aws marketplace

ControlUp

Reviews, tips, and advice from real users

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Product Recap

ControlUp

ControlUp Recap

ControlUp is known for its powerful administration tools, real-time insights, and automation capabilities, enabling efficient VDI and infrastructure management. It integrates seamlessly with solutions like Netscaler, offering historical analytics and endpoint monitoring for proactive issue detection.

ControlUp provides an advanced platform for monitoring Citrix VDIs and user sessions, allowing administrators to perform in-depth infrastructure analysis and troubleshooting. It supports virtualization platforms like VMware and Hyper-V, delivering real-time data capabilities and capacity management. ControlUp also facilitates script-based actions and easy deployment, offering AI-enhanced VDI administration. Users can centralize resources for efficient management, benefiting from granular resource visibility and capacity planning. The tool integrates with Scoutbees for end-to-end analysis and supports historical reporting to detect potential issues before they arise.

What are the key features of ControlUp?

- Real-Time Insights: Provides up-to-the-minute data for informed decision-making.
- Automation Capabilities: Extensive automation through script-based actions to streamline tasks.
- Customizable Interface: Adaptable settings to suit organizational workflows effectively.
- End-to-End Analysis: Integration with Netscaler and Scoutbees for comprehensive infrastructure analysis.
- AI-Enhanced Administration: Leverages AI for improved VDI management and operation.

What benefits and ROI should users look for in the reviews?

- Proactive Issue Detection: Early detection of potential issues to minimize downtime and enhance reliability.
- In-Depth Analyses: Detailed insights into infrastructure for better planning and optimization.
- Efficient Resource Management: Centralization of resources contributes to operational efficiency and visibility.
- Cost-Effective Management: Automating repetitive tasks results in reduced operational costs and improved productivity.
- Improved User Experience: Comprehensive monitoring and analytics ensure a smoother digital experience for end-users.

Organizations rely on ControlUp for effective infrastructure monitoring and management across industries. Within the tech sector, it supports Citrix VDI environments and enhances digital experience evaluations. Healthcare providers utilize its real-time monitoring for

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seamless administration of virtual platforms, ensuring efficient patient data management. In finance, ControlUp aids in secure and responsive virtualization, key for transactional systems and customer interactions.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "ControlUp has a lot of automation in it; it detects problems and failures very well, and it's not only monitoring, but it's also detecting, and it could even fix problems with a lot of automation that you can put in place to fix problems automatically before you even detect them."

  Jean-CharlesMoriaud
  Senior IT Engineer Citrix at EDR Media LLC

- "The visual look of the interface is very easy to understand what is happening and somewhat why it's happening."

  Validated user
  Senior Systems Administrator at a tech vendor with 10,001+ employees

- "ControlUp has some good functionalities, such as remotely pushing scripts in the device through the tool."

  Richasvi Tripathi
  Solutions Developer at HCL Technologies

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"ControlUp is beneficial as it provides a web interface through which you can access all your infrastructure—servers, devices, and VDI infrastructure—all on the same platform. It supports gathering all infrastructure components in a single, unified dashboard. This helps you identify performance issues or high resource utilization, allowing quick troubleshooting. I appreciate the solid interface that ControlUp offers."

Shashank Bhardwaj

System Admin at Stefanini Group

"The script-based actions have allowed us to extend the core reporting capabilities."

Validated user

VP Virtualisation and Citrix Engineer at BlackRock

"Security, uptime, and reduced capital expenditures are the main reasons we use ControlUp. So basically, the money that we consume is based on the amount of time we are using a service."

Validated user

Chair, IEEE Consumer Technology Society - Dallas,Texas, USA at a non-profit with 10,001+ employees

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"It shows you so many details of what's going on in that log-on that, if there's a problem, you can identify it in five minutes."

Hans Kraaijeveld
Technical Architect at PQR

What users had to say about valuable features:

"When using ControlUp, the core feature that we have found valuable is its UI. It is a valuable tool to view the analysis reactions of a base core Level 2 or Level 1 team so that they can complete the necessary troubleshooting.The hassle-free deployment of ControlUp tool has also been useful. We don't need to worry about internal maintenance on big infrastructures or needing a lot of hard resources to deploy it.."

Praneet Sardi
Infrastructure Lead at Mr Cooper

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"A valuable feature is the ability to run scripts when an event happens. For example, if the system partition starts to lack space, we have a script that deletes temporary files and other unwanted files. We like this feature the most. It also gives us an insight into the direction of our infrastructure. Another feature we like is the capacity to plan our infrastructure. We can know if our infrastructure can handle more workloads or if we need to add more computing resources.."

