ControlUp Ultimate is the simplest, most cost-effective way to observe, analyze and optimize your employees' digital experience.



citrix. **vm**ware

Microsoft



### **ControlUp Real-Time DX**

Providing an end-to-end view into your end-user computing (EUC) environment, ControlUp Real-Time DX collects metrics in real time, so you can identify, troubleshoot, and remediate problems before they negatively affect your employees' digital experience and productivity.

	Datacenters 2 Clusters	Hosts 18	Machines (Agent) 122	~	Delivery Gr	oups 26 EUC Sites (Citrix	() 3 ∨ Brokers 2	Cloud Connecto		
)	Datastores 25 Processes 7907 User Sessions (All) 69 V Published Apps 53									<ul> <li>Monitor your EUC infrastructure, including hypervisors, VDI platforms &amp; more</li> </ul>
	User		Devices Scores	Avg. Protocol Throu	45 E	Protocol Latency	Avg. Logon Durat     45     9     0     11.46.44     Q	11:46:55	•	<ul> <li>Real-time monitoring of the user experience, regardless of employe location</li> </ul>
	CONTROLUP\gadi CONTROLUP\eliyahut	Critical	≍ 26 ms ≍ N/A	GWIN10PRD GWIN10ELIYAHU	Disconnected Disconnected	0:54 hours 13 days, 0:25 hours	40%	×	•	• Guided, contextual root cause
	CONTROLUP\tomf	High	× 0ms	CUXENWS803 CURDSH02	Active	0:00 hours 4 days, 22:51 hours				analysis & troubleshooting
	CONTROLUP\ronnyr	High	× 2ms	CUXENVDA01	Disconnected	0:08 hours	0%	~	•	<ul> <li>Proactive alerting and out-of-the- box remediation</li> </ul>
)	CONTROLUP\trippk	High	20 ms	CUXENVDA01	Active	0:02 hours	0%	~		
						P	age 1 of 4 < 🗲	69 Records		

# **ControlUp Insights**

ControlUp Insights collects up to one year of EUC environment data to give your team detailed information about the past, so you can spot trends and deliver a better digital experience in the future.

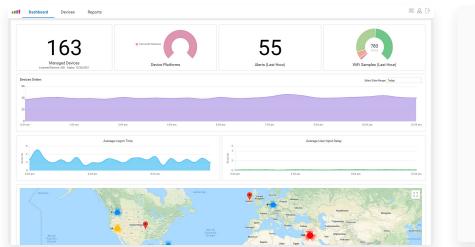
- Top insights dashboards with community benchmarks
- Infrastructure forecasting & sizing recommendations
- Detailed user experience & activity reporting
- Application usage and trends





### **ControlUp Edge DX**

Providing IT teams visibility and control over the employees' physical endpoint devices, ControlUp Edge DX allows you to collect any device metric to help you troubleshoot and remediate any digital experience issues, whether the employee is at the office, at home, or anyplace else.

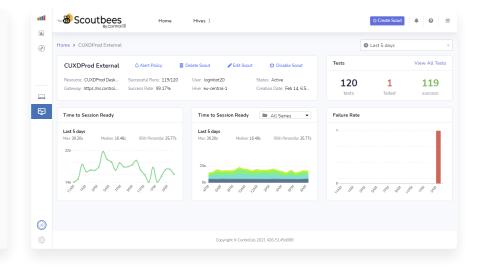


- Supports physical endpoints running Windows, macOS, Linux, or IGEL OS
- Scalable, accessible-anywhere, cloud-based architecture
- Lightweight, non-intrusive, easy-toinstall agent
- Highly customizable metric collection & reporting

# **ControlUp Scoutbees**

ControlUp Scoutbees is a proactive synthetic monitoring application that acts as an early-warning system for when there are issues with the availability of enterprise resources. It helps you quickly identify issues, so you can address them before user productivity is impacted.

