ControlUp Brings Clinician-Grade Tap-to-App Visibility to IGEL OS for Faster, More Reliable Point-of-Care Access

Summary

ControlUp has launched Tap-to-App, a healthcare-focused capability available exclusively on IGEL OS that measures the real clinician login experience in badge-based workflows. Rather than reporting only backend authentication timing, Tap-to-App captures when a virtual desktop session and the target application become usable from the clinician's perspective. ControlUp correlates endpoint data with virtual desktop and application layers to expose the visibility gap that often separates IT's reported login times from point-of-care reality.

The company positions Tap-to-App as a way for healthcare IT teams to pinpoint where login friction originates, accelerate remediation, and improve clinician workflow continuity. More broadly, the announcement addresses a persistent operational challenge in clinical environments: understanding where the clinician login journey slows down when backend metrics appear healthy.

Context/Background

Healthcare IT teams operate under a unique service reliability mandate. Performance issues do not simply degrade productivity; they disrupt clinical flow and reduce time available for patient care. Badge-based tap workflows and shared workstations make the clinician login journey a repeated daily transaction with outsized operational impact.

When clinicians tap in, they do not experience login as a credential event. They experience it as the time from badge tap to a usable desktop and an application ready with patient context. That distinction exposes a persistent measurement problem. Backend metrics may show healthy authentication performance while the human experience lags behind, leaving IT teams with incomplete evidence when clinicians report delays.

ControlUp's Tap-to-App addresses this measurement gap by treating login as an end-to-end experience path spanning the endpoint, the virtual desktop, and the application layer. The announcement emphasizes correlation as the differentiator. Tap-to-App unifies signals across layers so IT teams can see when applications become functional from the clinician's perspective, not only when infrastructure services complete authentication steps.

The IGEL partnership strengthens this approach. ControlUp designed Tap-to-App for deep integration with IGEL OS, capturing a continuous data stream beginning when the badge hits the reader. That design positions Tap-to-App as a purpose-built capability for healthcare organizations that standardize on IGEL endpoints for shared workstations and secure access workflows.

Key Ramifications

ControlUp's Tap-to-App reframes clinician login from a backend authentication event to an end-to-end experience transaction that IT teams can measure, explain, and improve. By correlating endpoint, VDI, and application-layer signals into a single view, the capability reduces the evidence gap that often delays remediation in clinical environments.

Clinician experience becomes a first-class operational metric

Tap-to-App shifts healthcare IT measurement toward what clinicians experience: time to a usable application after badge tap. That shift elevates experience measurement from a secondary DEX dashboard to a primary operational KPI in point-of-care environments. When IT teams can quantify ready-to-work time, they can prioritize remediation based on real workflow impact rather than proxy metrics that stop at authentication or session start.

Frictionless IT support improves employee experience

Employees now resolve performance issues through natural language conversations or passive detection. This capability allows them to bypass the helpdesk entirely, reducing downtime and increasing overall workplace satisfaction.

Cross-layer correlation raises expectations for troubleshooting and accountability

ControlUp's approach highlights a common operational reality: login friction often emerges from handoffs between endpoint behavior, VDI brokering, profile loading, application launch sequencing, and downstream dependencies. Tap-to-App frames the login path as a connected chain and presents a unified view across endpoint, virtual desktop, and application layers. That correlation shortens diagnosis cycles by revealing where readiness stalls and by turning clinician complaints into inspectable operational evidence.

The IGEL-exclusive design strengthens vertical defensibility

By delivering Tap-to-App exclusively on IGEL OS, ControlUp and IGEL signal a joint investment in healthcare-specific workflow instrumentation rather than generic endpoint telemetry. ControlUp gains a stronger entry point into hospitals that standardize on IGEL for secure shared endpoints. IGEL gains an experience analytics layer that links endpoint strategy to measurable clinical workflow outcomes. The exclusivity also signals that some next-generation DEX capabilities will emerge through deep ecosystem partnerships rather than broad, lowest-common-denominator integrations.

New feature added at no additional cost focuses on value delivery, not feature parity

ControlUp's decision to include Tap-to-App for ControlUp for Desktops customers running IGEL endpoints shifts the competitive discussion toward time-to-value and measurable experience improvement. In healthcare environments, a narrowly targeted capability that reduces ambiguity in the most complained-about workflow can deliver outsized perceived value. Competitors will need to respond with comparable clinician-centric visibility or similarly outcome-focused packaging.

EMA Perspective

Tap-to-App reflects a broader ServiceOps direction: organizations want experience signals that connect directly to operational action instead of forcing teams to reconcile fragmented tools. EMA's 2025 research report, "Redefining Modern Service Management: ServiceOps, ESM, and the Rise of AI-Powered Services", found that 78% of enterprises report active ServiceOps initiatives, yet only 30% say those initiatives have reached mature operational execution. This gap highlights a persistent challenge: organizations collect experience and performance data but still struggle to convert those signals into decisive operational outcomes.

ControlUp's Tap-to-App approach addresses that challenge in a healthcare-specific context. Instead of asking clinicians to translate frustration into technical clues, the platform captures cross-layer signals and presents them as a coherent experience narrative. That model supports faster prioritization and more credible root-cause discussions with clinical stakeholders, especially when backend metrics conflict with lived experience.

For healthcare IT leaders, Tap-to-App illustrates a practical blueprint: define the experience transaction, measure readiness where the user feels it, and correlate the full operational path so teams can act with confidence. For ControlUp, the IGEL partnership provides an important go-to-market anchor. The company can now position clinician login optimization as a measurable operational outcome—one that connects DEX instrumentation to ServiceOps execution in the workflows that matter most at the point of care.

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