Saad Khoudali
System Administrator at Confidential

Read full review

"The best features I have found are that it is very customizable, which would be number one, and very extensible through the use of scripts and triggers. The visual look of the interface is very easy to understand what is happening and somewhat why it's happening. It may sound facetious, but it really is everything about it. Everything works exactly the way it's meant to, a dream come true for anyone who's administering systems because it gives you all the information that you want and all the actions you want to take, all in one place.

"The benefits I have seen from using it so far include the ability to know in advance and take actions based on the information the tool gives you.."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

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"ControlUp has a lot of automation in it. It detects problems and failures very well. It's not only monitoring, but it's also detecting, and it could even fix problems with a lot of automation that you can put in place to fix problems automatically before you even detect them.

"That's one of the strong points of ControlUp. All the automations, and there's a large customer-written automation. You can pick up those automations and use them on your environment, and it helps a lot. This is very good. It's not third-party, but it's external routines and automations that you can download from their website and implement on your side. That's one of the strong points of ControlUp.

"ControlUp, the way we implemented it, and the goal of ControlUp, is to be proactive instead of starting to work on a problem when it already happens. There are a lot of counters and monitors you can implement that will help you detect problems before they happen.."

Jean-CharlesMoriaud
Senior IT Engineer Citrix at EDR Media LLC

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"It provides real-time insights, by performing a baseline analysis. This way, when something is over a threshold, you can be sure it is something out of the ordinary.

There are very many scripts to be used within the product, either triggered or used manually. The analyze log-on duration script has saved many companies so many times already. It's awesome.

It has endpoint monitoring, it has local network information. It even has monitoring of graphical processing power within VDI sessions.

It shows you so many details of what's going on in that log-on that, if there's a problem, you can identify it in five minutes.

The initial setup is dead simple.

The solution is extremely stable. ."

Hans Kraaijeveld
Technical Architect at PQR

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"ControlUp is beneficial as it provides a web interface through which you can access all your infrastructure—servers, devices, and VDI infrastructure—all on the same platform. It supports gathering all infrastructure components in a single, unified dashboard. This helps you identify performance issues or high resource utilization, allowing quick troubleshooting. I appreciate the solid interface that ControlUp offers.The tool's analytics capabilities help us because we actively use the tool for monitoring. If user activity increases in specific zones, the analytics notify us through alarm monitoring. This tells us that we need to add resources in those areas or that a part of the enterprise is experiencing a resource crunch. The analytics keep us updated in real-time, pointing out where we need to focus our attention.

ControlUp has also started using AI capabilities and automation features, which are beneficial. The platform recently introduced new capabilities and features, so I think its analytics will become even more powerful for VDI administrators in the future.

The product is very easy to use. I would say a new user can get hands-on experience in just a couple of hours of learning. They provide all the training materials through their platform, the ControlUp Academy, which is free to use.."

Shashank Bhardwaj
System Admin at Stefanini Group

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Other Solutions Considered

"There was a whole process. First, there's a request for proposals and a proof of concept. They evaluated different vendors according to some baseline criteria for the system and features we must have. And based on those essential criteria, the procurement department assessed and considered a shortlist of providers according to features, return on investment, service-level agreement, and the expansion plan. ."

Validated user

Chair, IEEE Consumer Technology Society - Dallas,Texas, USA at a non-profit with 10,001+ employees

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"When it comes to monitoring Windows systems, it is definitely more user-friendly.

I understand that Nagios XI was initially designed to focus on Linux systems, with Windows appearing to be an afterthought. It appears that the primary focus of this product is Windows systems rather than Linux. It can still monitor Linux systems, but that is not its primary focus.."

Justin Vaira

Systems Configuration & Health Engineer at a tech vendor with 201-500 employees

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"There is nothing comparable to ControlUp. There are other monitoring tools, but in my opinion, a monitoring tool is worthless for this setting. A monitoring tool says 'here's what's wrong,' and then you have to figure out what you're going to do to fix it. ControlUp says 'here's what's wrong. Let me give you 100 tools you can use. You determine which tool you'll use to resolve this problem. We can resolve it right now and for however many servers you want.'."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

Read full review

"I chose the solution for the company.

