

ControlUp ONE

The AI Platform That Enables Autonomous Endpoint Management (AEM)

IT teams run on too many consoles. VDI monitoring lives in one tool, endpoint management in another, patching and compliance in a third, SaaS performance somewhere else. Alerts pile up without correlation, and by the time someone connects the dots, employees have already filed the ticket.

ControlUp ONE replaces that sprawl with one platform and one chain of action. Real-time DEX telemetry gives IT visibility across every desktop, Cloud PC, virtual session, application, and network.

Pulse AI, the agentic AI engine inside the platform, interprets those signals, surfaces root cause, and guides or triggers the right response. Low-code workflows and automated remediation carry out the fix, always within the policies IT defines and with full auditability at every step. And because every product shares one platform, Pulse AI Assistant can correlate data across all of them in a single request.

BENEFITS

See everything in real time

across physical desktops, Cloud PCs, VDI and DaaS, SaaS and web apps, and unified communications, in one platform instead of disconnected consoles.

Act with confidence

as Pulse AI correlates signals, explains root cause, and guides or triggers the right response, within the boundaries and permissions IT sets.

Fix problems before they disrupt work

with low-code workflows, remediation scripts, automated patching, and baseline-driven alerts that catch what static thresholds miss.

Reduce tool sprawl

by replacing separate tools for monitoring, patching, compliance, synthetic testing, and remote management with one platform license.

Fewer consoles, fewer tickets, and routine endpoint issues resolved before employees feel them.

Platform Capabilities

Physical & Cloud PC Management ControlUp for Desktops	Real-time endpoint monitoring, device health scores, Live Remote Management, remote assist and control, and remediation scripts across Windows, macOS, Linux, Windows 365, and Amazon WorkSpaces
VDI & DaaS Monitoring ControlUp for VDI	Three-second real-time monitoring, troubleshooting and root cause analysis, one year of history, sizing and cost optimization, and NetScaler ADC monitoring for Citrix, Omnisia, Azure Virtual Desktop, and more
Endpoint Security & Compliance ControlUp for Compliance	OS and application patching, vulnerability assessment and remediation, security control and device posture checks, and custom scans with custom remediation
SaaS & Web App Monitoring ControlUp for Apps	Real-time SaaS and web app visibility that pinpoints whether an issue starts with the device, the network, or the app
Employee Experience ControlUp for Desktops	Experience scoring, employee-centric dashboards, application usage analytics, and employee sentiment surveys
Proactive Synthetic Testing ControlUp for Desktops, ControlUp for VDI	Continuous EUC, infrastructure, and application testing from cloud and custom hives to catch availability issues before employees do
Unified Communications Monitoring ControlUp for Desktops, ControlUp for VDI	Call quality analytics for Microsoft Teams and Zoom, including calls placed from VDI and DaaS sessions
AI-Powered IT Operations Pulse AI Assistant	Natural-language investigation, root cause correlation, guided remediation, and supported actions that run only after user approval, within that user's permissions
Proactive Findings Pulse AI Insights	Scheduled analysis that surfaces prioritized findings, like an app crash spike tied to a recent software change, with one-click AI investigation
Behavior-Based Alerting Anomaly detection	Alerts that learn each metric's historical baseline, with adjustable sensitivity and seasonality, and trigger workflows or notifications on deviation
Automation & Integrations Low-code workflow builder	Visual automation connecting platform events to ITSM actions, notifications, and remediations, plus ServiceNow integration and ControlUp Enrich

Available add-on: Pulse AI Resolve. An AI-native self-service hub on employee devices that detects issues, runs quick checks, and guides employees through approved fixes before a ticket is filed.

ControlUp is reinventing IT operations with its AI platform that powers a self-running digital workplace. We bring together Digital Employee Experience (DEX) and AI to transform real-time signals into intelligent action. IT leads, employees thrive, and work flows without friction.

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