ Run synthetic tests from the **cloud or your datacenter**