

ControlUp for VDI

ControlUp for VDI lets IT monitor, troubleshoot, and optimize VDI and DaaS deployments in real time.

Virtual desktop environments are essential for hybrid work, providing secure, consistent access to corporate apps and data from any device while simplifying IT management through remote provisioning and updates. However, they pose challenges for IT, requiring robust infrastructure, strict security controls, and continuous monitoring to ensure performance.

Troubleshooting issues like latency and resource allocation adds complexity, demanding constant optimization to maintain a seamless user experience.

65%

Of IT teams report unsustainable burnout levels

62%

Increase in ticket volumes since 2020

43%

Of employees have unreliable connectivity

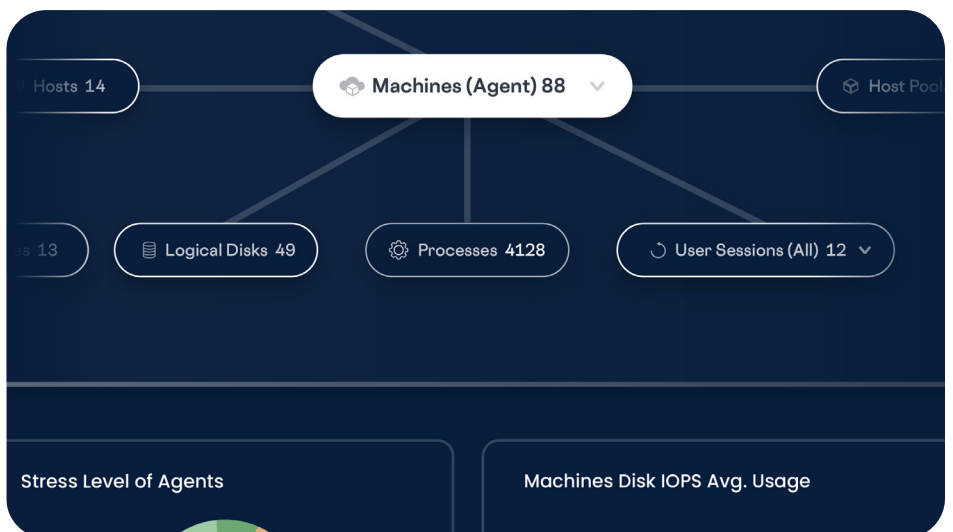
Overcoming the Complexity of Virtual Desktops

While VDI and DaaS offer the flexibility, security, and simplified application maintenance needed for hybrid work environments, they introduce complexity that requires specialized IT skills and can increase support tickets. Frontline service desk employees often struggle to resolve issues quickly due to the intricacy of these environments, leading to delays and frustration. ControlUp for VDI helps IT teams overcome these challenges by providing the tools to quickly identify and resolve issues, minimizing disruptions and ensuring continuous operations.

Delivering a Seamless Virtual Desktop Experience

Maximize operational efficiency and performance with real-time visibility into all critical components of your VDI/DaaS deployment:

- Monitor hypervisors, storage, remote networks, gateways, VDI session hosts, and endpoint devices seamlessly.
- Resolve issues quickly using guided troubleshooting, automated and manual remediations, and advanced scripting.
- Optimize resource allocation, enhance security, and control costs through personalized dashboards, detailed reporting, and proactive testing.
- Ensure robust remote assistance and endpoint visibility to maintain business continuity and drive productivity.



