

Transforming Endpoint Management with On-Device Intelligence



The modern workplace depends on fast, reliable PCs, yet many performance and reliability issues originate below the operating system—beyond the visibility of traditional IT tools. This lack of insight forces IT teams into reactive support models, disrupts productivity, and undermines user confidence.

Intel has joined forces with ControlUp to close this visibility gap by uniting silicon-level, on-device intelligence with real-time Digital Employee Experience (DEX) analytics. Together, they enable proactive detection, contextual understanding, and automated remediation of endpoint issues—before they disrupt employee productivity.

Customer Challenge: The IT Visibility Gap

IT teams are expected to deliver consistent, high-quality digital experiences across increasingly distributed and diverse device environments. However, many sources of performance degradation remain invisible with existing tools.

- **Hidden degradation**, such as thermal stress, power inefficiencies, and hardware-level contention, develops gradually and often goes undetected until users experience noticeable slowdowns or failures.
- **Reactive support models** prevail, with issues identified only after users submit tickets—when productivity is already disrupted and critical diagnostic context is missing.
- **Operational impact** includes increased support costs, longer resolution times, and reduced confidence in endpoint reliability across the fleet.

On-Device Intelligence Unified with DEX Analytics

Intel® Device IQ¹ and ControlUp deliver a new approach to endpoint management by combining continuous, silicon-anchored device intelligence with real-time DEX analytics.

Intel® Device IQ provides continuous, non-intrusive telemetry and AI-driven, hardware-level analysis to detect early indicators of performance, thermal, and power degradation. These insights are generated directly on the device and surfaced before issues impact users.

ControlUp operationalizes Intel® Device IQ insights within its DEX platform, correlating hardware-level signals with real user experience data. This enables real-time visibility; contextual understanding; and automated, policy-driven remediation actions to restore performance.

Together, Intel and ControlUp deliver proactive, autonomous endpoint management that identifies, surfaces, and resolves user experience issues before they impact productivity—above and below the OS.

- **Eliminate Blind Spots:** Gain visibility into hardware-level experience signals that traditional software cannot see.
- **Protect Productivity:** Detect and mitigate issues during active work—such as video calls or focused tasks—before disruptions occur.
- **Lower Help Desk Burden:** Reduce “PC feels slow” tickets through automated, near-real-time remediations.
- **Enable Confident Response:** Equip IT teams with deep contextual detail to resolve complex issues with greater speed and accuracy.

Learn More

Visit [intel.com/vpro](https://www.intel.com/vpro) and [controlup.com/solutions/intel](https://www.controlup.com/solutions/intel) to learn how Intel® Device IQ and ControlUp work together to deliver proactive, real-time endpoint intelligence and improve Digital Employee Experience across your organization.

¹ Intel® Device IQ is compatible with devices powered by 12th Generation Intel® Core™ processors or newer.



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Key Features and Customer Benefits

Intel® Device IQ – Silicon - Anchored Intelligence

- Continuous, silicon-anchored intelligence running directly on the endpoint
- Early detection of performance, thermal, and power degradation—before users notice
- Proactive endpoint insights that replace reactive troubleshooting
- More consistent, disruption-free performance during active work
- Reduced IT support burden with fewer “PC feels slow” tickets

ControlUp – Real-Time Detection and Recovery

- DEX-ready insight from device-level intelligence
- Unified DEX visibility of Device IQ signals
- Real user experience impact correlation with hardware signals
- Active session protection through real-time degradation detection
- Automated detection and remediation with minimal manual intervention

Conclusion

By combining silicon-level, on-device intelligence with real-time DEX analytics, Intel® Device IQ and ControlUp eliminate endpoint visibility blind spots at both the operating system and application layers. The joint solution empowers IT teams to identify, understand, and resolve performance issues proactively—before they impact users—while delivering more consistent digital experiences and reducing operational overhead.