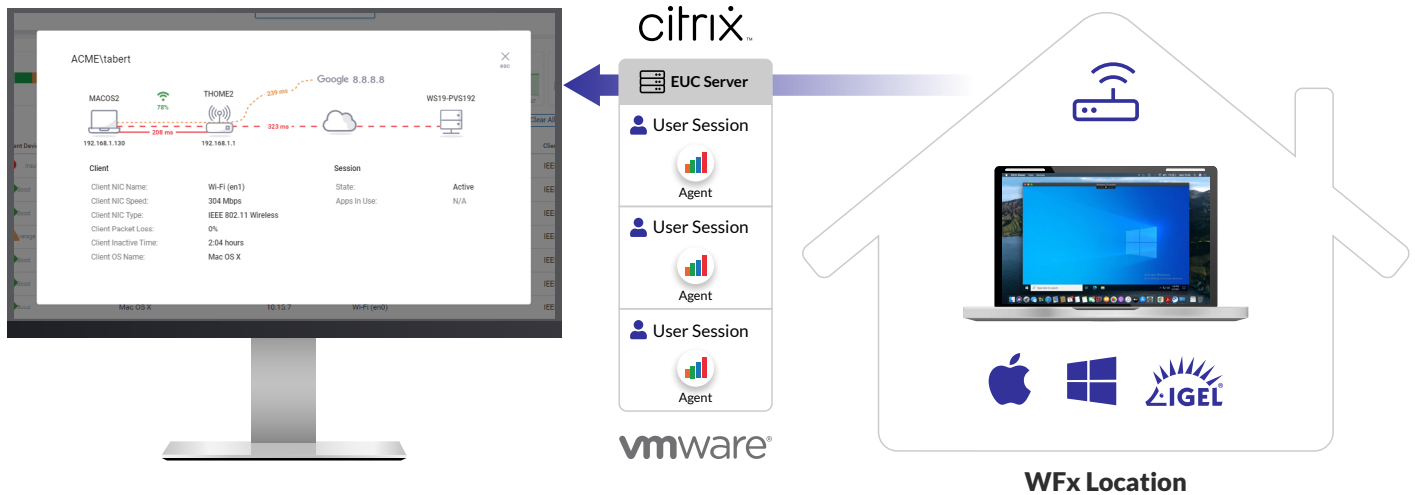


Extending IT visibility into the digital experience of work-from-anywhere employees.

For employees that connect to Citrix or VMware Horizon virtual desktops and applications from Windows, macOS or IGEL devices, ControlUp Remote DX collects relevant user-side telemetry—such as the quality and speed of the Wi-Fi connection, as well as the performance of their internet connection—that affects the Digital Employee Experience.

CONTROLUP REMOTE DX

- Support for Citrix Virtual Apps & Desktops and VMware Horizon platforms
- Supports physical endpoints running Windows, macOS, and IGEL OS
- Lightweight, user installable Virtual Channel client extension
- Metrics include quality and speed of client networks and ISP connection



Made for the work-from-anywhere era

Designed for remote users working from anywhere, Remote DX collects metrics from off-the-network client devices that have no line-of-sight to the ControlUp Real-Time DX infrastructure in your datacenter.

Quickly identify digital experience issues

Displayed in the context of the employee's EUC session, the Client Device Score shows the health of the remote client device, to help you quickly identify users whose digital experience, and productivity could be impacted.

Unique metric collection architecture

Built upon Citrix's and VMware's extensible remoting protocols, Remote DX creates its own dedicated virtual channel to send metrics from the employee's client device to the server-side ControlUp agent.

Ideal for remote employees using BYO

Providing client-side experience visibility, the Remote DX client extension is lightweight, can be installed by the user, and only transmits data to the datacenter when the EUC session is connected.

“ControlUp has shown big increases [in productivity] since the COVID lockdowns began; it’s been a huge part of building out our new infrastructure.”

Mike Ryan | Lead Infrastructure Architect, AmeriTrust Group



Key Features and Benefits

Observe the full EUC digital experience

Monitor the complete EUC digital experience, end to end, from the host to the session to the employee client device, no matter where your employees are working.

Supports multiple device OS platforms

Lightweight, user-installable extension supports Windows 7+, macOS 10.13+ and IGEL OS 10.05.500+.