A good friend of mine works for the company. He showed me a couple of really awesome things and that really correlated with some trouble and some issues we had with a few customers. The company I work for is actually one of the larger end-user computing VMware partners in the Netherlands. ControlUp, for troubleshooting for instance, is just awesome. It's saved so much time in finding problems and it is also excellent in helping with tweaking and tuning your environment.."

Hans Kraaijeveld
Technical Architect at PQR

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"In the past, another division used SolarWinds, and they used it for about eight years. Unfortunately, they didn't use or configure it properly, so we didn't exploit the full capacity and capabilities of SolarWinds. After this, it was cancelled, and we stayed without a monitoring solution for a long time. In addition, the team in charge of using and administering SolarWinds wasn't fully trained to use and configure the solution. As a result, we started to have problems in our environment, servers crashed, there was a power failure, and we weren't notified. We were only notified when users called to say that their email service was not working and some servers were not joinable. We then decided to look for another monitoring solution, and another company presented us with ControlUp.."

Saad Khoudali
System Administrator at Confidential

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"We compared ControlUp to other solutions, but some of their benefits were not aligned with ours. For example, a company approached us to present the Cisco HyperFlex hyper-converged infrastructure. We were considering purchasing HyperFlex, but when we started to compare all HTI hyper-converged infrastructure available, we found that Nutanix was one of the best solutions. It is even number one in the Gartner Magic Quadrant. I then advised my manager to go with Nutanix instead of HyperFlex. At the time, only one company in Morocco used HyperFlex, and they cancelled their purchase of the HyperFlex platform and went with Nutanix.

Every time we compared a solution proposed by a company with an available solution on the internet, we found that ControlUp was missing the feature of monitoring network infrastructure, but my manager decided that we could not wait any longer, and the price of ControlUp was reasonable and cheaper than SolarWinds licenses, so we proceeded with ControlUp. When you are using or purchasing SolarWinds licenses, it's composed of a pack of X licenses. I believe it starts with 250 licenses, the next one is 2,000, and the third one is unlimited. It was too much for what we needed, so we went with ControlUp.."

Saad Khoudali
System Administrator at Confidential

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ROI

Real user quotes about their ROI:

"It's worth the money to have as a tool. This is having a 24/7 junior admin who's really smart, always there, always doing work, but you have to consume his work. You can't just let him do everything; you've got to consume what he's doing.."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

Read full review

"We have seen a return on investment with ControlUp because we were able to monitor our workloads in the Cloud and size them accordingly. We could downsize, and turn off VMs that we don't need, and that allowed us to save money.."

Iaroslav Aleksyuk
Cyber Security Specialist at a energy/utilities company with 10,001+ employees

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"Automation of common tasks has seen a measurable drop in manual actions and has saved enough time to release perhaps 1 FTE. They can now focus on more engineering work.."

Validated user
Senior Citrix Remote Access Engineer at Rabobank

Read full review

"There are so many benefits that I can't give you just one right now. Basically, what we were targeting is the response time of the virtual environment. There are plenty of counters that you can check in order to have this response time as low as possible. There are plenty of opportunities for improvement.."

Jean-CharlesMoriaud
Senior IT Engineer Citrix at EDR Media LLC

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"We have seen an ROI. For example, the solution prevents us from falling into bad scenarios. It allows us to have good RPO and RTO values. It prevents us from losing data and having a lot of downtime and prevents crashed servers. We had many electricity and power outages and lost hardware in the past. So when we installed ControlUp, it took measures before any catastrophe happened.."

Saad Khoudali
System Administrator at Confidential

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“ROI is relative. I cannot disclose any specific figures, but I can detail our approach to ROI. When we made our contractual agreement, we set some baseline expectations. And if those are met, we are okay. But if we deviate from those benchmarks, then it is a problem. If that's the case, it's better to switch to a different vendor because this vendor is not delivering as promised. So for us, we expect everything that is in our scope, and if the vendor twists it around and says, "No, this is not the case," then this is a gray area. And I think it should be black and white. Although from the customer side, it's better for me to make things gray to get as much service from the vendor. .”

Validated user

Chair, IEEE Consumer Technology Society - Dallas,Texas, USA at a non-profit with 10,001+ employees

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Use Case

"We use this solution to monitor and collect users' data, group policies, manage user sessions and to troubleshoot user login duration and failures. Currently, we also use ControlUp for admissions, to add plans and plain objects and for upgrades.."

Praneet Sardi
Infrastructure Lead at Mr Cooper

Read full review

"I was taking care of a Citrix infrastructure, and as ControlUp is the best monitoring tool for those environments, I was also using ControlUp to monitor those environments.."

