

ControlUp for Desktops

Improve the employee experience by minimizing incidents and support costs with ControlUp for Desktops.

ControlUp for Desktops is designed to improve the employee experience by minimizing incidents and support costs.

It helps identify, fix, and prevent issues that traditional device management software cannot address.

19%

Growth in critical incidents YoY since 2020

23%+

Of employees said that the systems they access don't work well enough

60%

Of workers are likely to leave if not offered some degree of flexibility

Supporting Physical and Cloud PCs in a Hybrid World

Ensuring a frictionless digital experience for employees, no matter where they work, is increasingly challenging. IT teams spend countless hours addressing technical disruptions and support ticket. As a result, IT is overwhelmed, resolution takes too long, and there is no time for strategic initiatives. This increases operational costs and impacts productivity.

Delivering a Superior Digital Experience for Every Employee

ControlUp empowers IT teams to quickly pinpoint and address problems, significantly reducing support time and ticket volume. ControlUp for Desktops optimizes device management with real-time performance metrics, device information, and secure, customizable data collection for all major operating systems on physical and cloud PCs, right at your fingertips.

Physical Device Monitoring

ControlUp for Desktops optimizes device management with real-time performance metrics, device information, and secure, customizable data collection for all major operating systems on physical and cloud PCs, right at your fingertips.

- **Operating System Support:** Get comprehensive support across Windows 10+, macOS 11+, ChromeOS, various Linux distros, IGEL, Stratodesk, and 10Zig.
- **Data Collection:** Capture data every three seconds for critical metrics, including location, CPU load, Wi-Fi signal, network latency, user logon duration, memory usage, and stop error detection and analysis.
- **Custom Data Collection:** Easily collect troubleshooting data in local log files or add it directly to a cloud index.
- **Event Log Collection:** Gather Windows Event Logs to streamline troubleshooting and monitoring processes.
- **Health Roll-Up Score:** Quickly assess device health with an aggregated view of key performance indicators.
- **Device Grouping and Tagging:** View and manage devices based on custom tags and groups for better organization and control.
- **Offline Support:** Capture OS and application metrics even when devices are offline, with synchronization to the cloud tenant after connection.
- **Secure Agents:** Ensure secure communication with user mode agents that use HTTPS ports and TLS 1.2 encryption.

<p>Endpoint Visibility for ControlUp for Remote Client Agent</p> <p>The lightweight agent is a browser extension that uploads performance metrics from endpoint device to the ControlUp agent installed on cloud PCs.</p>	<ul style="list-style-type: none"> • Cloud PC Support: Support Windows 365, ensuring seamless performance monitoring for cloud-based virtual desktops. • Endpoint OS Support: Unlock support for a wide range of endpoint operating systems, including Windows, Stratodesk, ChromeOS, Dell Wyse ThinOS. • Endpoint Performance Visibility: Track key performance metrics of client devices, such as client device name and CPU load. • Endpoint Network Visibility: Gain insights into client network adapters, connectivity, and latency for a deeper understanding of network performance.
<p>Application Monitoring</p> <p>Ensure employee productivity is not hindered by poor-performing applications through comprehensive data collection.</p>	<ul style="list-style-type: none"> • Application Inventory: Track key details of every installed application, including the application name, version, publisher, and install date, for a comprehensive inventory. • Application Usage Insights: Detailed insights into the usage of every installed application. • Application Troubleshooting: Get detailed reporting on application crashes and load times to help identify and resolve performance issues. • Application Remediation: Automatically apply known remediations to resolve many issues quickly and seamlessly before employees even recognize problems.
<p>Unified Communications Monitoring</p> <p>Maintain smooth operations of unified communication (UC) tools with visibility into call and meeting data, real-time performance metrics, and advanced troubleshooting and remediation tools.</p>	<ul style="list-style-type: none"> • Unified Communications Support: ControlUp for Desktops offers comprehensive visibility and optimization for Microsoft Teams and Zoom. • Usage Insights: Get historical insights into every call and meeting experience so IT teams can identify trends and issues. • Live Callers Monitoring: Monitor real-time performance and experience metrics during calls and meetings for ongoing improvements • Availability Monitoring: Continuously test and automatically alert IT teams to provide full visibility into the health of UC platforms. • Troubleshooting and Remediation: Apply automated actions to implement known fixes for many issues, quickly resolving problems without employees noticing.
<p>Proactive Synthetic Monitoring</p> <p>Intelligently monitor and detect SaaS and web app problems and get notified when issues occur.</p>	<ul style="list-style-type: none"> • Resource Monitoring: Keep track of cloud PC connectivity, SaaS, and web applications from a single, unified dashboard for an integrated view. • Advanced Testing: Built-in tests for critical SaaS applications like Microsoft Exchange Online and Microsoft Entra ID ensure consistent availability and performance. • Global Testing Locations: Check resource availability from various locations worldwide to ensure optimal user experience across teams and time zones. • Alerts and Notifications: Stay informed of issues with customizable alerts and notifications via email, webhook, or integrations with ServiceNow and Microsoft Teams.

