Seamless Care Starts with Frictionless Clinical Experiences

When technology fails, patient care is impacted. ControlUp eliminates the digital friction that slows down clinicians and burns out IT teams.

Every Second Counts

In a hospital, every second counts. Yet, when a doctor reports that "Epic is slow," IT is often flying blind. The thin client? The VDI session? Or the application itself? Without granular data, troubleshooting is a guessing game.

ControlUp ONE is the only real-time digital employee experience (DEX) platform that provides last-mile visibility, bridging the gap between IT operations and clinical excellence.

From Reactive Support to Proactive Care

ControlUp transforms IT from a ticket-taker to a care-enabler by focusing on three foundational areas:

Reclaiming Care Time

We don't just monitor logins; we surgically remove login killers, like 2-minute GPOs and bloated profiles, to return thousands of clinical hours to your staff.

Unified Command

Boost productivity and reduce context switching by consolidating monitoring, remote control, and patching into a single pane of glass, giving IT a unified view of the entire care delivery stack.

Proactive Self-Healing

Our automation engine detects and fixes common frustrations, such as printer mapping failures or EHR crashes, often before the clinician even realizes there was an issue.

CUSTOMER STORY

Solving the "Epic is Slow" Mystery

A 40,000-employee healthcare system uses ControlUp to see exactly why an application freezes before the doctor moves to the next patient room, enabling a fix before the next consultation begins.

CUSTOMER STORY

The 80-Hour Gift

A healthcare provider in Norway used ControlUp to shave 22 seconds off every login. Across 13,000 daily logins, they returned 80 hours of care time to their staff every single day.

Engineered for Clinical Scale

ControlUp delivers deep integrations and real-time diagnostics for the modern healthcare stack, so your technology moves at the speed of care.

Granular Login Analysis

ControlUp breaks down the boot and login process into distinct phases (Authentication, Group Policy, Profile Load, Desktop Init).

- **Technical Edge:** Identify the specific script or registry key causing a delay
- **Result:** A Canadian healthcare customer targeted $1M in annual savings by resolving 8-minute login delays.

The $1M Login Fix

Facing 8-minute login times and 40+ daily tickets, a Canadian healthcare customer used ControlUp's deep-dive diagnostics to target $1M in annual operational savings.

Optimizing the Tap-to-App Experience

For clinicians, the transition from a badge tap (Imprivata) to an active EHR session (Epic/Cerner) must be instantaneous.

End-to-End Visibility

Measure real-time latency between badge-tap hardware, the IGEL/physical endpoint, and the VDI session.

Infrastructure Reliability

Validated to support 100,000+ concurrent sessions to prevent bottlenecking during peak shift changes.

Clinical Impact

Proactively identify "slow rooms" or "lagging floors" before they impact patient throughput.

Proactive Remediation & Automation

ControlUp doesn't just alert; it acts. Our AI-powered automation engine executes scripts at scale to resolve incidents before they reach the help desk.

- **ServiceNow Integration:** Automatically enrich tickets with real-time diagnostic data, saving an average of 5 minutes per ticket.
- **Self-Healing Workflows:** Automatically restart hung EHR processes or clear profile caches without user intervention.

Zero-Ticket Resolution

One U.S. health system identified 11,000 tickets that could be prevented entirely through ControlUp's proactive automation, stopping IT issues before a clinician could even pick up the phone.

Ensuring Continuous Clinical Compliance

Technical failures are inherent compliance risks. ControlUp's purpose-built compliance module closes the gap between technical issues and legal exposure by automating auditability and patching to keep your organization audit-ready 24/7.

- **Mitigating HIPAA & HITECH Risks:** Eliminate audit gaps and missing logs with full traceability for patient data privacy and access auditing.
- **Securing the Clinical Perimeter:** Prevent unpatched endpoints from becoming breach liabilities with automated patching and drift management.
- **FDA & Global Standards:** Ensure medical device software integrity and data sovereignty (GDPR), protecting against failed accreditations and loss of legal defensibility.
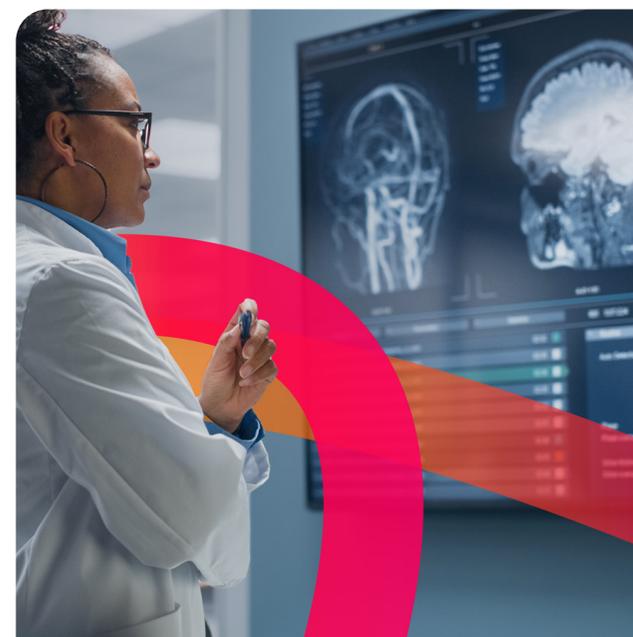
The Single Pane Architecture

- **Physical Endpoints:** Monitor battery health, Wi-Fi strength, and OS stability for mobile workstations (COWs).

- **VDI & DaaS:** Real-time metrics on ICA/HDX latency and protocol performance.

- **Web/SaaS:** Monitor the availability and responsiveness of web-based clinical portals.

Technical Issue →	Compliance Risk →	Legal Exposure
Unauthorized Access	HIPAA: Patient data privacy & access auditing	HIPAA Violation
Unpatched Endpoints	HITECH: Breach reporting & auditability	Breach Liability
Audit gaps	FDA: Medical device software integrity	Failed Accreditation
Missing Logs	GDPR: Data Sovereignty	Legal Defensibility Loss
Device Drift	Clinical safety & audit traceability	FDA Audit Findings

Trusted by the Leaders in Care

NHS
Gloucestershire Hospitals
NHS Foundation Trust

FLORIDA CANCER
S P E C I A L I S T S
& Research Institute

NSW

Northeast Georgia Health System

citrix

vmware

IGEL

Microsoft 365

Real-World Outcomes

Login Optimization	22s reduction per login = 80 hours returned to care daily (Norway)
Ticket Prevention	11,000 tickets are prevented annually via proactive automation (USA)
Resolution Speed	35,000 tickets closed using ControlUp's historical and real-time telemetry
Service Desk ROI	5-minute reduction in MTTR via ServiceNow integration
Audit Readiness	100% Traceability across clinical safety and data sovereignty logs

Stop Guessing. Start Solving.

Healthcare IT is the silent partner in patient care. This brief explores how ControlUp ONE eliminates clinical friction—from 8-minute login delays to slow EHR sessions—by providing real-time visibility and AI-driven automation.

Discover how leading health systems are reclaiming thousands of hours for their clinicians, reducing help desk ticket volumes by the thousands, and ensuring that technology never stands in the way of a patient's well-being.

Ensure your technology works as hard as your clinicians do.

controlUP

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