Jean-CharlesMoriaud
Senior IT Engineer Citrix at EDR Media LLC

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"We use the tool to monitor approximately 2,00,000 devices for a client. We check how the devices are doing in terms of hardware and software. We also check their health and alerts every day. If something needs our attention, we inform the other stakeholders to work on it.."

Richasvi Tripathi
Solutions Developer at HCL Technologies

Read full review

"We primarily use the solution for troubleshooting, user experience monitoring, analysis and automation.

It's one of the very few consoles that gives you near real-time data. Most consoles I know of are at least ten or 15 or maybe even 30 minutes behind real-time. For live troubleshooting, that's worthless. However, this is one of the few products that can grant you real end-to-end visibility when looking at remote sessions. Therefore, we can use it for both troubleshooting and digital end-user experience monitoring.."

Hans Kraaijeveld
Technical Architect at PQR

Read full review

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"My use cases include everything, and I don't mean that facetiously. I mean everything. We manage the servers, manage user sessions, manage everything. We monitor monitoring and take actual actions, everything.

"The platform provides valuable capacity management and planning features, and it lets you know what needs to be done to increase performance. For instance, if you have a server experiencing performance issues and people are complaining, you get historical data, and you can see that the load on that server has increased. You can take action; it can take automated actions, but I'm not comfortable with trusting anything to automatically take actions. That's why they pay me.."

Validated user

Senior Systems Administrator at a tech vendor with 10,001+ employees

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“First, I need to explain our environment and its composition. We mainly use virtualization platforms, such as Hyper-V hypervisor and VMware vSphere, and recently we purchased the Nutanix platform. We are still in the deployment phase, so we have not yet integrated ControlUp with our Nutanix platform, but we have already configured it to monitor the other visualization platforms, Hyper-V and VMware vSphere. We don't have VDI environments, so we don't use this part of ControlUp. Instead, we are monitoring the hypervisors, the virtual machines and the critical ones. Because the licensing used by ControlUp is per IP address, we have a limited number of IP addresses to monitor.

We monitor critical platforms such as Microsoft Exchange and SharePoint alongside storage. Unfortunately, ControlUp cannot monitor the networking infrastructure. Other solutions, such as SolarWinds NPM, give you many modules where you can purchase their license and add more features. ControlUp is a very good solution, but when we monitor an environment, it is very difficult. It's not appropriate to have multiple monitoring solutions, and the administrator needs only one console to see the global network and infrastructure being supervised. That's the only thing ControlUp lacks to become the best solution ever..”

Saad Khoudali
System Administrator at Confidential

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"I don't think it's straightforward. It takes a lot of planning and quite a lot of preparation work. You have to have several virtual machines. You have to have your network right, your firewall right, and all the preparation work is quite important.."

Jean-CharlesMoriaud

Senior IT Engineer Citrix at EDR Media LLC

Read full review

"The initial setup was complex. However, they did send someone out as a point of contact to walk us through everything. They even collaborated with us to create a diagram and an overall plan. They had a lot of assistance in that regard.."

Justin Vaira

Systems Configuration & Health Engineer at a tech vendor with 201-500 employees

Read full review

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"It is very easy to set up the solution. It's not complex or difficult.

Basically, I clicked the link on the website, and I downloaded the configuration console, and I was up and running in 30 minutes. While it depends on how far you scale out, the initial setup is so, so easy.."

Hans Kraaijeveld
Technical Architect at PQR

Read full review

"The initial setup is best handled by ControlUp; I always suggest having them do the implementation because you're paying them for their service. It's a licensed product, so you have to get some benefit out of it. It seems silly to take it on yourself, especially if you end up calling them to complain about how bad your setup is.."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

Read full review

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"The initial setup was very easy. The product helps in the process of onboarding and deployment, and the user is only required to complete the minimum requirement assigned by computing details for their infrastructure, the resources they want to introduce, and the server's complete specifications. Additionally, they assist in setting up the configuration section. I rate the initial setup an eight out of ten because a person who doesn't know about the product will face challenges with the setup, but someone who has experience with the tool and its infrastructures can easily set it up.."

Krishan Nayak
Senior Cloud Engineer at vvolve management consultants

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"The initial setup was straightforward and not complex. Deployment was done with the assistance of the company that presented the solution to us. They installed it first, and we were available to assist them regarding prerequisites, active directory accounts and servers. We only required one person, an engineer, to deploy. I worked together with the engineer to deploy the ControlUp environments.

