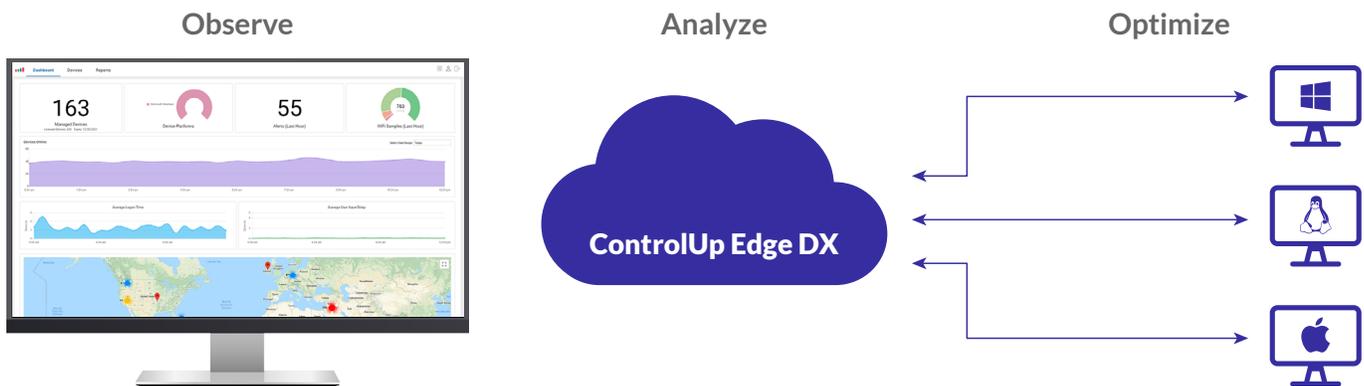# Manage the Digital Experience for employees using physical endpoints, no matter where they work

Providing IT and help desk teams visibility and control over employees' physical endpoint devices, ControlUp Edge DX collects 100s of device performance and user experience metrics to help you troubleshoot and remediate any device, application, or digital experience issues, whether the employee is working from the office, at home, or anyplace else.

CONTROLUP EDGE DX

- Supports physical endpoints running Windows, macOS, Linux, or IGEL OS
- Scalable, accessible-anywhere, cloud-based architecture
- Lightweight, non-intrusive, easy to install agent
- Highly customizable metric collection & reporting

Observe **Analyze** **Optimize**

Assess the health of all devices

More than 100 out-of-the-box device metrics—and the flexibility to add 100s more—help you quickly assess the health of your employees' endpoints and provide visibility into their digital employee experience.

Quickly remediate issues

Optimize the digital experience and the health of your endpoints through a wide range of included scripts available across the various supported operating systems, reactively and more importantly, proactively.

Frictionless deployment at scale

Hosted in the cloud, so it meets the requirements of environments of any size. Simply deploy the lightweight agent on the endpoints and that's it; no additional infrastructure is needed.

Get the information you need

Highly customizable reporting capabilities relieve you of the time-consuming task of manually gathering information. Reports can be performed as quickly on one device as on thousands.

> "*Work from anywhere has become the industry standard for our Enterprise customers. Today we can support this demanding requirement at scale with ControlUp Edge DX.*"

TEHAMA

Jaymes Davis | Director of Product Strategy, Tehama

Key Features and Benefits

Observe physical endpoints, anywhere
Offers a wide range of platform options—including Windows, macOS, Linux, and IGEL—independent of device location.

Supports multiple OS platforms
Windows 7+, macOS 10.13+, various Linux distros and versions, IGEL OS 10.05.500+.

Out-of-the-box performance metrics
Performance data updated each minute, including CPU, memory, disk, wireless & wired networks, and more.

Out-of-the-box device information
Data collected includes OS, hardware, geolocation, installed application & patchlevel, firewall, event logs, and more.

Custom metric and device data collection
Easily add additional metrics and device information, using common script languages to extract data from WMI, diagnostic tools, and system logs.

Non-intrusive, secure agents with offline mode
No kernel-level drivers. Communicates over TLS 1.2 encryption. Can be used on devices that are off the corporate network. Agent data cached when offline.

Analyze user and device behavior
Collects detailed individual device performance or analyze across your entire infrastructure.

Out-of-the-box reports & dashboards
Built-in reports cover all devices with extensive filtering and searching, including Hardware and OS, Top Applications, and Top CPU/RAM.

Custom reporting
Data view editor allows you to build your own reports. Scripts can run on any interval or event and gather data to be included in custom reports.

Easy-to-use dashboards
Built-in, color-coded dashboards visualize information, such as device location, user experience, device performance, and network health.

Scalable SaaS infrastructure for the Enterprise
Fully redundant, cloud-hosted, scalable infrastructure with support for SAML authentication. Documented APIs allow for third-party integrations.

Optimize and troubleshoot endpoints
Supports manual or automated actions to remediate issues and optimize performance.

Built-in troubleshooting & remediation actions
Actions to remediate device and digital experience issues, including "run a command," "reboot device," and "send message".

Create custom Script Actions using multiple scripting languages
Windows: PowerShell, cmd.exe, VBScript, Jscript.
Mac and Linux: Python, Python 3, PowerShell, sh, bash, Swift.

Automation & alerting
Automatically trigger alerts by email, send to webhook URL, or run a Script Action on a device, based on triggers.

Ready to deliver a best-in-class digital experience?   **Schedule a Demo**