ControlUp Advisory Workshop

Over the years, ControlUp has evolved from a unique Virtual Desktop Infrastructure (VDI) and Desktop-as-a-Service (DaaS) solution with rapid three-second real-time metrics into a comprehensive, end-to-end monitoring and operations platform. ControlUp's expansion now encompasses endpoint telemetry through the EdgeDX platform, establishing itself as a leading Digital Employee Experience (DEX) platform focused on holistic user experience and sentiment analysis.

ControlUp offers the unique advantage of integrating monitoring metrics from diverse platforms such as Azure, Nutanix AHV, Citrix, Azure Virtual Desktop (AVD), Thin Clients, Chrome OS, and physical endpoints, providing a complete, panoramic view of the IT environment. While this vast array of monitoring data delivers critical insights, it can also become overwhelming without targeted optimization.

The objective of this educational workshop is to provide tailored ControlUp Advisory Services that merge real-world End User Computing (EUC) consulting expertise with organization-specific discovery. Through focused interviews and engagement with IT staff from Network, Security, Service Desk, and EUC teams, the workshop will be customized to your organization's needs. This process ensures ControlUp is fine-tuned to present only the most relevant and actionable data, driving better outcomes and a streamlined user experience.

Our Service Offering

Choice Solution's ControlUp Workshop is led by a Senior EUC Consulting Resource and will provide tailored Advisory Services covering the following objectives:

- Review of existing ControlUp environment (possibly leading to upgrades if needed)
    - Architecture
    - Capabilities/Entitlement Review
    - Feature overview of full ControlUp Platform & Vision
- Tips from the field
    - Troubleshooting EUC issues with ControlUp
    - How to get the most out of reporting
    - Thresholds & Stress Levels
    - Valuable script-based actions
- If applicable, plan out steps to upgrade various components
- Best practice use of ControlUp and advisory time for helping tune ControlUp based on discovery sessions with the Service Desk and IT teams
    - Architecture
    - Dashboard creation and tuning
    - Stress levels, thresholds, and alerts
    - Folder and organizational tuning
    - Role-based access
    - Feature enablement discussions and use cases
- Additional time will be focused on advisory for ControlUp items to help cover operational and administrative aspects, and answer any questions the team has up to the allotted time in the time block

This Workshop offering is extremely specific on the scope of work and is scoped for three professional service days.