<p>Real-Time EUC Monitoring</p> <p>Detailed insights into performance metrics provide unmatched clarity for optimal operations and user experience across different systems and devices.</p>	<ul style="list-style-type: none"> • Hypervisors: Collect API data directly from all major hypervisors including XenServer, Microsoft Azure Stack HCI, Hyper-V, VMware ESXi, and Nutanix AHV. • Storage: Gain visibility to your local disks, disks attached to virtual machines, and storage attached to your hypervisors. • Networks: Measure end-to-end latency of a user’s session, local latency of a user’s network, internet latency, and per-application network consumption. • Gateways: Monitor and manage NetScaler gateway appliances. • VDI Session Hosts: Support all Citrix DaaS and Citrix Cloud, Ommissa Horizon, Microsoft Azure Virtual Desktop, Remote Desktop Session Hosts, single- and multi-session Windows machines. • Endpoint Device Metrics: View Wi-Fi metrics, including signal strength, connection speed, and meta data (e.g. SSID, BSSID, Wi-Fi authentication protocol, and network latency). Also view performance metrics like CPU utilization. • Users: Track per-user resource consumption like CPU and memory utilization and monitor experiences with user input delay and latency metrics.
<p>Troubleshooting and Remediation</p> <p>Ensure efficient problem-solving and continuous system optimization by utilizing automated actions with customizable triggers.</p>	<ul style="list-style-type: none"> • Triggers: Configure triggers on calculated stress level, Windows Events, Machine Down, Process Started, Process Ended, User Logged On, User Logged Off, Session State Change, or completely custom for any metric with defined thresholds. • Timers: Set time thresholds or delays in initiating the trigger to prevent multiple execution in short amount of time. • Guided Troubleshooting: Color coding can alert users with an amber or red display. Each alert can be clicked on to drill into a deeper level of detail to discover the root cause. • Automated Troubleshooting Capabilities: The real-time trigger system can gather data on issues within 3 seconds of them occurring, which means the data needed to make intelligent decisions on resolving issues is always there. • Advanced Troubleshooting: Compare and change the Windows registry across multiple machines or users, and see differences in the file system across multiple machines. Additionally, distribute files, check the status of Windows Services, start or stop services across multiple machines, compare installed per-user or per-machine applications, and view different Windows patches installed across multiple machines. • Remediation Actions: Save the performance metrics at the time of the trigger to a CSV file, send an email alert, record an event in the machine’s application event log, play an alert sound, send a RESTful API request to an endpoint, run a script action or run multiple remediation actions. • Manual Remediations: Run any action against one or select multiple resources (machine, user session or process) with multi-resource selection. • Automated Remediations: A combination of remediation actions with triggers provides an immensely powerful automation engine. Once a trigger threshold has been met, execute one or multiple remediation actions that can provide more context by gathering timely information, automatically resolve an issue, or alert you immediately. • Scheduled Remediations: Scheduled triggers can execute actions based on daily, per-minute, weekly, monthly, or one-time schedule.

<p>Remediation Actions and Scripts</p> <p>Access a rich library of pre-developed scripts from both the community and ControlUp, ensuring robust and secure script execution.</p>	<ul style="list-style-type: none"> • Script Languages: Choose between PowerShell, batch, and visual basic script (VBS). • Built-In Scripts: Save time with 450 script-based actions developed by ControlUp and the community quality-tested. • Organizational Scripts: All finalized script-based actions created by users in the organization are listed in the Organizational Scripts section. • Script Security: User access controls establish security measures that allow different groups to execute specific scripts.
<p>Dashboards and Reporting</p> <p>Quickly address issues and make informed decisions with real-time data visualization and detailed analytics, all within an intuitive, easy-to-use interface.</p>	<ul style="list-style-type: none"> • Custom Dashboards: Easy to set up and tailored for specific needs, custom dashboards allow for the addition of widgets and shared layouts within teams. • Proactive Resolution: Identify and resolve issues quickly with real-time data visualization, ultimately reducing downtime and boosting productivity. • In-Depth Analytics: Gain deeper insights into your IT infrastructure with detailed reports and analytics, helping you make informed decisions. • Optimize Resources: By default, idle user resources consume as many resources as active users. Detect when users are idle and active to reduce resource consumption for idle sessions and increase available resources for active users.
<p>Remote Assist and Control</p> <p>Robust security policies enable an organization to control which support tier has which capabilities - from requiring user consent before shadowing, to remote control of headless machines.</p>	<ul style="list-style-type: none"> • Remote Control: Take control of any user session to assist users more easily through their troubleshooting journey. • Remote Shadow: Observe a user’s troubleshooting journey without taking mouse or keyboard control. • User Consent: Obtain user approval before seeing their screen. • Send Message: Message individual or multiple users simultaneously for immediate notification. • Send and Receive Files: Interactively send or receive files during a remote-control session. • Elevated Command Prompt: Start an elevated command prompt to execute administrative actions during a remote-control session. • Role-Based Access Control (RBAC): Define access to the remote-control feature. Enforce user consent, disable remote control, or make roles only have shadow capabilities.
<p>Historical Reporting</p> <p>Specialized reports and sizing recommendations help optimize resource utilization and understand trends within VDI/DaaS environments.</p>	<ul style="list-style-type: none"> • Data Retention: View data with up to one year of historical captured metrics. • Specialized Reports: See reports for environment assessment, resource usage, host or machine performance, user session performance, utilization, remote device performance, and application usage. • Sizing Recommendation: Evaluate machine resource utilization of your environment for optimizations such as increasing or decreasing memory or CPU. • Additional Reports: Understand the state and trends of your environment such as session count, session activity, machine trends and statistics, host trends and statistics, Netscaler gateway reports, Citrix license usage, and application usage reports.
<p>Remote Endpoint Visibility</p> <p>Gain comprehensive performance insights of endpoints connecting to VDI platforms, using a lightweight plugin that minimizes system impact.</p>	<ul style="list-style-type: none"> • Supported Endpoints: Support for Windows, macOS, HP ThinPro, IGEL, Dell Wyse, Stratodesk NoTouch, Unicon eLux, ChromeOS. • Supported VDI: Support for Citrix, Horizon, Microsoft AVD, and Windows 365 and some additional RDP-based offerings. • Lightweight Plugin: Ensure minimal impact on system performance with the lightweight plugin and even install it on BYO devices. • Detailed Metrics: View latency from the endpoint to its Gateway, its ISP and reference cloud location. Additionally, get detailed insights on endpoint CPU utilization, geographic location, client operating system, and the local device inactive time as well.

