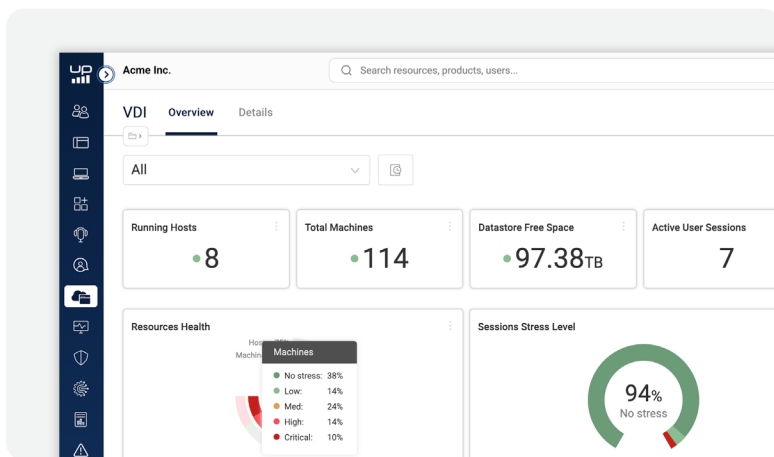


ControlUp for VDI

Monitor, Troubleshoot, and Optimize Every Virtual Desktop Before Slow Sessions and App Crashes Interrupt Your Workforce

ControlUp for VDI goes beyond basic infrastructure alerts by giving IT and VDI teams real-time visibility across the entire virtual desktop environment.



Instead of stitching together data from broker logs, hypervisor consoles, and separate monitoring tools, it collects more than 1,500 metrics every three seconds across sessions, hosts, networks, and client devices—all in a single console.

With ControlUp for VDI, teams can prevent issues instead of simply reacting to user complaints. Automated incident triggers launch remediations the moment thresholds are exceeded, logon duration analysis pinpoints exactly where delays begin, and machine learning-powered Virtual Expert technology helps technicians find root cause in seconds instead of hours. When problems do arise, multi-machine management tools can resolve them across the environment without requiring separate remote sessions.

ControlUp for VDI transforms virtual desktop management from a reactive, multi-tool investigation into a proactive, automated, and experience-first operation

BENEFITS OF CONTROLUP FOR VDI

ControlUp for VDI delivers real-time visibility across every layer of the VDI stack by streaming 1,500+ metrics at three-second intervals across sessions, hosts, storage, networks, gateways, and client devices.

Reduce MTTR and ticket volume by detecting performance issues as they happen and automatically resolving common problems before employees notice or submit a ticket.

Understand the complete user experience with logon duration analysis, session performance trending, and client device visibility that reveal exactly where and why digital friction is occurring.

Support every major VDI and DaaS platform in a single pane of glass, with deep native integrations for Citrix Virtual Apps and Desktops, Omnissa Horizon, Microsoft Azure Virtual Desktop, and Parallels RAS.

Real-Time Performance Monitoring	ControlUp collects over 1,500 metrics at industry-leading three-second intervals across every component of the VDI environment, from brokers and session hosts to hypervisors, storage, and connecting client devices.	Sessions, machines, hosts, and client devices all visible in a single unified console
		Three-second data collection interval across the full VDI stack
		GPU and vGPU monitoring for graphics-intensive and AI workloads
Logon Duration Analysis	ControlUp breaks down every VDI logon into its individual phases, including profile load, Group Policy processing, and session creation, identifying exactly where delays occur so IT can fix the cause rather than the symptom.	Phase-by-phase logon breakdown covering profile, GP, and desktop load times
		Citrix EUEM metrics capturing client-side session startup including ICA file download and name resolution
		Historical logon trend analysis to identify recurring patterns across users and sites
Incident Triggers & Automated Remediation	Customizable incident triggers fire the moment a session, machine, or host metric crosses a defined threshold, executing automated scripts that clear temp files, log off idle users, or run any custom remediation without requiring manual intervention.	Threshold and state-change based triggers across sessions, machines, and hosts
		Out-of-the-box automated remediation scripts for the most common VDI issues
		Scheduled and advanced trigger logic including folder-based scoping and throttling
Virtual Expert Technology	ControlUp's machine learning engine analyzes the environment in context, surfacing the most likely root cause and recommending the shortest path to resolution based on thousands of past troubleshooting scenarios.	Context-aware guidance that surfaces relevant diagnostics rather than raw data
		Reduces investigation time from hours to seconds for common session and performance issues
		Continuously improves recommendations based on environment patterns and outcomes
Multi-Platform & Multi-Machine Management	ControlUp for VDI provides deep native support for all major VDI and DaaS platforms, with tools to execute scripts, manage services, and run remediations across dozens or hundreds of machines simultaneously.	Native integrations for Citrix CVAD and Citrix Cloud, Omnisia Horizon, Azure Virtual Desktop, and Parallels RAS
		Hypervisor and gateway integrations including VMware, Nutanix, Microsoft, and Citrix
		Remote script execution and Windows registry and service management across multiple machines in a single action
Historical Reporting & Trend Analysis	Up to one year of session, performance, and application data is retained and available for trend analysis, capacity planning, and long-term troubleshooting, giving IT the historical context needed to understand recurring issues and plan ahead.	Up to one year of retained session, machine, and application usage data
		VDI reports covering session activity, logon trends, resource utilization, and user experience over time
		Dashboard integration for custom reporting and visualization using historical VDI metrics

ControlUp is the AI company for IT operations that keeps the digital workplace running. Leading DEX capabilities and agentic AI come together to see, detect, ask, and remediate issues before they reach employees, enabling Autonomous Endpoint Management (AEM). IT leads, employees thrive, and work flows.