

SOLUTION BRIEF

Live Remote Management

Redefine Remote Monitoring and Management with Real-Time Endpoint Control

ControlUp Live Remote Management (LRM) goes beyond the limitations of traditional RMM platforms by giving IT teams true live visibility and direct endpoint control in a way that's both powerful and non-disruptive. Instead of relying on outdated polling cycles or delayed snapshots, LRM continuously streams endpoint telemetry, enabling IT to detect, diagnose, and resolve issues at the exact moment they occur.

With ControlUp Live Remote Management, teams don't just respond to problems, they prevent them. Real-time data reveals issues before users ever feel the impact, and silent remediation tools allow technicians to fix misconfigurations, runaway processes, and performance bottlenecks without requiring a remote session or interrupting productivity.

ControlUp LRM transforms endpoint management into a proactive, intelligent, and frictionless experience.

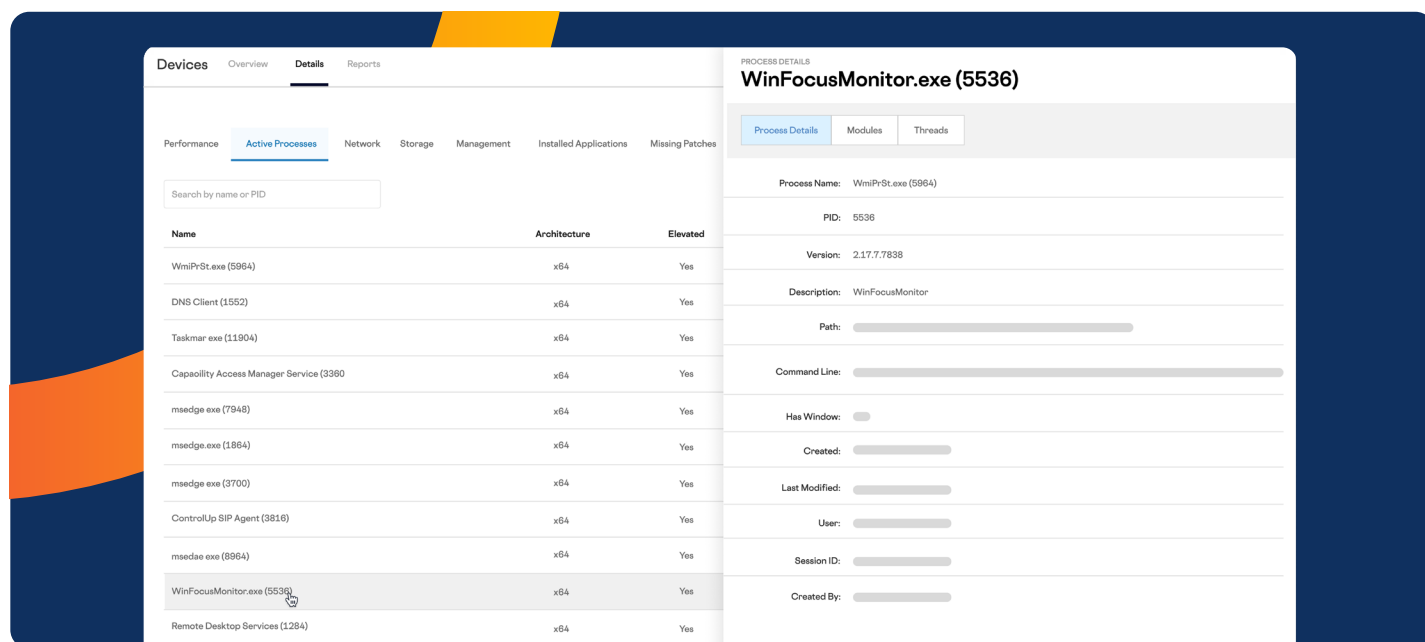
BENEFITS OF LIVE REMOTE MANAGEMENT

Live Remote Management delivers real-time visibility by streaming live hardware and performance telemetry with no polling delays.

Fix issues without disruption through background file changes, silent registry updates, and non-intrusive process control.

Speeds troubleshooting with live topology maps, process tracking, and network traces that cut resolution time to seconds.

Discover unique endpoint insights by exposing file-level disk latency and real-time storage activity that traditional tools miss.



Key Features

Live Performance Metrics	The device dashboard view allows IT to monitor performance metrics at three-second intervals to perform troubleshooting without disturbing users.	<ul style="list-style-type: none">• CPU, memory, disk & GPU updating in real time• Bandwidth, latency & Wi-Fi quality with no delay• Device temperature & hardware telemetry streamed continuously
Live Active Processes	System admins can gain comprehensive, visibility into process activity to investigate resources usage issues and allow security analysts to validate injected DLLs.	<ul style="list-style-type: none">• Spot CPU hogging or misbehaving processes instantly hogging or misbehaving processes instantly• Trace TCP/network connections directly to the originating app• Visualize active traffic with interactive topology maps
Live Network Monitoring	Monitor TCP connections, analyze network interfaces, visualize geographic traffic patterns, and understand network topology through multiple complementary views.	<ul style="list-style-type: none">• Identify exactly which apps or services are degrading performance• Reveal misconfigurations and failing services instantly• Strengthen security with instant detection of suspicious connections
Live Storage Insights	Investigate storage usage issues with complete visibility into process file write activity.	<ul style="list-style-type: none">• Real time file reads/writes time file reads/writes• File-level disk I/O latency visibility level disk I/O latency visibility• Diagnose bottlenecks traditional tools cannot see
Remote File & Registry Editor	Technicians can perform critical repairs and configuration changes behind the scenes, resolving issues without ever having to interrupt the employee's workflow via screen sharing.	<ul style="list-style-type: none">• Silent background file editing• Silent registry updates• No user notification, no disruption

ControlUp is a leader in DEX, bringing together digital employee experience management and agentic AI in a single platform that evolves IT operations from reactive work toward Autonomous Endpoint Management (AEM).