

Deliver Faster Resolutions With The Freshservices + ControlUp Native Integration

Embed ControlUp's Live Endpoint Intelligence Directly Into Freshservice's Ticket Management Solution and Eliminate the Visibility Gap

THE CHALLENGE

Managing endpoints in ControlUp while tracking tickets in a separate tool leaves your agents without the full picture, still working in the dark. Every time a ticket comes in, they waste hours asking for logs and screenshots with no visibility into CPU, RAM, Wi-Fi, or disk at the moment of the ticket. Every fix requires a remote session, often disrupting the employee and burning agent time.

THE SOLUTION

With ControlUp's native Freshservices integration, IT teams have endpoint context to resolve tickets fast. ControlUp closes the visibility gap instantly by surfacing existing endpoint data directly inside every ticket, no portal switching, no extra configuration. Agents see live CPU, RAM, Wi-Fi, and disk telemetry refreshed every 3 seconds, the moment a ticket opens. They can silently remediate issues with one click, and ControlUp automatically opens tickets when thresholds breach, before your users even notice a problem. Everything you already love about ControlUp, now living inside your helpdesk.

BENEFITS

- ✔ **Cut MTTR by Up to 80%**
Replace tab-switching and remote sessions with instant, in-ticket endpoint context, agents diagnose and fix in seconds using live data they can already trust
- ✔ **Resolve Issues Without Disruption**
Execute silent remediation scripts from directly within the Freshservice ticket, the same scripts you already run in ControlUp, now accessible to your entire service desk
- ✔ **Prevent Issues Before Your Customers Notice**
Automatically trigger Freshservice incidents when ControlUp detects threshold breaches, failing battery, memory spikes, crashing apps, before users submit a ticket
- ✔ **One Platform, Total Visibility**
Your fleet health, SaaS spend, compliance posture, and network quality now unified with your ITSM workflow in a single view

FEATURES

- ✔ **Real-Time Sidebar**
Live 3-second telemetry for CPU, RAM, Wi-Fi signal, and disk latency auto-displayed inside every Freshservice ticket, with 24-hour performance history attached at ticket creation
- ✔ **Silent Remediation Engine**
One-click execution of your existing ControlUp scripts from within Freshservice — with a full audit trail logged to the ticket timeline
- ✔ **Automated Incident Creation**
ControlUp's threshold monitoring automatically opens Freshservice tickets for detected issues before users experience impact
- ✔ **Endpoint Health Dashboard**
A unified view of device health, crash rates, network quality, and compliance status across your entire fleet
- ✔ **Spend & Security Reclamation**
Discover idle or duplicate SaaS licenses, detect misconfigurations, and auto-remediate violations — with audit-ready reporting built in