

Pulse AI Insights

Turn Telemetry Into Understanding

Proactive, Prioritized Findings and Insights Into What Needs Attention

ControlUp Pulse AI Insights goes beyond dashboards and event logs by proactively surfacing the findings, patterns, and opportunities in your environment that actually deserve attention.

Instead of engineers scanning thousands of events to decide what's worth investigating, Pulse Insights evaluates ControlUp telemetry against a baseline on a defined schedule, and surfaces a finding only when something meets its criteria.

With ControlUp Pulse Insights, teams move from reactive troubleshooting to proactive resolution. Pulse Insights establishes a baseline for known issue types — from application crashes to license usage — and flags meaningful deviations alongside the environmental changes behind them. IT doesn't just learn something is wrong, but why. And when deeper investigation is needed, built-in Pulse AI Assistant integration lets teams dig into any finding directly, without switching tools.

ControlUp Pulse AI Insights turns a flood of telemetry into a short, prioritized list of what your team needs to know — and what to do next.

BENEFITS OF PULSE AI INSIGHTS

Cut manual investigation by letting Pulse Insights scan your telemetry on a schedule and surface the meaningful findings — no more hunting through Events by hand.

Get to root cause faster with findings that are paired with the environmental change behind them, like a driver or application update tied to a spike in crashes.

Reduce risk and reclaim spend by surfacing overlooked license usage and new, unmanaged assets before they become a bigger problem.

Move straight into investigation with built-in Pulse Assistant integration, so a finding becomes a guided next step instead of a dead end.

App crash Insight

Severity: ● Critical Daily Insight

App: vendorsync.exe | App Type: Unknown (100.0%)

◆ Insight

Executive Summary

vendorsync.exe recorded 127 crashes across 32 of 52 devices (62% of the fleet) this period, all on a single version, faulting inside vsyncupdate.dll. The mean daily crash rate is about 18x the prior period.

Daily Crash Rate

18/day +1,700%

Baseline 1/day

Impacted Devices

32

Current window

Impacted Users

24

Current window

Impacted Devices

Device	User	Crashes
WKS-FIN-0142.LAB	a.rivera@example-lab.com	11
WKS-ENG-0077.LAB	m.okafor@example-lab.com	4

Prioritized Findings Feed

Insights are ranked by severity in a single table or card view, so teams see what matters most first, not just what's most recent.

- Insight name, severity, and a plain-language summary
- Impacted device and user counts at a glance
- Historical insights retained for up to 30 days (daily/weekly) or 3 months (monthly)

Baseline & Deviation Detection

Pulse Insights builds a rolling baseline for each use case and flags a finding only when the current period meaningfully deviates from it.

- 30-day rolling baseline compared against the most recent week
- Deviation flagged only when it crosses a defined threshold
- A quiet feed means nothing meets the criteria — a signal, not a missing feature

Root Cause Correlation

Every finding is paired with the environmental change behind it, so teams stop treating recurring issues as one-off tickets.

- Faulting module and version correlated to a recent driver or application update
- Recurring issues connected to their underlying cause, not re-triaged from scratch
- Findings drillable to the specific devices and users affected

AI-Generated Summaries & Next Steps

Each insight includes a written summary and a recommended next step, generated directly from the underlying data.

- Plain-language summary for any finding
- Recommended next steps included with every insight
- Summaries exportable as PDF or CSV to share with stakeholders

Investigate with Pulse AI Assistant

When a finding requires deeper investigation, teams can seamlessly hand off to Pulse AI Assistant without switching tools.

- One-click handoff from an insight to a guided investigation
- Conversational follow-up questions on the same finding
- No manual re-entry of context between tools

Access Control & Reporting

Pulse Insights runs on telemetry ControlUp already collects, so it adds no new agent and no new deployment project.

- RBAC governs access to Insights and to individual use cases
- No additional agent or data source required
- Example use cases: App Crash, BSOD, application resource consumption, Adobe Creative Cloud usage, and new assets

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.

[See it in Action](#)