

SOLUTION BRIEF

ControlUp for VDI and DaaS

Enhance user experience and enable proactive troubleshooting with real-time VDI and DaaS monitoring

THE CHALLENGE

Balancing Benefits and Complexities of Virtual Desktops

VDI and DaaS provide flexibility for hybrid work, reduce security risks, and simplify app maintenance. However, they add complexity, requiring specialized IT skills and increasing support tickets. Frontline service desk employees often struggle to resolve issues quickly, causing delays and frustration.

THE SOLUTION

Improve the Virtual Desktop Experience the Easy Way

ControlUp allows IT teams to quickly identify and resolve VDI and DaaS issues, reducing downtime and improving overall efficiency, so you can stop the finger pointing and turn data into actionable insights. With ControlUp, frontline service desk employees can handle problems more effectively, minimizing delays and enhancing the user experience.

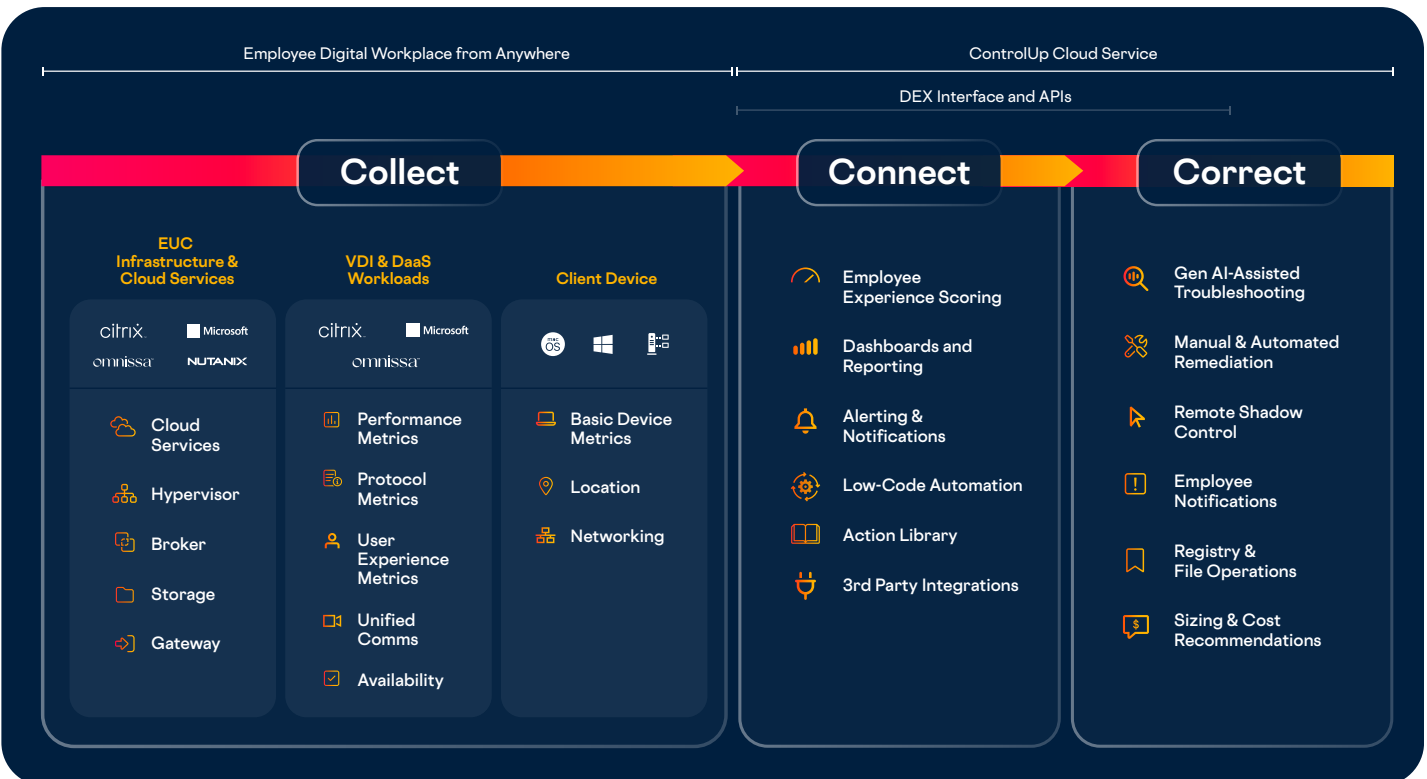
BENEFITS

Improved user experience with real-time critical performance metrics

Holistic view of VDI and DaaS environments to pinpoint and resolve issues

Improve troubleshooting with historical data and advanced insights

Simple and streamlined EUC infrastructure management



Supporting Features

Troubleshooting and Remediation	Three-second data collection: View critical performance metrics across your virtual desktop in your VDI or DaaS environment.
	Shortest path to root cause: Virtual Expert recommends the shortest path to uncover the root cause of a problem.
	Contextual troubleshooting: Suggested actions that are most likely to solve the problem based on contextual observations and analysis from past troubleshooting sequences.
VDI and DaaS Experience	User activity and experience: Detailed insights into session count, logon duration, protocol trends and per-session activity details.
	System health: Detailed insights into health and performance metrics across hypervisors hosts and machines, including details on CPU, memory, storage and other key performance and experience metrics.
	Application usage: Understand applications and processes in use across the environment, including information about concurrency, unique users, load times, and relevant performance metrics on CPU, memory, and storage.
Multi-Vendor End-To-End Visibility	Agent and agentless: Real-time agent collects over 1500 performance and experience metrics through deep, native integrations with vendor APIs to paint a complete picture.
	EUC infrastructure: Get complete insight into your end-to-end EUC infrastructure, including hypervisors, datastores, DaaS and IaaS cloud services, storage, machines, brokers, gateways, sessions, processes and client device networks.
	Multi-vendor support: Support for Microsoft Azure Virtual Desktop, Citrix or Omnisson or use virtualization infrastructure from Broadcom, Nutanix, Microsoft or XenServer.
Simplify Multi-Machine Management	Remote systems management: Remotely manage large scale environments by executing built-in management tasks simultaneously on multiple servers, hosts, computers, or users.
	Windows registry controller: Manage multiple machine registries with the ability to create, delete or edit registry values.
	Windows services controller: Easily identify differences between services' configurations, and fix misconfigurations and irregular behavior in a complex environment complex environment.

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.