

A Day In The Life

Tale of Two IT Orgs

Not all organizations have uncovered the power of an industry-leading digital employee experience platform yet. Many IT teams are dealing with a constant influx of support calls and juggling multiple tools to do their daily jobs. As a result, ticket resolution takes too long, day-to-day work is, and there is little time left to focus on strategic initiatives that plagues by inefficiency.

However, all is not lost. ControlUp provides a single platform to address a range of digital experience issues, reducing tool sprawl, minimizing training, and lowering costs. ControlUp helps IT be more proactive and automate processes to quickly resolve common issues, and focus on the big-picture projects that drive the business forward.

See what a difference a tool makes!

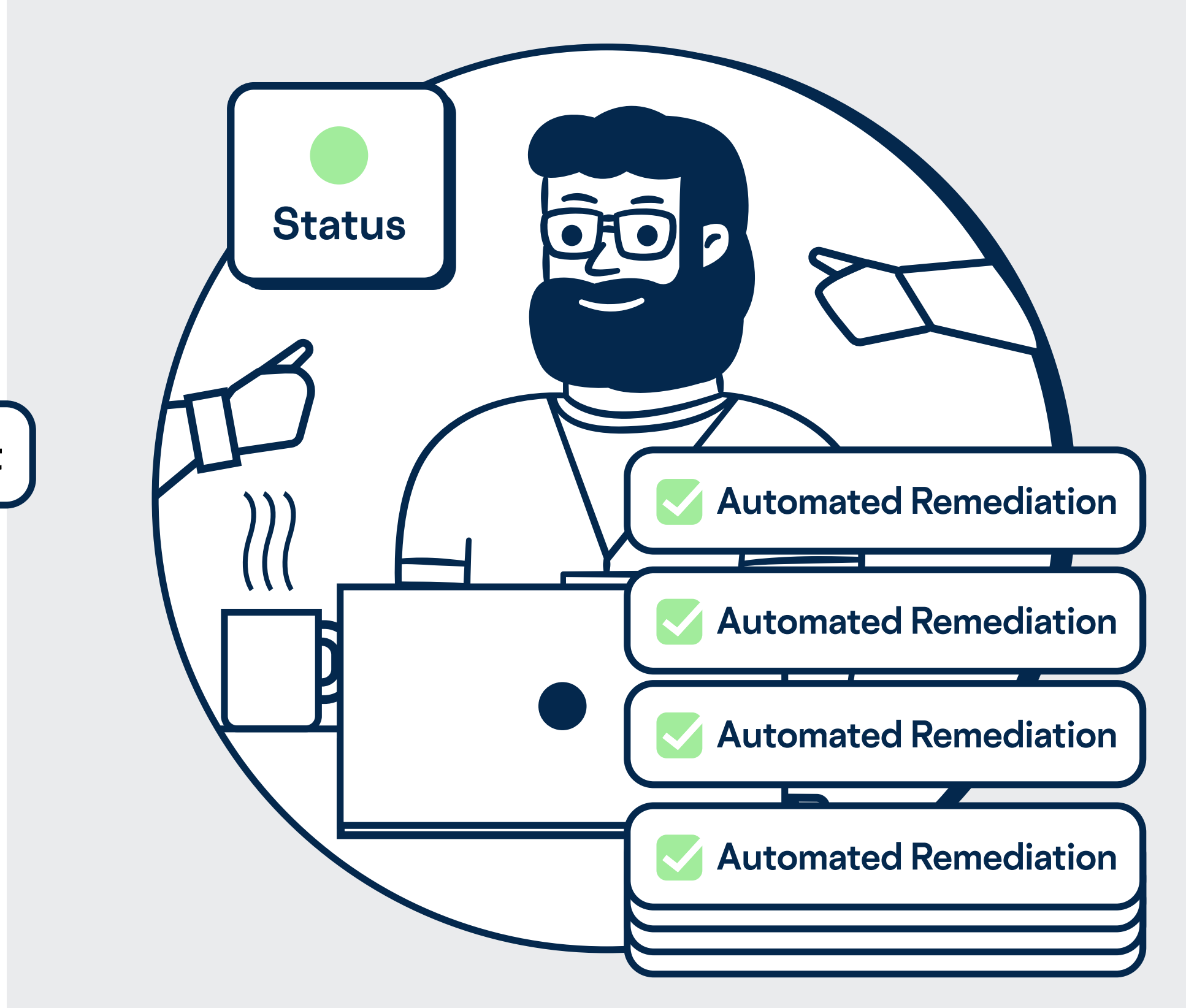
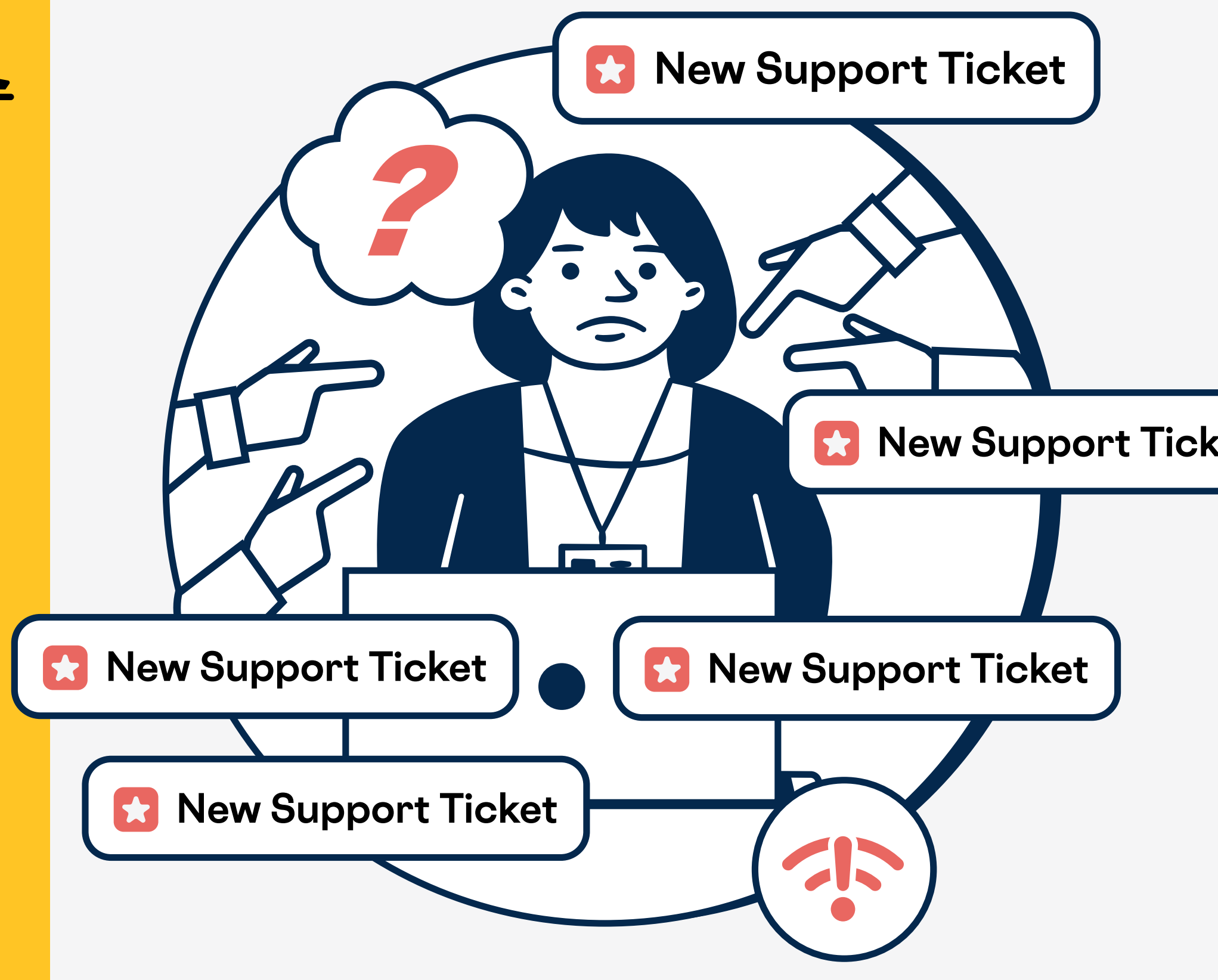
ORG 1

Without a DEX Solution

ORG 2

With a DEX Solution

MORNING



7:30 AM
 "Another day, another flood of tickets! My inbox is already full of issues with long logon times and app crashes."

