

# Manage the Digital Experience for employees using physical endpoints, no matter where they work

Providing IT and help desk teams visibility and control over employees' physical endpoint devices, ControlUp Edge DX collects 100s of device performance and user experience metrics to help you troubleshoot and remediate any device, application, or digital experience issues, whether the employee is working from the office, at home, or anyplace else.

## CONTROLUP EDGE DX

- Supports physical endpoints running Windows, macOS, Linux, or IGEL OS
- Scalable, accessible- anywhere, cloud-based architecture
- Lightweight, non-intrusive, easy to install agent
- Highly customizable metric collection & reporting

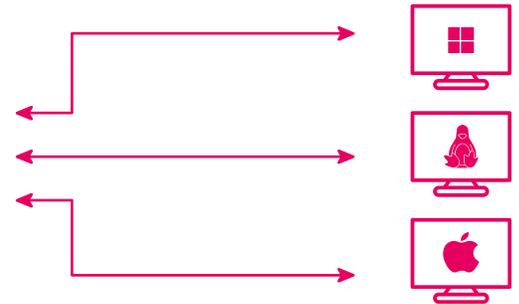
### Observe



### Analyze



### Optimize



#### Asses the health of all devices

More than 100 out-of-the-box device metrics—and the flexibility to add 100s more—help you quickly assess the health of your employees' endpoints and provide visibility into their digital employee experience.

#### Frictionless deployment at scale

Hosted in the cloud, so it meets the requirements of environments of any size. Simply deploy the lightweight agent on the endpoints and that's it; no additional infrastructure is needed.

#### Quickly remediate issues

Optimize the digital experience and the health of your endpoints through a wide range of included scripts available across the various supported operating systems, reactively and more importantly, proactively.

#### Get the information you need

Highly customizable reporting capabilities relieve you of the time-consuming task of manually gathering information. Reports can be performed as quickly on one device as on thousands.



*Work from anywhere has become the industry standard for our Enterprise customers. Today we can support this demanding requirement at scale with ControlUp Edge DX.*

**Jaymes Davis** | Director of Product Strategy, Tehama



**T E H A M A**

## Key Features and Benefits

### Observe physical endpoints, anywhere

Offers a wide range of platform options—including Windows, macOS, Linux, and IGEL—independent of device location.

### Analyze user and device behavior

Collects detailed individual device performance or analyze across your entire infrastructure.

### Optimize and troubleshoot endpoints

Supports manual or automated actions to remediate issues and optimize performance.

#### Supports multiple OS platforms

Windows 7+, macOS 10.13+, various Linux distros and versions, IGEL OS 10.05.500+.

#### Out-of-the-box device and performance metrics

Performance data, includes CPU, memory, disk, wireless & wired networks, and more. Device data includes OS, geolocation, installed application & patch level, event logs, and more.

#### Custom metric and device data collection

Easily add additional metrics and device information, using common script languages to extract data from WMI, diagnostic tools, and system logs.

#### Non-intrusive, secure agents with offline mode

No kernel-level drivers. Communicates over TLS 1.2 encryption. Can be used on devices that are off the corporate network. Agent data cached when offline.

#### Out-of-the-box reports

Built-in reports cover all devices with extensive filtering and searching, including Hardware and OS, Top Applications, and Top CPU/RAM as well as detailed application usage reporting.

#### Custom reporting

Data view editor allows you to build your own reports. Scripts can run on any interval or event and gather data to be included in custom reports.

#### Easy-to-use dashboards

Built-in, color-coded dashboards visualize information, such as device location, user experience, device performance, and network health.

#### Scalable SaaS infrastructure for the Enterprise

Fully redundant, cloud-hosted, scalable infrastructure with support for SAML authentication. Documented APIs allow for third-party integrations.

#### Built-in troubleshooting & remediation actions

Actions to remediate device and digital experience issues, including "run a command," "reboot device," and "send message".

#### Remote Assist

Sometimes we need someone beside us. Edge DX lets you shadow, control, and remote shell user's session to help the employee through difficult times

#### Create custom Script Actions using multiple scripting languages

Windows: PowerShell, cmd.exe, VBScript, Jscript.  
Mac and Linux: Python, Python 3, PowerShell, sh, bash, Swift.

#### Automation & alerting

Automatically trigger alerts by email, send to webhook URL, or run a Script Action on a device, based on triggers.



Ready to deliver a best-in-class digital experience?

[Schedule a Demo](#)