Deployment was very fast, and we completed it on the same day. It took just a day to set up the environments' prerequisites, virtual machines, database and accounts. The installation process and the linking between components of ControlUp, apps, monitor, insight, and license activation were also on the same day. As a result, ControlUp has an easy installation process.."

Saad Khoudali
System Administrator at Confidential

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Customer Service and Support

"There are 10 to 20 feature requests pending on the vendor or support sides. Continuous emails, calls, and cadences are being used to resolve them. ControlUp's support team is pretty supportive. Whenever we ask about a particular information, they never deny it. They try their best to provide that.."

Richasvi Tripathi
Solutions Developer at HCL Technologies

Read full review

"We had a good experience with customer service and support. Our organization was very large and had a premium license, so we got special treatment as loyal customers. In addition, we had a dedicated CRM customer relationship manager assigned to us. I rate customer service and support an eight and a half out of ten because when the support people get changed, it takes time for others to be familiar with the product.."

Krishan Nayak
Senior Cloud Engineer at vvolve management consultants

Read full review

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"If you're asking about support, I would say their support is decent. It's not perfect, but it's decent. They are going through some changes, and sometimes support can be not as good as you'd like it to be, but it's good enough. Once you have the product in place, there's really not much need for support. Basically, if I could take everything that you do, put it in a tool, and hand you that tool so you don't have to repeat your efforts, then you would be able to make good use of it.."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

Read full review

"After-sales support based on the warranty or SLA that we agreed on is another thing they can improve. I would prefer a service provider who gives me peace of mind although it'll cost me, and we have a limited budget, and you might say, "We cannot do this thing." ControlUp will do more business and get more customers if it can raise its integration expertise and become more very flexible.

In terms of support, there are two constants in the field. One is technical know-how. There are older technicians who have been on the job for 20 or 30 years. Often they are reluctant to change themselves or it's hard for them to adopt virtualization or different kinds of new technologies. So it is an inherent deficiency from the customer side. ."

Validated user
Chair, IEEE Consumer Technology Society - Dallas,Texas, USA at a non-profit with 10,001+ employees

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"I would say it wasn't as responsive as we had hoped at first.

We did have that consultant come out and help us with the initial setup, as I mentioned, but it did take a little time to get responses from the support team when we first started.

I think a lot of that was just because it was a new product at the time, and they seemed to be scaling the company to help with that growth.

In terms of turnaround time, it's recently improved significantly.

I would rate the technical support a four out of five.."

Justin Vaira

Systems Configuration & Health Engineer at a tech vendor with 201-500 employees

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Other Advice

"I rate this solution a nine out of ten because it is one of the best. Regarding advice, if the need is to monitor the virtual infrastructure and virtual infrastructure composed with VMware, Hyper-V or Nutanix, especially with Nutanix, then ControlUp is a good solution because it offers many features. For example, with automatic action and execution, when events happen, you can schedule actions to be executed on a schedule. It gives you the ability to write your scripts using batch PowerShell. It also allows you to write other batch scripts and Linux bash scripts. It has great insight results and allows you to describe it. Also, it gives you an overview of the capacity of your environment so that you know if you need to add more resources or compute nodes or storage. If you want an all-in-one solution, ControlUp is the best.."

Saad Khoudali
System Administrator at Confidential

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"There are already available reports there. If needed for a certain task, you can create a customized report, which you can fetch from PowerShell and SQL queries. If it is already available in a dashboard, you can fetch it from SQL, but if it is not already available, we can write a PowerShell script and fetch it from the devices. This is about fetching the details, but vendors provide hundreds of already available reports without customization.

ControlUp is deployed on the cloud in our organization. Some of the monitoring tools I have used personally, like Nexthink and SysTrack, have a health score feature that tells you about the health of devices. It even takes the largest unit to the smallest unit. SysTrack had 13 KPIs or key parameter indicators that monitored all the details of devices and gave an overall score of the devices' health. The health score functionality wasn't already in ControlUp, but we added it after discussing it with the vendor.

Overall, I rate the solution a seven out of ten.."

Richasvi Tripathi
Solutions Developer at HCL Technologies

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"I'm not working with ControlUp anymore because I'm on leave. I'm a pensioner on pension, so I'm not working anymore. I stopped working this year.

"I worked all my working life in computers, in IT, and that was principally on Microsoft Exchange. Then I moved to Citrix and VMware. That's where I finished, with mostly Citrix and VMware projects.

"I don't see any third-party tool that we integrated ControlUp with. I don't see any.