7:30 AM
 "A quick look at ControlUp—no critical issues overnight, and automated scripts resolved minor hiccups before they became problems."

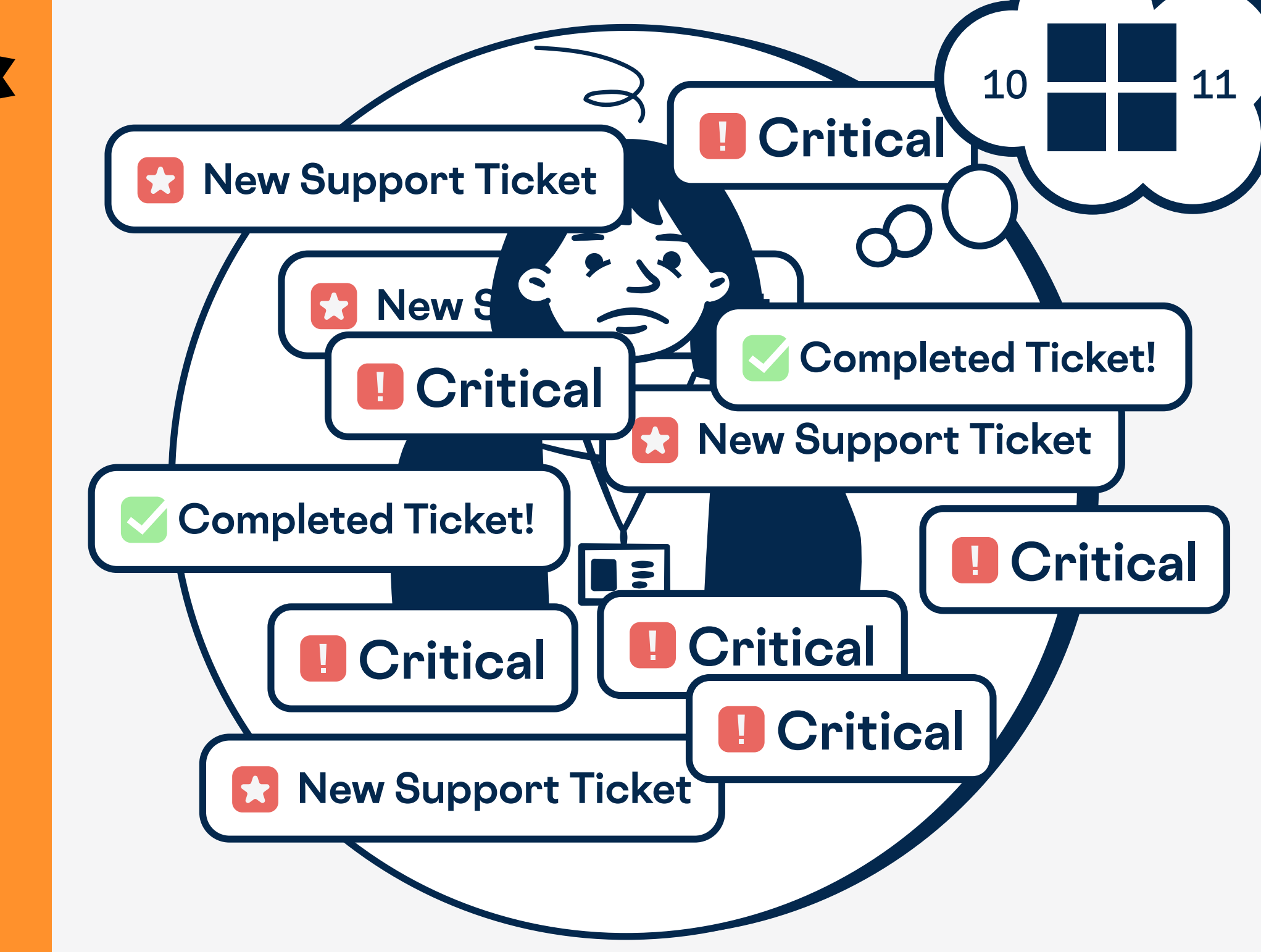
7:45 AM
 "How am I ever going to prioritize all these troubleshooting tasks, crash fixes, updates, and vulnerability remediations?!"

