# 

# Employees prefer working from home or in a hybrid model



of workers say they won't stay at jobs that don't offer remote work.

Harvard Business Review

# IT departments are struggling with the cost of supporting remote workers



of employees say that remote support is taxing

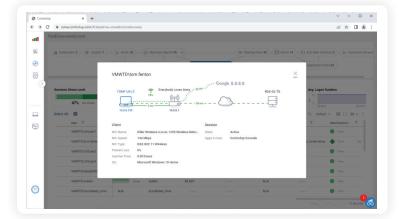
# **Reduce EUC mean time to resolution**

Supporting all the components of a virtual is complicated. ControlUp monitors and remediates your Horizon EUC environment, virtual apps, and gateways in real-time.

| •           | estDrive-vmwtd.com                   |                        |        |                     |   |                    |                         |                  |                                |  |
|-------------|--------------------------------------|------------------------|--------|---------------------|---|--------------------|-------------------------|------------------|--------------------------------|--|
| )<br>)<br>) | a Datacenters 3 - ( Clusters 7       | Hosts 18 Datastores 32 |        | Machines (Agent) 95 | User Sessions (                           |                    | Pools 45 - (1) Fan      | ms 14 EUC Sites  | (Horizon) 3 B+ Connection Se   |  |
| 0           | Sessions Stress Level Client Devices |                        | Scores |                     | Avg. Protocol Throughput                  |                    | rotocol Latency         | Avg. Log         | Avg. Logon Duration            |  |
|             | 48% No stress                        | 100%                   | 2      | Total Clients       | 1 -2.51<br>-3.51<br>-0.2.50.42 02.51.25 0 | 2.32.07 02.33.06 0 | 12 16 47 12 11 25 12 12 | 12 02.33.06 U 0  | 31 07 02 31 08 02 32 39        |  |
| 1<br>]      | Select All                           | Stress Level 🗸 🍸       |        | Machine T           | Session Name T                            | Client Name T      | iD T                    | Q. De<br>State T | fault ∨ 🔛 🖸 ≡ ∨ 1<br>Isle Time |  |
| 1           | VMWTD\ctrluser1                      | Ortical                | ×      | CONTROLUP-W10-1     | Console                                   | controlup-auto     | 28                      | Active           | 0:37 hours                     |  |
|             | VMWTD\ctrluser2                      | 🔴 нар                  | ×      | CONTROLUP-W10-3     | Console                                   | cupauto-1sam       | 28                      | Active           | 0:07 hours                     |  |
|             | VMWTD\tom.fenton                     | 🔴 High                 | ×      | RDS-02-TD           | VMware-RDS#99                             | TOMF-US-LT         | 49                      | Active           | 0:00 hours                     |  |
|             | VMWTD\ctrluser2                      | 🔴 Hah                  | ×      | CONTROLUP-W10-4     | Console                                   | cupauto-1ssn       | 26                      | Active           | 0:58 hours                     |  |
|             | VMWTD\yshoaib                        | Medum                  | ×      | VELO-002            | VMware-RDS#6                              | 192-168-32-23-FF   | 6                       | Active           | 0:00 hours                     |  |
|             |                                      |                        | 20     | TD-WIN10-004        | Console                                   | 192-168-32-22-Chr  | 1                       | Active           | 2:03 hours                     |  |
|             | VMWTD\elizabethk                     | Low                    |        |                     |   |                    |                         |                  |                                |  |

# Discover and fix home networking issues

Consumer-grade networking WiFi can be unreliable, slow, or misconfigured. ControlUp collects metrics from networks that affect the last mile performance of the EUC environment.



### Real-time performance & experience

- 1,000+ metrics collected every few seconds
- User metrics such as response time etc.
- Infra metrics such as availability and network
- End-to-end view of the entire infrastructure

#### Contextual troubleshooting & guided RCA

• Knowledge-as-a-Service

Forrester

- Virtual Expert root cause analysis and remediation
- Step-by-step root cause analysis guidance
- Problem detection with health indicators
- Knowledge as a service

### Automated & intelligent remediation

- Community-based script action library
- Event- and time-driven actions
- Automatic script execution

### Supports multiple OS platforms

Lightweight, user-installable extension supports Windows, macOS, and IGEL OS.

#### **Out-of-the-box performance metrics**

Client-side performance data updated every few seconds, including Wi-Fi signal quality and speed, NIC speed and latency, packet loss, EUC session latency, and internet connection latency.

# Out-of-the-box client device information

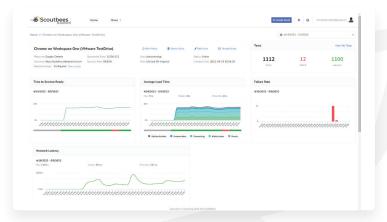
Data collected includes public and router IP, operating system and version, client inactive time, wireless network configuration, and NIC name.





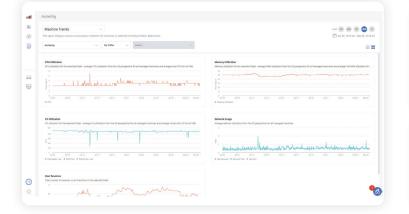
# **Proactively monitor critical EUC resources**

Synthetic transaction monitoring of the availability of EUC environment, virtual apps, SaaS apps, and network-based resources.



# **Make data-driven decisions**

Reports to check the history of your EUC environment with recommendations to optimize the employee digital experience.



### Application & resource availability analysis

- Report availability of key resources and apps
- Detailed analysis and breakdown of tests
- Enrichment of test results

#### **Proactive availability testing**

- Virtual applications & desktops
- SaaS applications
- Web apps & services
- Network resources

#### **Early-warning alerting**

- Condition-based alerts
- Alerts to email and webhooks
- Alerts to third-party systems

### **Activity reporting**

- User experience
- Logon duration
- Application usage

# Historical data analysis & trending top insights

- Community benchmarks
- Out-of-the-box, custom reports, dashboards
- User experience and activity

#### Forecasting & recommendations

**Contact sales** 

- Environment Forecasting
- Sizing recommendations
- Anomaly reporting

# Download to optimize your users' digital experience today

Download a free trial