<p>VDI & DaaS Sizing and Cost Optimization</p> <p>Optimize costs and facilitate on-prem to cloud migration with evidence-based machine size recommendations derived from performance metrics.</p>	<ul style="list-style-type: none"> • Evidence-Based Machine Size Recommendations: Suggested sizing options for CPU, memory, and disk metrics are presented based on 30-day machine performance in the 95th percentile. Suggested Azure machine sizing is available for on-premises machines to help facilitate migration to the cloud. • Cost Prediction for Azure Virtual Machines: Define Azure subscription options to get accurate cost reports. Specify the desired OS Licensing benefit, Azure region, Azure pricing model, discounted rate, and which Azure virtual machine and storage features to be included in the report. Additional Azure machine types will be suggested as well to show expected cost savings when choosing to compare other machine types.
<p>Proactive Synthetic Testing</p> <p>Ensure the availability of desktops and applications by testing various resources and gateways. Simulate user logins and confirm the readiness of virtual desktops and cloud PCs, ensuring everything is operational before the workday begins.</p>	<ul style="list-style-type: none"> • Citrix: Ensure desktops and applications are available by testing resources externally or internally within the organization. Netscaler Gateway and Citrix Cloud Gateways can be authenticated for full end-to-end testing. • Omnissa Horizon: Test Horizon Desktop and application availability through a Horizon Unified Access Gateway, Security Server, or Workspace ONE. • Azure Virtual Desktop: Ensure critical cloud resources are available by simulating a user’s login to the desktop or launch of a remote app. • Authentication: Multiple authentications and multi-factor authentication (MFA) scenarios are supported. • End-to-End Testing: Individual component availability and response times can be measured such as individual storefronts, connection servers, Microsoft Entra ID, backend resources, and SaaS access pages.
<p>NetScaler ADC Monitoring</p> <p>Access detailed real-time performance metrics for various components of your network infrastructure, ensuring critical information is readily available.</p>	<ul style="list-style-type: none"> • Health Information: Review real-time performance data of the various aspects of your NetScaler, from Load Balancer’s and their services and service groups, gateway, HDX sessions, STA state, and network throughput. View NetScaler critical information such as the last time a config file was saved, whether high availability is functioning, CPU load, as well as days until certificate and license expiry. • Load Balancer Information: See information like network input and output, request and response rate, service state and type. HDX Session information includes the username, their login domain, source IP, destination IP, and ports. • Gateway Metrics: State, traffic input/output, request and response rate, days until certificate expiry, certificate name and expiration date, ICA Proxy state, LDAP information, applied policy, configured single sign on domain, and configured storefront address are readily available. This information is also stored in historical reports for review at any time. • Remediation Actions: Enable or disable load balancers and their service groups along with services, gateways, or terminate HDX sessions.

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.