"I would give ControlUp an eight because I've tested quite a few other products, and this one was definitely the best. My overall rating for this review is 8.."

Jean-CharlesMoriaud
Senior IT Engineer Citrix at EDR Media LLC

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"Overall, it is easy to use, but you need to be a server admin. I have shown many people how it works. They may not know what to look for. A tool can be simple, a shovel. You give it to someone and say 'dig', but they may struggle if they're not familiar with the work at all. Someone who understands the concept of digging will do a much better job. It's easy for those who understand what it's doing, but it could be hard for others. I could show you how to use it in about 20 minutes, but you might not understand why you should use it or what the system is actually telling you. That's where understanding and experience come into play.

"I don't use AI at all for troubleshooting. You might be thinking about the cloud offering, but we don't have that, so I'm not using it. AI is still in its infancy, and turning over your environment to an automated system is risky. AI could work if you were a web service provider wanting automated processes in the background, but in our case, that's not how it is because we have people doing things.

"For newcomers, I would advise that both you and they understand the mission when deploying any tool. On a scale of 1-10, I rate ControlUp a 9.."

Validated user
Senior Systems Administrator at a tech vendor with 10,001+ employees

Read full review

"We use different deployment models. We're are a partner of ControlUp.

I've seen in practice that it saves so much time for companies that are really really in trouble and have customers complaining. Once you install that tool you can say okay, there's your problem. And it's not just troubleshooting.

You can basically forgo your remote server management tooling since ControlUp does that too. You can remove your dashboards because ControlUp has dashboards. You can even send scheduled reports to managers about the overall performance of the environment. The list goes on. Once a company sees that it's

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really worth the money. It may not even be that expensive, to be honest.

I'd advise potential users to do the trial. There's a really simple link on the ControlUp website they can just click the link and go from there. It's so simple. Once you see what you get, you'll have to buy it. Your admins will love you for it.

I'd rate the solution nine out of ten. It could use some improvements and no solution is perfect, however, we are very happy with its capabilities. ."

Hans Kraaijeveld
Technical Architect at PQR

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"I started actively using it a couple of years ago because I had little exposure to the tool. It has helped me understand its advantages and benefits for infrastructure monitoring and troubleshooting endpoints, so I have been actively using it for the past few years.

For upgrade issues or if we need support from the tool, we have to look at the on-premises ControlUp server side, which is located in our local data center.

I'm also part of the ControlUp community, so I participate in events and workshops they organize for users like me. Recently, I attended multiple workshops they organized for the platform and kept participating in surveys. I enjoyed learning with the tool.

The solution keeps improving its platform, which has enhanced multiple aspects. We can access various infrastructure features with a single URL, and monitoring solutions and alarms are already in place. Overall, I'm quite satisfied with ControlUp.

Since implementing ControlUp, the main improvement I've noticed is in the information's refresh rate. There was some lag earlier, and reports pulled from the dashboard would sometimes be half an hour old. But now, the information provides real-time status, which is greatly appreciated. Overall, I've seen improvement in the product.

I would recommend the product to other administrators who need to monitor their end-user devices or any other infrastructure. It's a much better solution than what's currently available on the market.

I rate the overall solution an eight out of ten. ."

Shashank Bhardwaj
System Admin at Stefanini Group

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by visitors reading reviews

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Manufacturing Company	9%
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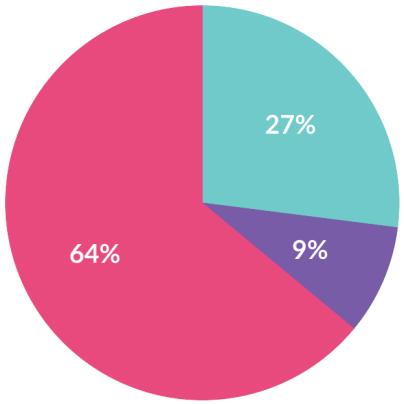
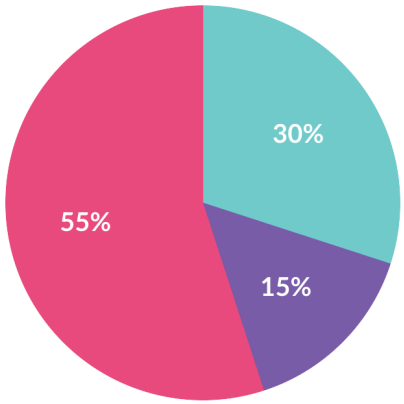
Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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