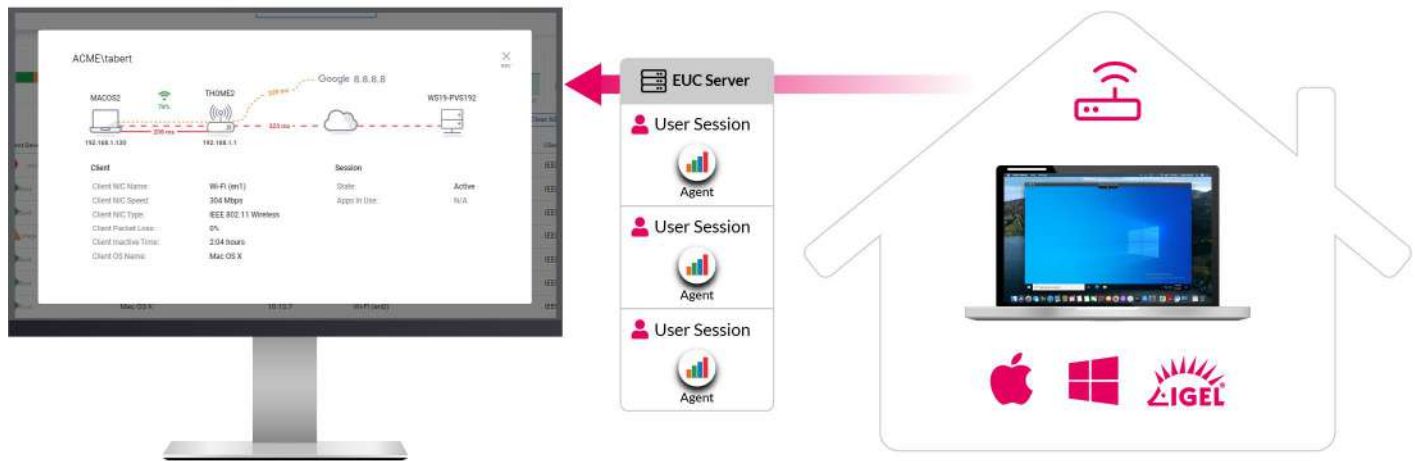# Extending IT visibility into the digital experience to support work from anywhere employees

For employees that connect to Citrix, VMware Horizon or Microsoft AVD virtual desktops and applications from Windows, macOS or IGEL devices, ControlUp Remote DX collects relevant user-side telemetry—such as the quality and speed of the Wi-Fi connection, as well as the performance of their internet connection—that affects the Digital Employee Experience.

CONTROLUP REMOTE DX

- Support for Citrix Virtual Apps & Desktops, VMware Horizon and Microsoft AVD platforms
- Supports physical endpoints running Windows, macOS, and IGEL OS
- Lightweight, user installable Virtual Channel client extension
- Metrics include quality and speed of client networks and ISP connection

Made for the work-from-anywhere era

Designed for remote users working from anywhere, Remote DX collects metrics from off-the-network client devices that have no line-of-sight to the ControlUp Real-Time DX infrastructure in your datacenter.

Quickly identify digital experience issues

Displayed in the context of the employee's EUC session, the Client Device Score shows the health of the remote client device, to help you quickly identify users whose digital experience, and productivity could be impacted.

Unique metric collection architecture

Built upon respective vendor protocols, Remote DX creates its own dedicated virtual channel to send metrics from the employee's client device to the server-side ControlUp agent.

Ideal for remote employees using BYO

Providing client-side experience visibility, the Remote DX client extension is lightweight, can be installed by the user, and only transmits data to the datacenter when the EUC session is connected.

> " *ControlUp has shown big increases [in productivity] since the COVID lockdowns began; it's been a huge part of building out our new infrastructure.*
>
> **Mike Ryan |** