



# Top reasons customers choose Edge DX

Get more from your digital  
experience monitoring and  
optimization solution



# Top reasons customers choose Edge DX

- 1 | User experience dashboard
- 2 | Rapid remediation
- 3 | Troubleshoot unmanaged networks
- 4 | Reporting
- 5 | Multi-platform support
- 6 | User sentiment survey
- 7 | Cloud-managed



# 1 | User experience dashboard

Every work location presents unique challenges. Some people will have issues with devices, some with applications, and some with networks. The Edge DX digital employee experience (DEX) management dashboard is the most comprehensive tool to view the health of your digital employee experience, no matter where people are working.

## Device Overview

A quick view of how many devices are online, alerts, and active applications.

## Device map

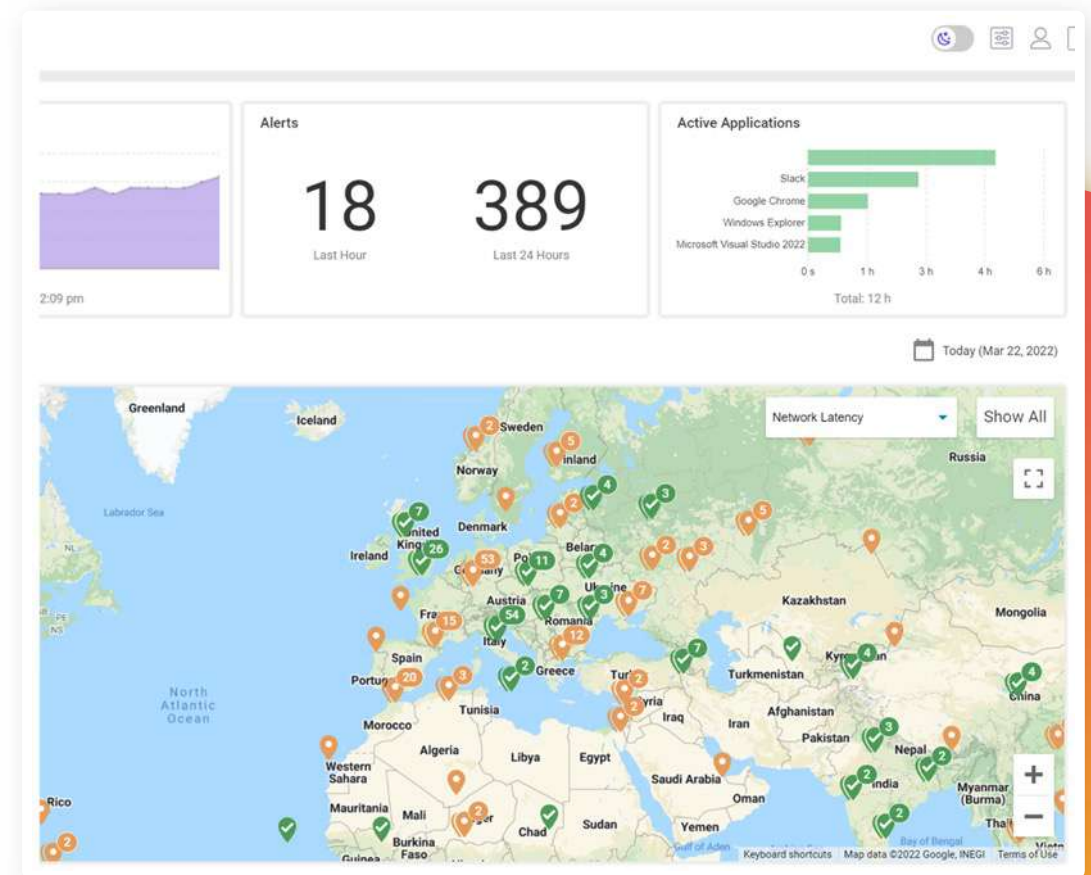
Discover employees experiencing problems with CPU, Wi-Fi signal, network latency, and more.

## User experience

Display a single-pane-of-glass view of experience issues, like devices that reboot, have slow input delay, or excessive disk queue length.

## Network

Shows any real-time issues causing a poor network connection.



# 20%

Increase in  
support requests  
since 2020

[Zendesk](#)



## 2 | Rapid remediation

Specialized tools, such as application deployment, security, and compliance can assist in troubleshooting, but were not built to understand and improve the digital experience. Edge DX is purpose-built to reduce the time and frustration that employees experience while sorting out IT issues. How does it do that?