<p>User Activity Analytics Dashboards provide detailed insights into device performance metrics and user activity analytics to optimize user experience.</p>	<ul style="list-style-type: none"> • Overview Dashboard: Detailed, user-friendly view into experience scores, incidents over time, active devices and application, UC activity, and more. • Locations: Track regional issues with geographical map that shows experience scores by location. • Device Details and Scoring: Monitor metrics affecting user experience, including input delay, blue screens, and application crashes. • User Activity Analytics: Gain visibility into application usage to better optimize employee productivity. • Application Usage: Track application usage and duration. • Browser Usage: Identify frequently accessed URLs and categorize them as business or non-business sites for analysis.
<p>Employee Sentiment Survey Gather qualitative feedback from users to enhance experience, boost satisfaction, and improve retention.</p>	<ul style="list-style-type: none"> • Survey Creation Wizard: Easily create and manage surveys to gather user feedback. • Survey Dashboard: View responses graphically or download them for detailed analysis. • Non-Anonymous Surveys: Collect direct feedback for support and resolution incidents. • Granular and Randomized Targeting: Send surveys to specific or randomly selected user groups.
<p>Remote Assist and Control Improve the efficiency of remote troubleshooting with the ability to control, view, transfer files, and communicate with end users.</p>	<ul style="list-style-type: none"> • Remote Control: Access device keyboards and mice for hands-on troubleshooting. • Remote Shadow: Connect with “view only” permissions to see issues from the employee’s perspective. • Remote Shell/Terminal: Gather information and fix issues in the background. • Send Messages: Send messages to users to assist with troubleshooting or remediation that requires user interface attention. • File Transfer: Send and receive files during remote sessions. • User Consent: Optionally require user consent before viewing or controlling desktops remotely.
<p>Notifications and Alert Actions Create triggers to automate responses, gather error data, and perform automated remediation.</p>	<ul style="list-style-type: none"> • Notifications: Receive triggered email alerts and webhook calls. • Remediation Actions: Execute system or user-scripted remediation actions. • ServiceNow Actions: Automatically create, update, and resolve ServiceNow tickets.
<p>AI-Powered Chatbot Transform IT support with a secure, AI-driven chatbot that understands natural language, analyzes historical data, and provides multiple response options to improve service quality and reduce response times.</p>	<ul style="list-style-type: none"> • Natural Language Interaction: Understand and respond to queries in plain language. • Historical Data Analysis: Receive insights beyond recent events. • Response Options: View results, export responses, and provide feedback for learning and improvement. • Script Assistance: Get help creating troubleshooting and remediation scripts.

<p>Remediation Actions</p> <p>Resolve issues rapidly using a community-driven script library, supporting multiple scripting languages across Windows, macOS, and Linux. Unlock the flexibility to create, run, and share your own scripts for efficient problem-solving and data collection.</p>	<ul style="list-style-type: none"> • Rapid Issue Remediation: Run actions against devices with just a few clicks. • Support for Multiple Scripting Languages: Execute scripts like PowerShell, cmd.exe, VBScript, and JavaScript for Windows; Python, PowerShell, SH, Bash, and Swift for macOS and Linux. • Community-Driven Script Library: Access a rich library of scripts curated by the ControlUp team and community. • Custom Scripts: Create, run, and share personalized scripts for faster problem-solving and data collection.
<p>Automated Optimization</p> <p>Automated actions and alerts ensure proactive monitoring, swift issue resolution, and seamless integration with various communication and IT service management (ITSM) systems.</p>	<ul style="list-style-type: none"> • Automated Actions: Trigger actions based on detected issues. • Alerts: Initiate automated actions, send email alerts, activate webhooks, or open helpdesk tickets. • Email and Webhooks: Enable immediate notifications and seamless communication with other systems using REST APIs. • Automatic Ticketing: Integrate with ITSM systems like ServiceNow for streamlined issue tracking.
<p>Third-Party Integrations</p> <p>Streamline workflows and boost collaboration by integrating ControlUp with your existing ITSM and communication tools. Automate ticket management, enhance communication, and simplify troubleshooting and remediation across platforms.</p>	<ul style="list-style-type: none"> • Browser Extensions: Stay within any browser-based application while accessing ControlUp to troubleshoot or remediate. • Webhook Integration: Send messages, create, and close tickets, and communicate with collaboration tools and ITSM platforms using webhook integrations. • API Integration: Easily connect with platforms like Microsoft Teams and Slack. • ServiceNow Integration: Automatically create, update, and close tickets using alert-driven automation.
<p>Enterprise Platform Capabilities</p> <p>Enterprise-grade controls for larger organizations, offering granular management and enhanced security.</p>	<ul style="list-style-type: none"> • Agent Version Control: Automatically update agents based on device tags or user groups. • Authentication: Support various logon methods, including SSO and LDAP. • Role-Based Access: Create detailed RBAC policies to control data collection and user access for individuals and groups. • Audit Log: Maintain detailed records of user actions and system changes.

ControlUp’s platform unburdens IT teams so they can proactively deliver a superior digital employee experience powered by true real-time visibility, actionable AI-driven insights, and automated remediation—across any desktop, any application, anywhere.