

	ENTERPRISE	PLATINUM	ULTIMATE
Collapse all	Get a quote	Get a quote	Get a quote
Physical Endpoint & Application Monitoring ▾			
Support for Windows, macOS, Linux	✔	✔	✔
Support for thin clients, including IGEL OS, Stratodesk NoTouch OS	✔	✔	✔
Hardware inventory reporting	✔	✔	✔
OS and patch level reporting	✔	✔	✔
User device performance	✔	✔	✔
User network performance	✔	✔	✔
User application performance	✔	✔	✔
User device uptime analysis	✔	✔	✔
Logon & session details	✔	✔	✔
Device GEO location maps	✔	✔	✔
Extensible agent to collect any metric	✔	✔	✔
Manual and Automated Troubleshooting and Remediation ▾			
Condition-based alerts	✔	✔	✔
Fully customizable triggers based on any metric available	✔	✔	✔
Community script library	✔	✔	✔
Bring-your-own scripts	✔	✔	✔
Support for PowerShell, cmd, Script, Jscript (Windows)	✔	✔	✔
Support for Python, Python 3, PowerShell, sh, bash, Swift (macOS, Linux)	✔	✔	✔
Run scripts in system or user context	✔	✔	✔
Trigger-based Script execution	✔	✔	✔
Trigger-based REST API calls	✔	✔	✔
Trigger-based notification to email	✔	✔	✔
Remote Assist & Control ▾			
Support for Windows, macOS, Linux	✔	✔	✔
Remote control	✔	✔	✔
Remote shadow	✔	✔	✔
Remote shell/terminal	✔	✔	✔
User Activity Analytics ▾			
Analyze business vs non-business applications		✔	✔
Collection for foreground applications usage		✔	✔
Collection of URL domains in browsers		✔	✔
Set hours of collection		✔	✔
Limit collection to device and user groups		✔	✔
Limit visibility of data based on compliance rules		✔	✔
Qualitative Employee Sentiment ▾			
Sentiment reporting		✔	✔
NPS scoring		✔	✔
Respondent and results grouping		✔	✔
Support for NPS, multiple choice, multi-select and free text questions		✔	✔
Target survey to specific users and user groups		✔	✔
Custom date range		✔	✔
Multiple language support		✔	✔
Custom branding		✔	✔
Detailed response drill-down		✔	✔
Advanced Unified Comms Monitoring ▾			
Support for Microsoft Teams and Zoom		✔	✔
Gathers data from API and Agent		✔	✔
Call and meeting visualization		✔	✔
Call and meeting performance breakdown		✔	✔
Call and meeting communications maps		✔	✔
Unified Comms Scoring		✔	✔
Dashboard filtering capabilities		✔	✔
Detailed relevant network metrics (jitter, framerate, dropped packets)		✔	✔
Advanced SaaS Application Monitoring ▾			
Availability tests for popular SaaS Applications			✔
Network Tests (ping, DNS, traceroute, HTTP/s)			✔
Cloud-based and on-premises tests			✔
User-definable test intervals (one min to one hour)			✔
Email and webhook alerts			✔
Detailed and consolidated test reports with one year history			✔
ServiceNow integration			✔
MS Teams Alert Notification Integration			✔
Geographical dashboards			✔
Detailed network path information			✔