### Script actions

Improve the digital employee experience by running your own custom scripts or choose from a library of pre-written scripts. Edge DX supports native scripting languages for Windows, macOS, and Linux.

### Automated remediation

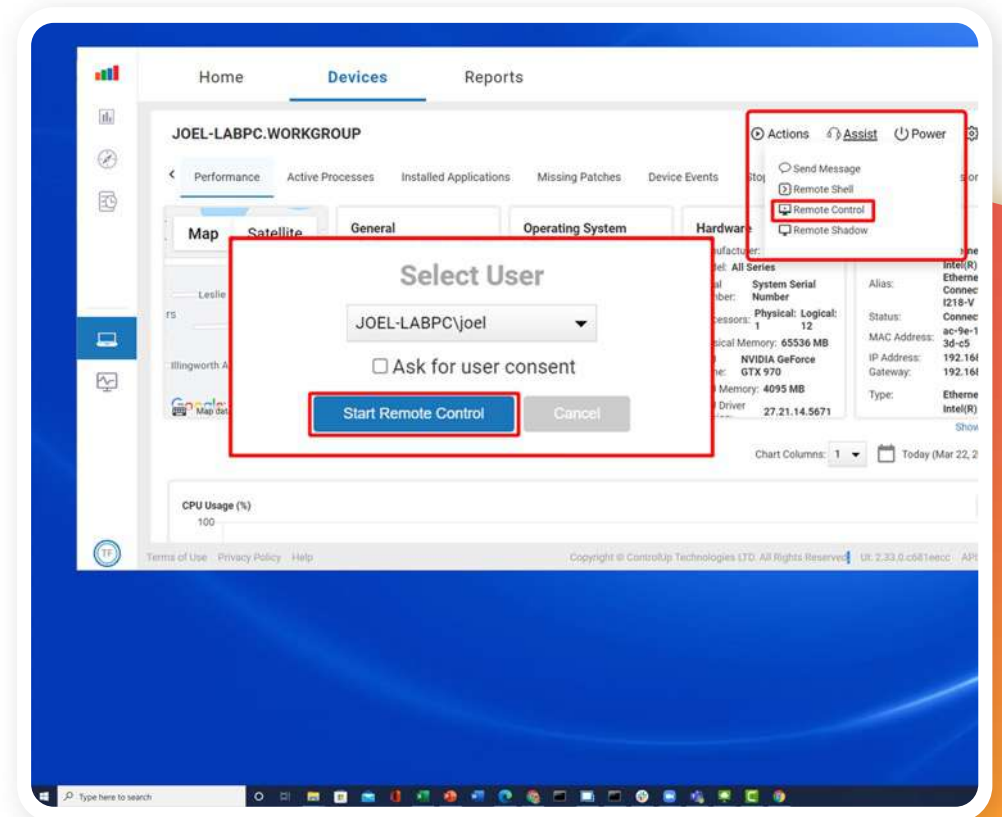
For recurring problems, Edge DX can be configured to detect and auto-execute a script to fix the issue.

### Remote assistance

Edge DX can shadow or remote control a session to remediate directly within the user's desktop. It's almost like having someone sitting next to you to help, virtually.

### Remote shell

Sometimes you just need to fix things in the background. Edge DX can connect to a remote shell to troubleshoot issues without disrupting the employee or their workflow.



# 3 | Troubleshoot unmanaged networks

When people started working remotely, the digital employee experience was at the mercy of the unmanaged network. Edge DX collects data about the networks employees are using and provides detailed metrics.

## Wi-Fi strength

A Wi-Fi signal of less than 60% strength can reduce overall performance by 80%. Edge DX measures the Wi-Fi signal strength and can notify a user to get closer to their router to improve their experience.