Out-of-the-box performance metrics

Client-side performance data updated every few seconds, including Wi-Fi signal quality and speed, NIC speed and latency, packet loss, EUC session latency and internet connection latency.

Out-of-the-box client device information

Data collected includes public and router IP, operating system and version, client inactive time, wireless network configuration and NIC name.

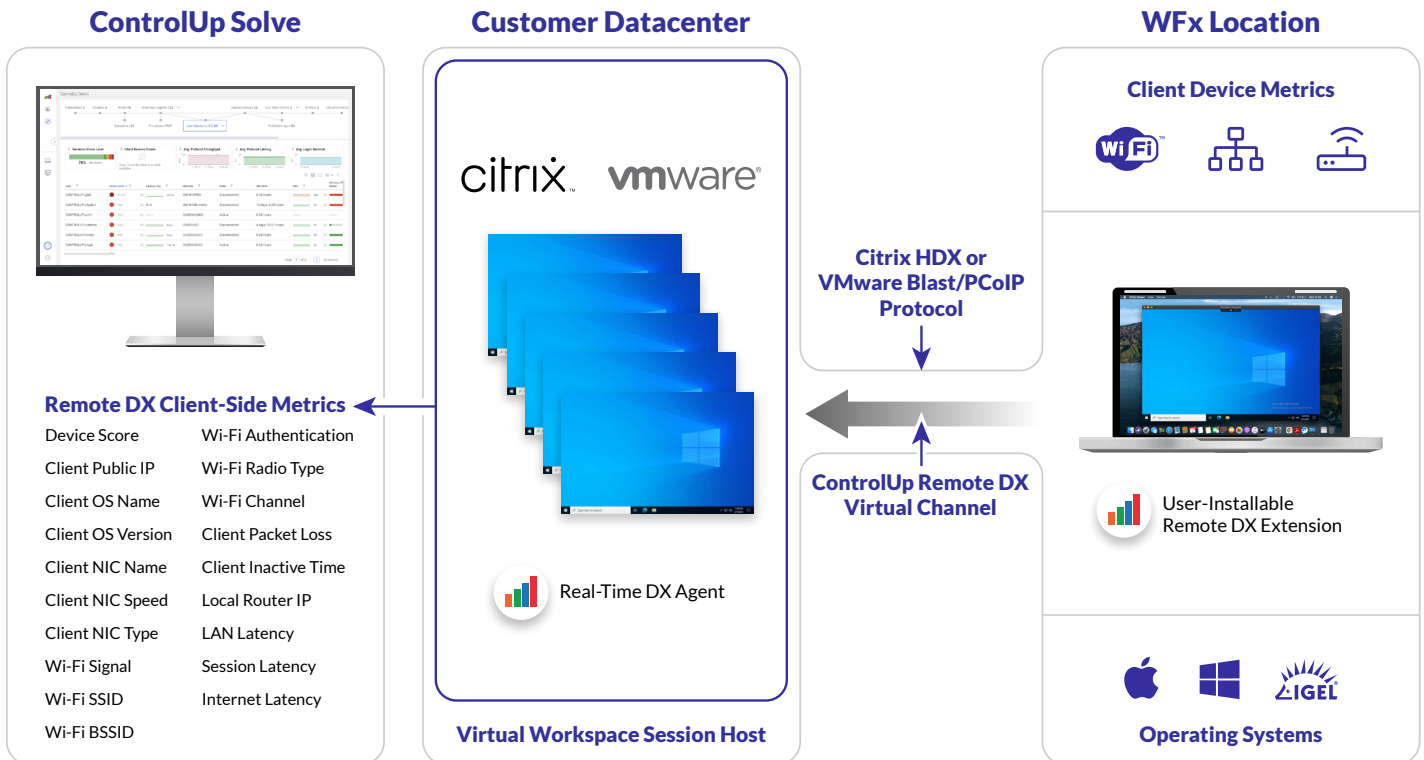
Support for various EUC platforms & protocols

Support for Citrix Virtual Apps & Desktops workloads using HDX protocol and for VMware Horizon workloads using Blast or PCoIP protocols.

Integrated with ControlUp Real-Time DX

Client performance metrics and information are intuitively visualized through the Real-Time Console and ControlUp Solve and can be consumed by ControlUp's alerting and automation features

How it works



Ready to deliver a best-in-class digital experience?

[Schedule a Demo](#)