

SOLUTION BRIEF

ControlUp: The Clinical Productivity Enabler For The National Health Service

Get real-time visibility and remediation across every endpoint to reduce costs, improve frontline productivity, and keep every endpoint CAF-compliant.

THE CHALLENGE

As NHS Trusts merge under ICB consolidation and clinicians shift to a “hospital to community” model, IT teams are inheriting fragmented endpoint estates, mobile carts, remote tablets, and legacy VDI environments that are nearly impossible to monitor or fix off-site. When an Electronic Patient Record (EPR) application freezes mid-patient encounter, care is delayed and tickets pile up; by the time IT diagnoses the issue, the damage is already done.

THE SOLUTION

ControlUp enables clinical productivity by providing improved and more consistent access to critical apps and systems, and directly enhances the usability of EPR solutions like Oracle Cerner, EPIC, and SystmONE. We unify real-time asset visibility, vulnerability management, and background remediation into a single rapid-response workflow, so IT can fix issues silently, without interrupting a clinician’s session, and without the patient ever knowing there was a problem.

BENEFITS

- ✓ **Resolve clinical device and Electronic Patient Record issues** before clinicians raise a ticket, eliminating reactive helpdesk cycles that delay patient care
- ✓ **Maintain a unified, real-time view** of every physical, virtual, and mobile endpoint across all merged Trust sites in a single pane of glass
- ✓ **Eliminate security gaps** with automated patching, risk scoring, and configuration drift prevention, keeping your entire estate CAF-compliant at all times



FEATURES

- ✓ **3-Second Data Collection**
Industry-leading telemetry tracks device health (CPU, RAM, Disk) and network quality (Wi-Fi strength, latency) in real time, giving IT a live picture of every clinical endpoint before issues surface on the ward.
- ✓ **Frontline Clinician Performance Data**
Deep monitoring for mobile clinical devices including battery health, discharge rates, charging cycles, and cellular data consumption, purpose-built for the “hospital to community” model.
- ✓ **Background Remediation**
A library of built-in and custom Script Actions (PowerShell, VBScript, Python, Bash) that silently fix issues without interrupting a clinician’s active session or requiring screen sharing.
- ✓ **Automated Vulnerability Scanning & Patching**
Continuous, real-time detection of OS and application-level CVEs across the entire estate, with policy-driven automated patch deployment — meeting the CAF requirement for timely remediation without disrupting critical care.
- ✓ **Configuration Drift Prevention**
Proactive monitoring and auto-remediation of weak security settings — such as disabled firewalls or weakened BitLocker configurations — ensuring every inherited legacy device remains in a hardened state.

FOUR WAYS CONTROLUP SUPPORTS NHS IT TEAMS

1. **Clinical Continuity & EPR Usability Requirements:** ControlUp provides improved and more consistent access to critical clinical apps and systems, proactively monitoring and remediating Oracle Cerner, EPIC, EMIS, and SystmONE performance across every site to ensure EPR investment reaches the frontline without friction, meeting NHS England’s 2026 EPR Usability Requirements.
2. **Zero-Disruption Mobile Device Management:** Real-time telemetry and background remediation for mobile carts, tablets, and remote kits means IT can support community-based clinicians silently and at scale, without interrupting a consultation or requiring physical access to the device.
3. **CAF & DSPT Compliance Automation:** ControlUp automates the continuous evidence gathering CAF requires, vulnerability counts, patch status, device health scores, and security drift reports, keeping every Trust audit-ready at all times across CAF Objectives A, B, C, and D.
4. **ICB Consolidation & Tool Rationalisation:** ControlUp ONE deploys as the single visibility layer across all merged Trust endpoints, Citrix, AVD, IGEL, and physical, consolidating remote management, vulnerability assessment, patch management, and asset inventory into one platform. This directly supports the NHS requirement to cut costs and improve frontline productivity by 2%, eliminating the expense and complexity of siloed tooling in one move.

WHAT WE DO DIFFERENTLY

Where legacy tools wait for clinicians to report problems, ControlUp acts before they do, autonomously remediating issues across thousands of endpoints in real time, with no ticket required and no interruption to care. And unlike point solutions that address monitoring, patching, or compliance in isolation, ControlUp consolidates all of these into a single CAF-compliant platform, directly reducing tool sprawl, cutting costs, and meeting NHS ICB rationalisation mandates in one move.

By saving just two minutes per shift scales into massive annual capacity for NHS Trust

2,000

Patient-Facing Clinicians

14,600+

Hours Reclaimed Annually

Additional time redirected entirely to patient clinical care

PROVEN IN NHS HEALTHCARE

Greater Manchester NHS Trust

As the trust navigated a complex migration from Citrix to AVD, ControlUp simplified provisioning, reduced cloud consumption costs, and ensured the new environment was performing and compliant, helping the trust show exactly how the transformation impacted frontline staff.

Southcoast NHS Trust

ControlUp supported a complex migration from traditional VDI to a DaaS platform, simplifying provisioning, reducing cloud consumption costs, and providing the real-time visibility needed to keep EPR solution rollouts on track throughout the transition.

NHS Gloucestershire

ControlUp helped drive a successful EPR implementation, optimized VDI environment performance, and resolved persistent issues with underperforming EPMA carts.