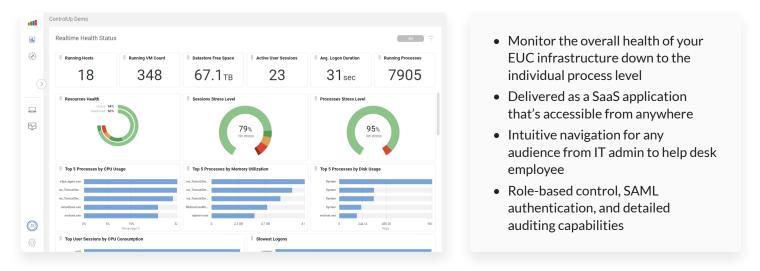
- Test the availability of Citrix Virtual Apps & Desktops & VMware Horizon
- Test the availability of SaaS apps, web apps & network resources
- Detailed test analysis, reporting & alerting
- Delivered as a SaaS application, but with option for on-premises test execution





### **ControlUp Solve**

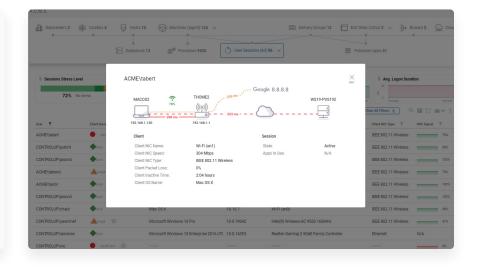
ControlUp Solve provides you a view of your EUC environment with a single pane of glass to access all the ControlUp software applications



# **ControlUp Remote DX**

For organizations using Citrix or VMware Horizon virtual workspaces, ControlUp Remote DX collects relevant user-side telemetry that affects the digital experience, no matter where the user is working.

- Metrics include quality & speed of Wi-Fi and internet connections
- For employees using Citrix Virtual Apps & Desktops and VMware Horizon
- Lightweight, user-installable extension for Windows, macOS and IGEL OS
- Data collection happens only when session is active and made visible through ControlUp Real-Time DX







### **ControlUp Automate**

ControlUp Automate remediates end-user computing (EUC) issues without human intervention. It can also be used to dynamically improve your users' digital experience and optimize your environment's resource allocation.

Display	Trigger Settings	
Presets		dent triggers can be defined and edited.
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Proxy		
AD Connections	Add Trigger	Add New Incident Trigger
Credentials Store	Enabled Source Typ	
Controller Lists		
Export Schedule	1 🔅	
Events	- 🗆 🛋 📾	Trigger name: Reboot Machine when uptime is greater than 7 david
Security	- 🛛 🔺 🛱	
Verts	- 🛛 🔺 🛱	
Remote Assistance	. 🛛 🔺 🗟	When a Machine Advanced incident occurs on records belonging to "TheoryPC" or any of its subfolders, matching a custom
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riggers		
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App Load Time		
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Browser URLs		
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Audit log		Back Finish Gancel
Advanced		MP_App Responsiveness CPU Priority
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- Combines Incident Triggers with ControlUp's Script Action Library
- "Set-and-forget" remediation for common and recurring user issues
- Proactively prevents issues from impacting the user
- Automatic, real-time remediation based on changes in 1000s of metrics and events

### **ControlUp Ultimate**

If you see value in two or more of these features, ControlUp Ultimate is for you. It is the simplest, most cost-effective way to put the power of the ControlUp Digital Employee Experience management platform to work for you.

	ENTERPRISE	PLATINUM	ULTIMATE						
ControlUp Real-Time DX	⊘	<b>O</b>	0						
ControlUp Insights	1 month	1 year	1 year						
ControlUp Edge DX		Add-on	0						
ControlUp Scoutbees		Add-on	<b>O</b>						
ControlUp Solve		Add-on	<b>I</b>						
ControlUp Remote DX		Add-on	<b>O</b>						
ControlUp Automate		Add-on	•						
aws Nutan	🗙 citrix.	VMWare <sup>®</sup> Microsof	t <b>LIGEĽ</b>						
Ready to deliver a best-in-class digital experience?									