7:45 AM
 "Looks like ControlUp automatically found a new vulnerability and fixed it—awesome!"

9:00 AM
 "Call with the boss's boss—we can't figure out if these network issues are ours or from employees' home networks. Where do I even start troubleshooting?"

9:00 AM
 "I spot a potential local Zoom audio issue. Thanks to ControlUp's availability monitoring feature, users are notified, and no one can point fingers. Woohoo! Crushing it this morning!"

MID-DAY



12:00 PM
 "Lunch? Not today. I'm still chasing down the root cause of connection issues for half the sales team."

12:00 PM
 "Time for a stress-free lunch break. And I even have some extra time to take the dog on a walk. I set up a proactive alert for potential bandwidth constraints during busy hours."

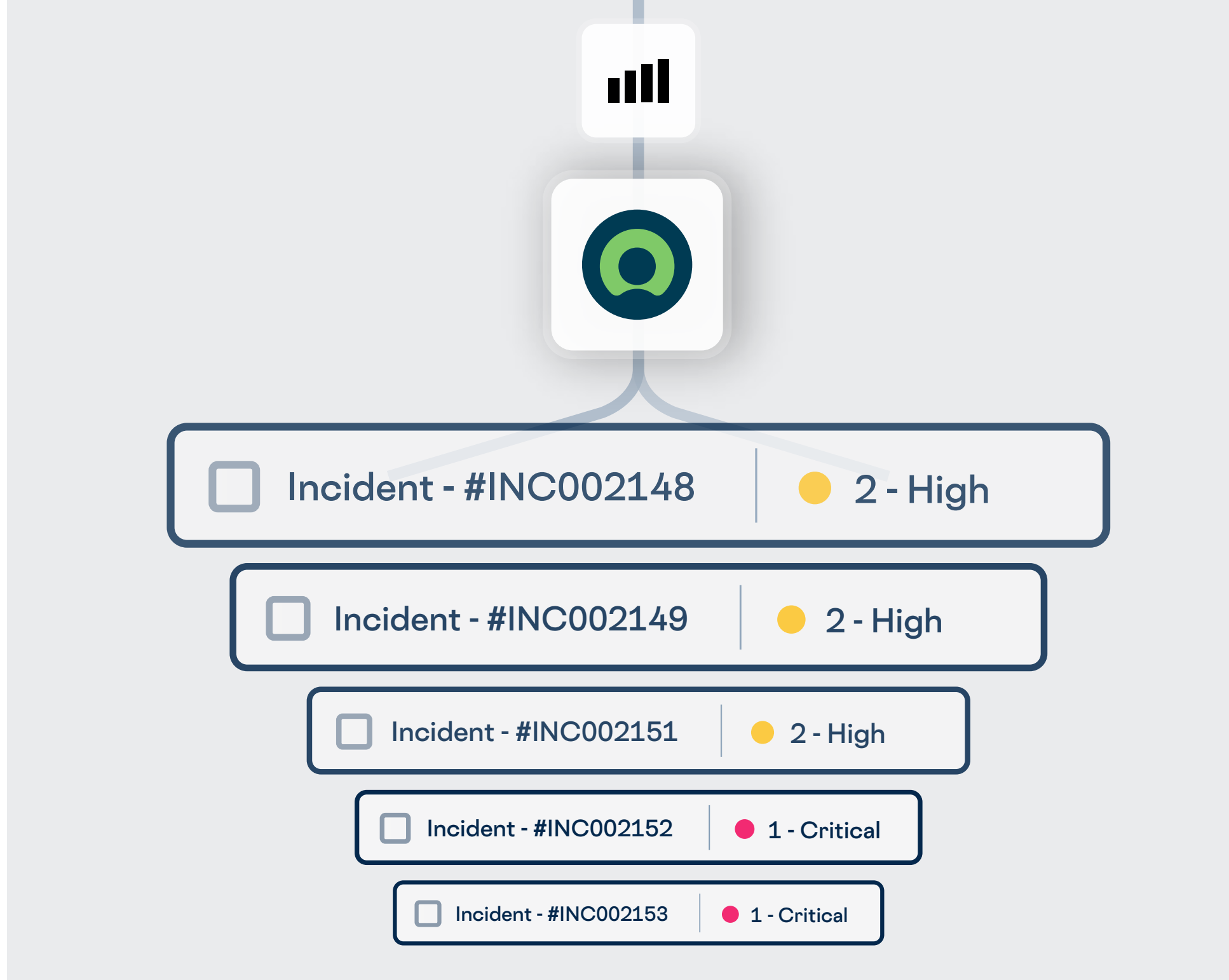
1:00 PM
 "Escalations are piling up faster than I can address them. Feels like I'm playing a never-ending game of whack-a-mole."

