

ControlUp digital employee experience

Canonical: <https://agentic.blueapache.com/technical-excellence/controlup/controlup-solutions-with-blueapache/>

Description:

We help you understand how devices and applications affect your employees through ControlUp ONE.

Details:

We use ControlUp ONE to connect technical visibility with the experience your people have using their devices and applications. We embed the platform in our managed services and also offer a standalone reseller route for organisations with their own IT teams.

Our role brings implementation, integration and operational experience around the technology, including virtual desktop environments. We run ControlUp ONE in our own environment as Customer Zero, using that experience to inform how we help customers adopt and operate the platform.

Understand the experience behind a support ticket

A device can be online while an employee is still struggling to work. Slow sign-ins, application crashes, constrained resources and poor connectivity can all affect productivity without presenting as a complete outage.

ControlUp provides digital employee experience visibility across devices, applications and supported virtual desktop environments. We use that context to help identify where technical conditions are affecting employees and which issues deserve attention.

Relevant areas include device resource use, application behaviour, network conditions and the experience of remote or hybrid workers. We help you select the capabilities that fit your environment and connect them to the people responsible for resolving problems.

Turn visibility into action

We work with your team on the questions the deployment needs to answer. For example:

- Is poor application performance concentrated in a particular device group or location?
- Are repeated support incidents linked to the same resource or configuration issue?
- Is an employee's difficulty associated with their device, local network or virtual desktop session?
- Did a recent software change improve or worsen the experience for the affected users?
- Which recurring issues are suitable for a controlled remediation workflow?

Those questions guide the selection of dashboards, alerts and operational processes. We also consider how to prioritise findings so the team can focus on meaningful problems rather than collect more telemetry without a clear purpose.

Fit the platform to your environment

Our implementation discussion covers the physical and virtual endpoints in scope, the applications your people depend on and the existing management and service-desk tools. We work through access, device grouping, experience measures and the reporting your teams need.

Where automation or remediation is included, we discuss permissions, testing and the change controls appropriate to the action. An automated response that is useful for one device group may be unsuitable for another. We help you consider those differences before expanding a workflow.

We also connect the project to your operating model. Service-desk staff, endpoint specialists, application owners and virtual desktop teams may each need a different view of the same issue. The goal is to give them relevant context and an agreed route to action.

Choose managed services or support for your own team

Through our managed services, we bring ControlUp visibility into the endpoint and service operations we deliver. Through our standalone reseller and TECHNOLOGY offering, we help your internal team access and implement the platform while retaining operational ownership.

A CONTROL co-managed engagement can be considered where you want our specialist capability alongside your team. We define the division of responsibilities, including who reviews experience data, owns remediation and maintains the selected platform capabilities.

Questions about ControlUp

Can we use ControlUp without outsourcing our IT?

Yes. We offer a standalone reseller route and implementation support for organisations with internal IT teams. We shape the engagement around the capability you want to retain.

How does it complement NinjaOne?

We use NinjaOne for endpoint management and patching, while ControlUp adds digital employee experience context. We assess the overlap and the separate requirements so each platform has a clear role.

Can you help with virtual desktop environments?

Yes. Our ControlUp implementation and operational experience includes virtual desktop environments. We review your specific platform, sessions, applications and support needs to determine the deployment scope.

Talk with our team about digital employee experience

Related expertise

- NinjaOne endpoint management
- Microsoft cloud, workplace and security