## Top ISPs

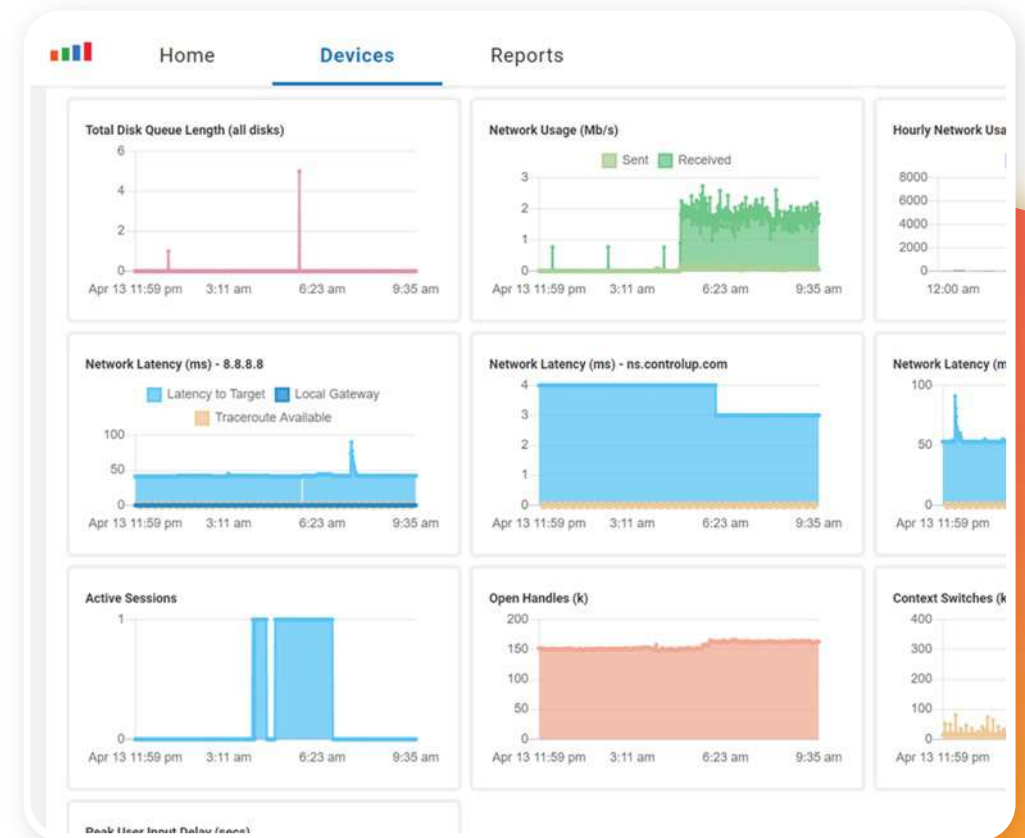
Ever wish you knew which ISPs your employees were using? Edge DX provides a report, and you can use this information to negotiate better rates and speeds for your employees.

## Network latency

Latency can reduce the quality of the digital employee experience. Edge DX sends pings with traceroutes to definable targets and displays them in a graph to better understand which users and which locations are having latency issues.

## Top Applications

Are you under- or over-licensed on your applications? Edge DX keeps track of which applications people are using and when, so you can have the resources you need.



# 68%

of employees  
indicate tech  
disruptions impact  
productivity

[Mansueto Ventures, LLC](#)

# 4 | Reporting

Advanced reporting is essential when troubleshooting and improving the digital employee experience. Edge DX collects device, system, application, and user activity metrics. With detailed, ready-to-use reports, and the ability to develop custom reports, you will get a 360-degree view of the digital employee experience.

## All Devices

Allows you to find information on hardware, applications, and locations.

## Windows Apps & Processes

Helps you pinpoint digital employee experience issues, such as stopped processes, CPU time, and users with elevated permissions.

