

# 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.



