

DEX management for physical endpoints and apps



of IT employees want flexible remote work options



of companies have increased investment in IT staff to support remote work



Help desk ticket volumes have increased since 2020

Because device management solutions do not manage the digital experience

Endpoint management vs. DEX management

Endpoint management focuses on securing and managing the device. DEX management focuses on detecting and fixing issues that endpoint management can't.

Endpoint management

- Device compliance
- Data protection
- Missing patches
- Profile management
- App management
- OS deployment
- OS standardization
- Firewall policies

DEX management

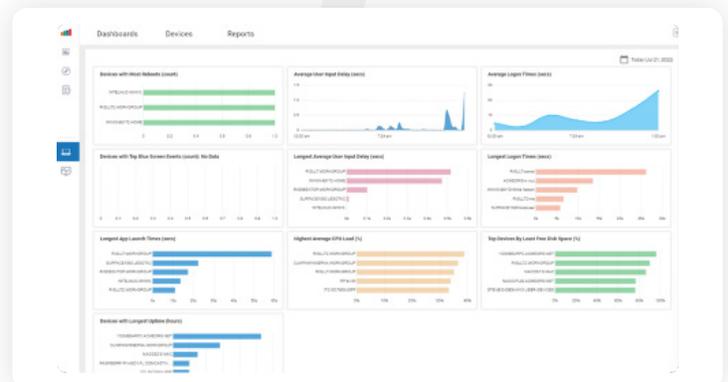
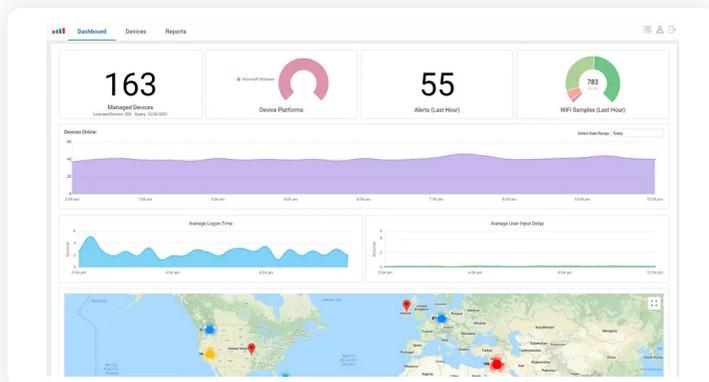
- Slow Wi-Fi and Internet
- Applications are slow or crash
- Unresponsive or device crashes
- Unified Communications quality
- Printer problems
- Battery health
- Disk free space

Detect and fix endpoint devices, no matter where they are

Discover problems through analytics. On average, 46 minutes each day are lost to slow technology. ControlUp's dashboard and reporting help identify devices and networks that are experiencing problems, so IT can keep employee technology up and running.

Supporting remote users with notifications and alerts. ControlUp provides an early warning of any events that could affect the digital experience.

Fix problems when and where you need them with action scripts. Employees spend three hours per week trying to resolve technology issues. ControlUp remediation action scripts reduce time to remediation with a consistent and repeatable process.

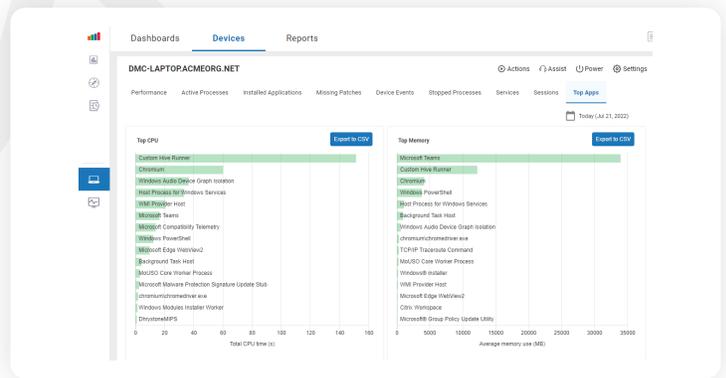
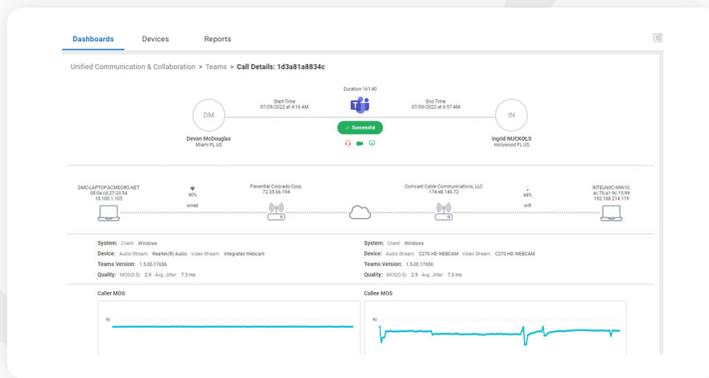