## Windows Performance & Security

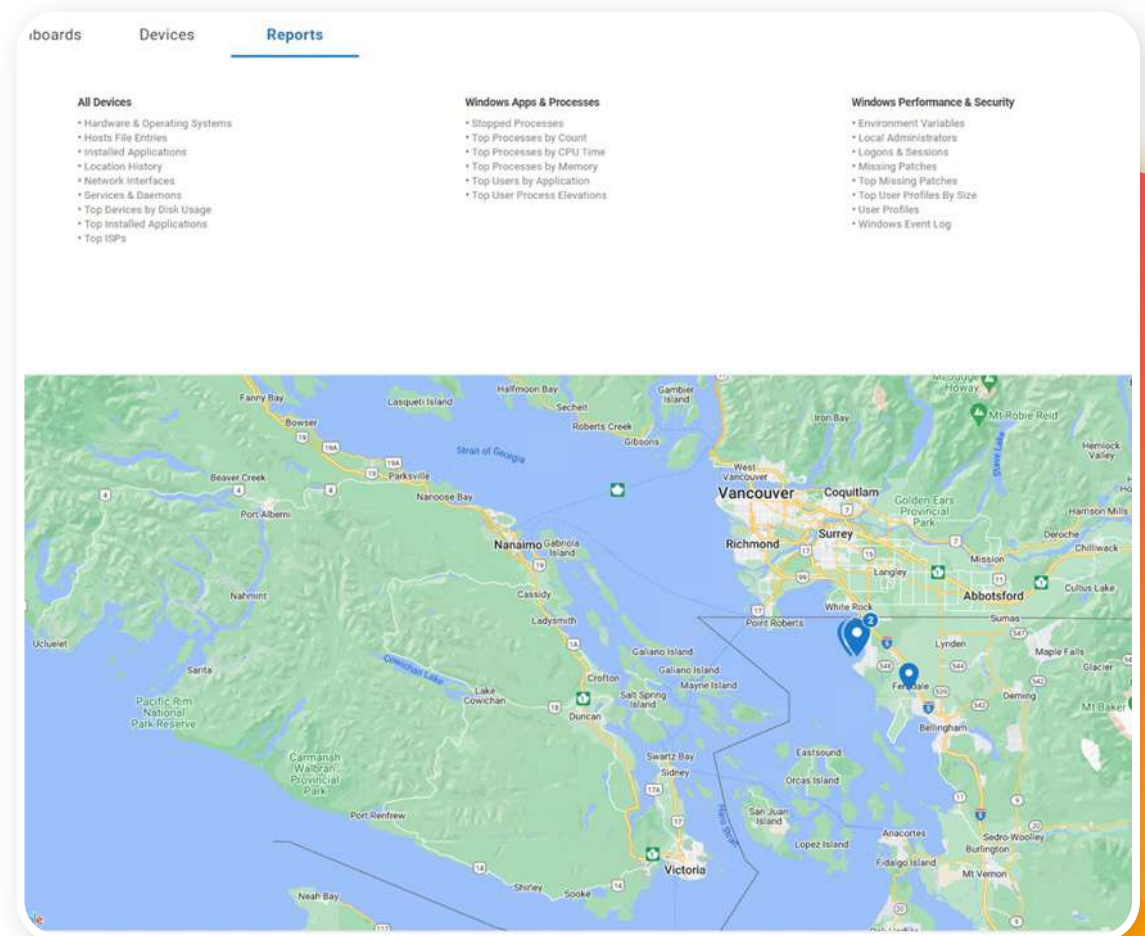
Allows you to detect things like missing patches and identify profiles by size and event log.

## Custom Reports

Perfect for creating and displaying your custom reports.

## New Reports (Preview)

This brings to your attention any new reports available to you.





# 5 | Multi-platform support

Digital employee experience management is more than application delivery and patching; it's about how the hardware, operating systems, and applications are running and how those factors impact user experience. If something goes wrong, users want guidance and real help, so they can get back to work quickly. Legacy device management tools lack remediation for broad client support, leaving administrators to create their own solutions that still limit the consumer-grade clients that end-users prefer.

ControlUp Edge DX has support for the most popular operating systems in the marketplace. Not only does Edge DX have native agents to collect digital employee experience metrics, but it also supports native scripting languages and provides access to the device's remote shell.



**Linux**



**Microsoft**

# 96%

of workers  
indicate better  
engagement  
when they are  
able to use the  
device they want

[Harvard Business Review](#)

