

IT organizations struggle with troubleshooting desktops across complex workspaces, a barrage of support tickets, and flat budgets.

ControlUp helps IT resolve physical desktop issues faster, prevent tickets and reduce spending.

Close tickets faster

- Realtime reporting across networks, devices, OS, and applications to find root cause
- Unified communications optimization to solve the hardest support cases
- Mass healing on many devices consolidates support for widespread issues
- Unsupported network metrics to know when users have remote networks issues

Prevent support incidents

- Automation allows IT to push solutions to address known issues automatically
- Custom alerts and notifications inform IT and end-users when services are degraded
- ServiceNow integration helps automate the creation & closer of tickets
- Access to historical performance data and exported granular reports to CSV help IT identify and explore chronic EUC issues

Reduce spend

- Software use and utilization metrics provide insight into the existence of shelfware
- View hardware & software inventory allowing IT to perform faster audits
- Web-based console, one view, single Sign-On & authentication across departments consolidates tools and consoles
- Remote control, shadowing, file transfers, and shell enables more efficient troubleshooting and remediation across workspaces

Let us show you how