1:00 PM
 "Thank you, automation! I can fix common issues easily and get back to work on planning and executing my Windows 11 migration."

2:30 PM
 "Looks like this will be another day I can't plan our Windows 11 migration. I don't even know which devices are eligible!"

2:30 PM
 "Just wrote some scripts with the ControlUp chatbot to remove large temp files that are hogging all the disk space."

AFTERNOON



3:00 PM
 "So. Many. Tools. With all this switching back and forth, I can't keep my tasks straight."

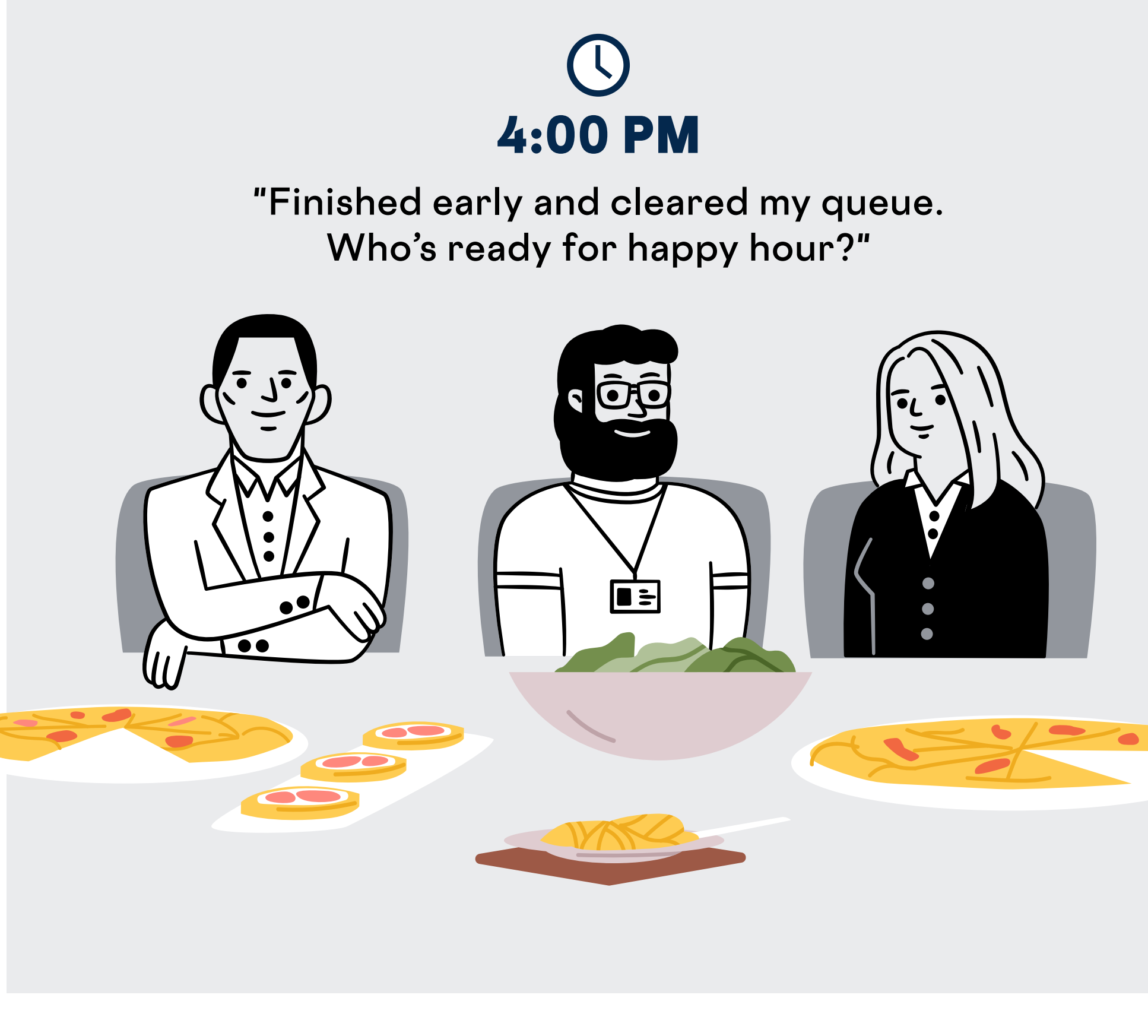
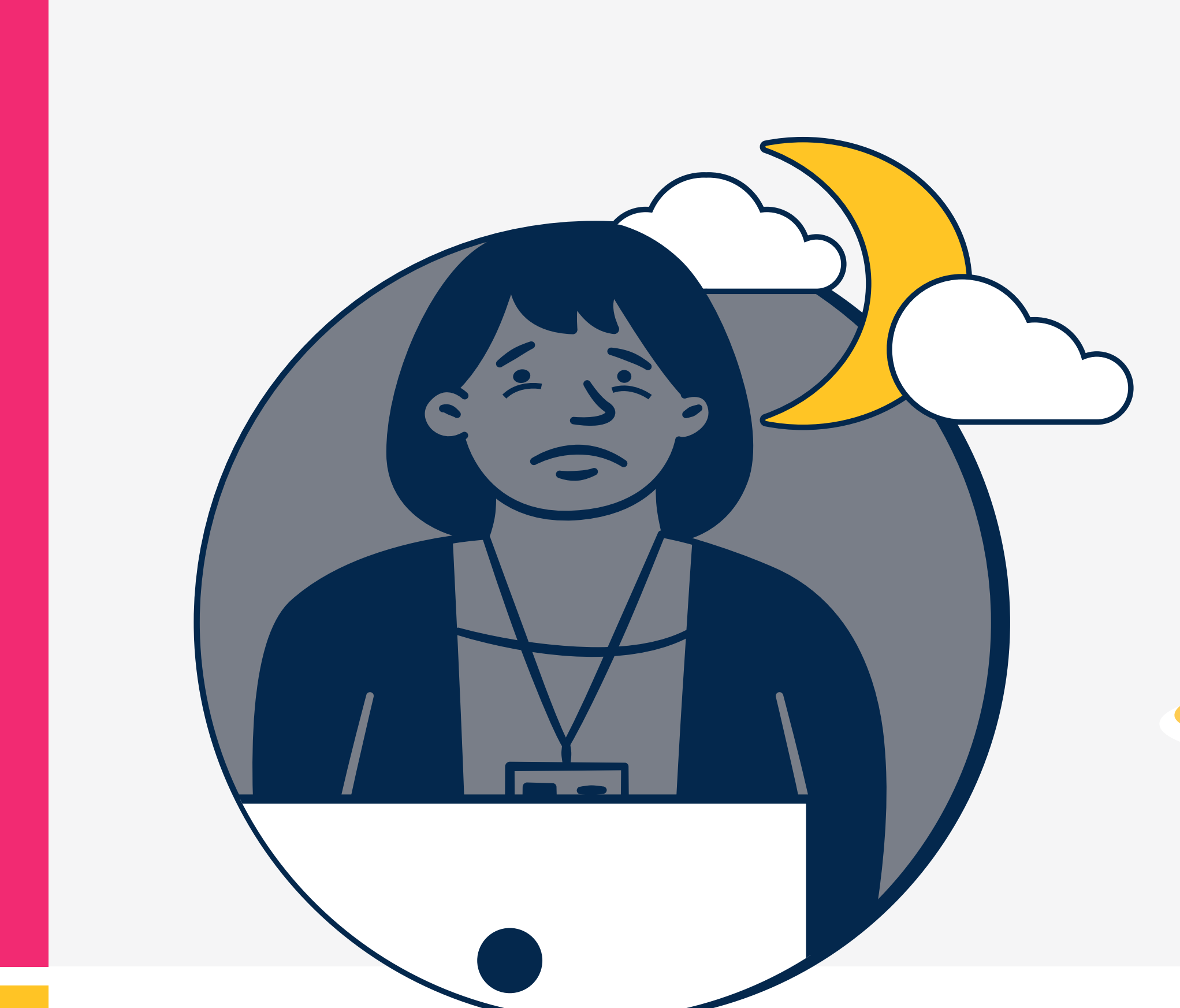
3:00 PM
 "I love this ServiceNow integration for ControlUp—I can move between platforms and automate ticket creation, population, and closure."