Troubleshooting all applications

Understand problems with local applications. LOB applications are essential to every organization. ControlUp takes back control of locally installed applications for Windows, macOS, and Linux.

Find and fix Unified Comms (UC&C) issues with Advanced UC&C monitoring. 56 percent of UC&C help desk tickets take hours to resolve. ControlUp helps close tickets faster by helping IT understand poor UC&C call quality.

Ensure web applications are running with Advanced SaaS monitoring. The number one challenge in supporting SaaS applications is IT's lack of visibility. ControlUp detects SaaS problems to notify all users, thereby reducing troubleshooting and help desk tickets.

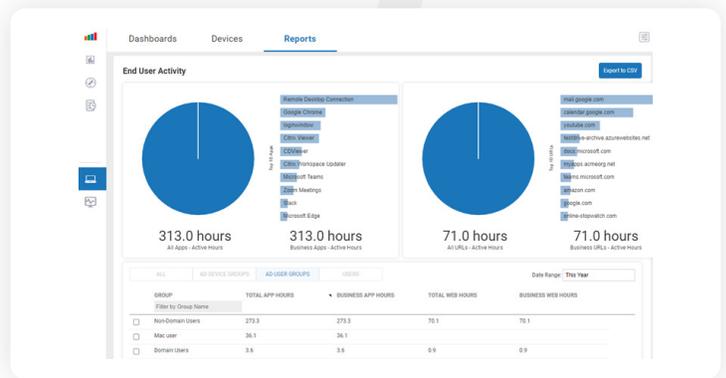
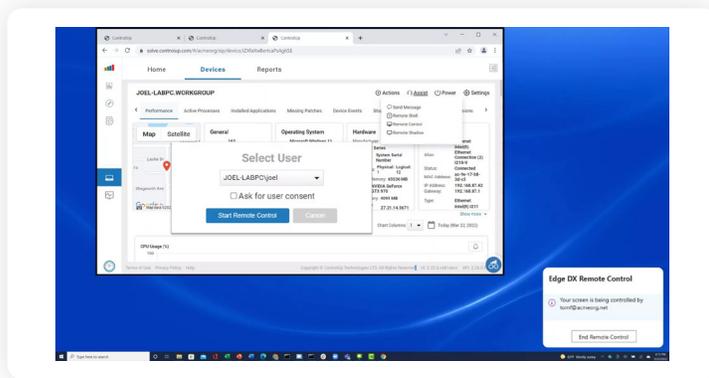


Support employees, no matter where they work

Support employees wherever they work with user activity reporting. Employees might not be running the best applications to do their jobs efficiently and effectively. ControlUp lets management see what applications are being used and for how long, so they can help get employees on the right path.

Keep a pulse on employees' satisfaction with qualitative sentiment feedback. ControlUp surveys give you a better understanding of employee sentiment no matter where they work.

Virtually work side by side with remote assistance and control. 95% of service desk employees say remote support has communication challenges. ControlUp reduces remediation time by allowing IT to experience and manage the problem first hand.



Improve the digital employee experience today



Let us show you

Schedule a demo

30 min



Learn more

Enjoy a read

5 min