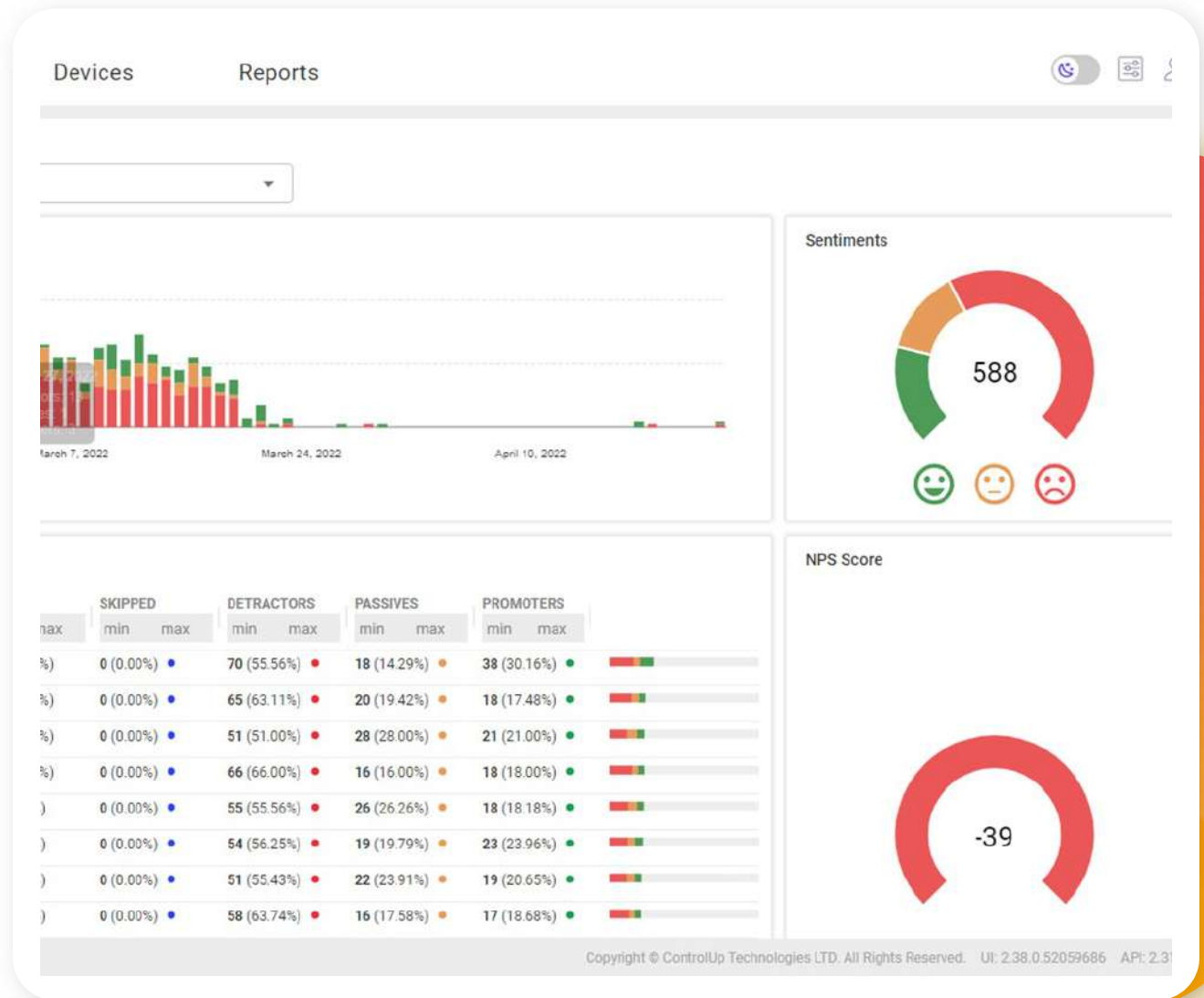


# 6 | User sentiment survey

Let's face it: technology can be frustrating. Especially when all you want to do is get your job done, but your apps slow down or break, your Wi-Fi quits, or your video calls drop.

IT can fix most technology issues, but when problems don't get resolved, IT's reputation can be adversely affected and result in long-lasting effects on employees' trust in the IT team's expertise.

Edge DX employee sentiment surveys provide IT with a user's perspective of the employee's digital experience. Custom surveys are delivered to the client's desktop so IT can better understand the needs of their end-users. Reports provide IT with a better understanding of employee sentiment, broken down by job role, region, or other sorting criteria.



## 7 | Cloud managed

With more employee digital resources in the cloud, there is less reliance on VPNs. Device management software behind corporate firewalls becomes less impactful with the VPN independence.

Edge DX is deployed in a cloud that is closest, physically, to an employee's location in order to provide IT with seamless access to their digital experience, no matter where people are working.

Also, since Edge DX is a cloud service, there is nothing to install. Once a tenant has been provisioned and an agent has been installed, time to value can be realized in just minutes, not days or months. Even more, since Edge DX is cloud-managed, you get future-proofed technology, disaster recovery, high system availability, reliability, and control of your solution from anywhere.



# Conclusion

ControlUp Edge DX gives IT professionals a real-time understanding and optimization solution that deploys in just minutes. Edge DX improves the digital employee experience on endpoint devices by alerting IT about user experience issues and enables IT to virtually sit “side-by-side” with remote employees. IT can then help the user resolve their problems and get them back to work fast. Edge DX has a fully managed cloud infrastructure, with unlimited scalability, that provides end-to-end security.

Schedule a demo to see how Edge DX can improve your employee’s digital experience.



[Learn more](#)



[Request a demo](#)