4:30 PM
 "Still chasing unresolved tickets. Tomorrow looks just as chaotic, with no time to think about long-term solutions."

3:30 PM
 "My survey is scheduled to send those users we just migrated to Windows 11 via ControlUp. Interested to see the results."

8:30 PM
 "I'm finally enjoying my evening and now I have to fix an urgent issue preventing our international office from productivity."

3:40 PM
 "Looks like I've got some free time to plan that gen AI initiative."

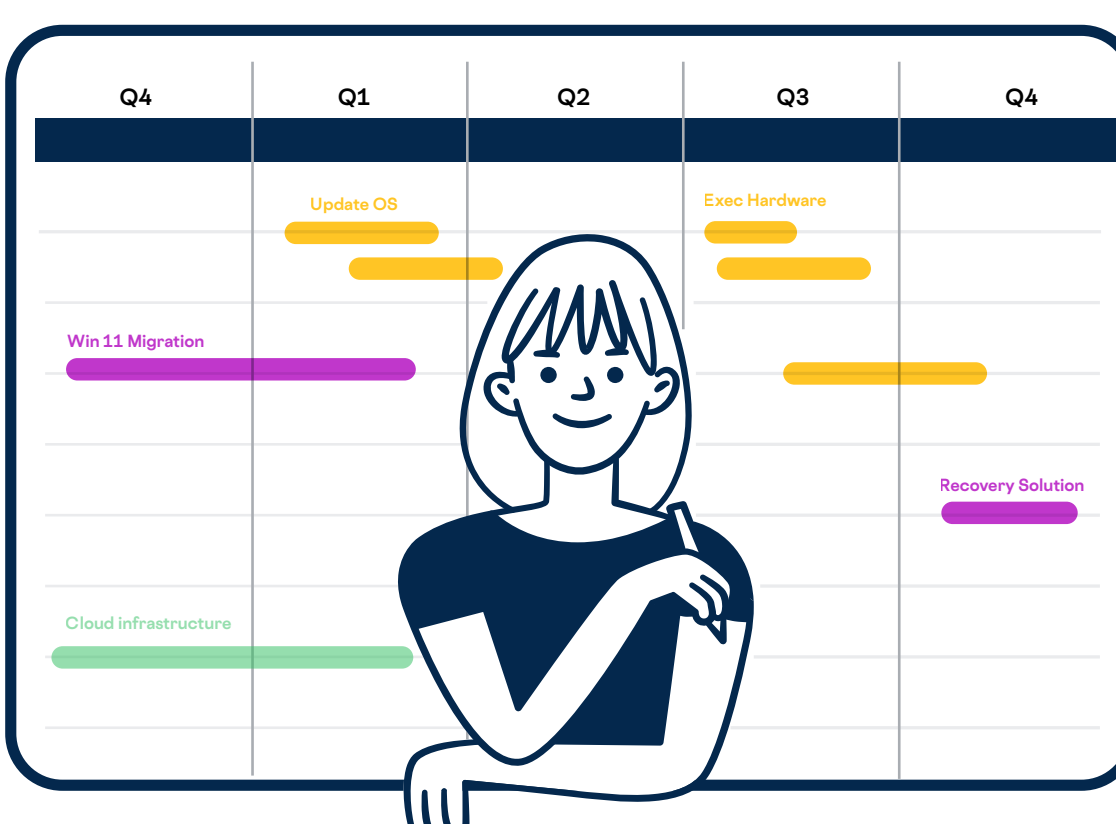


The Benefits of DEX

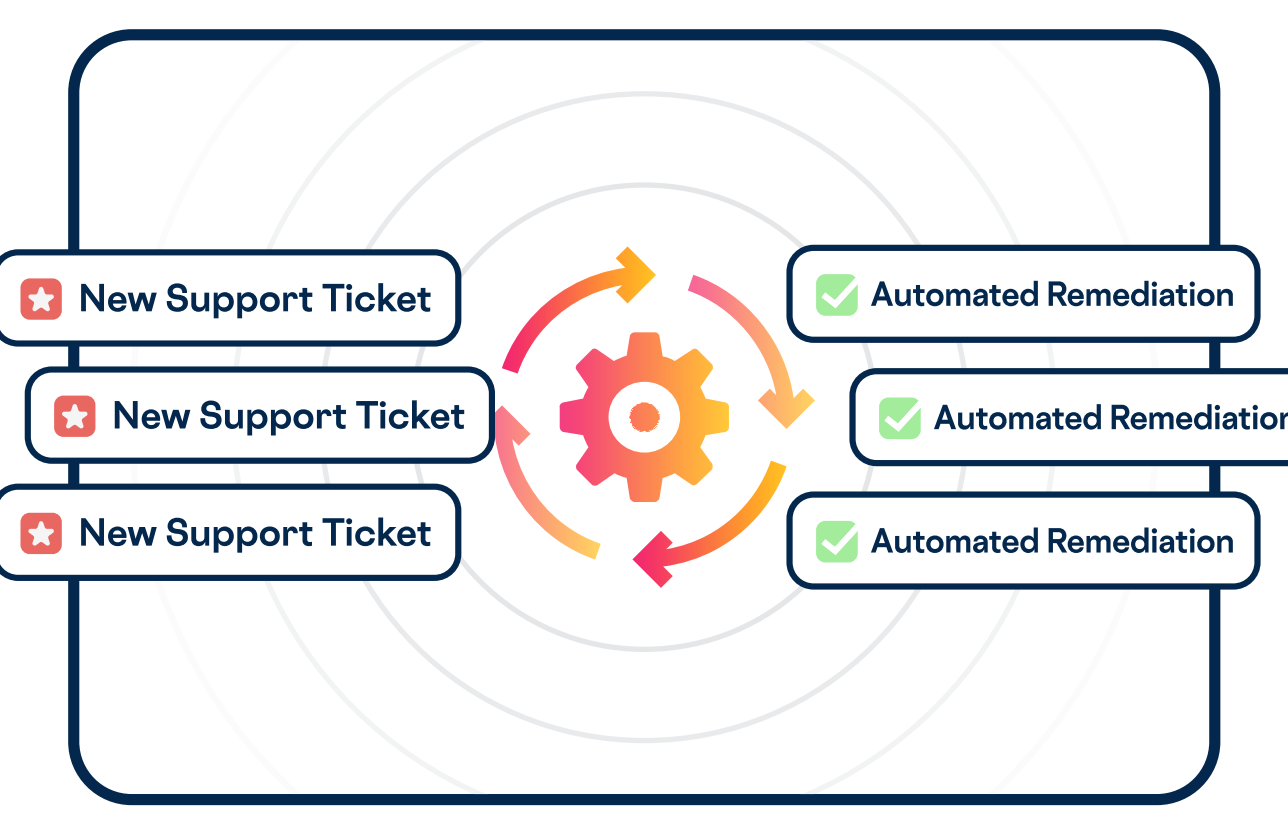
One tool, single-pane-of view



More time for strategic initiatives



Fewer tickets, closed faster with automation



Faster troubleshooting and remediation



Easier patching, better security



Streamlined talent onboarding and improved satisfaction and retention



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.

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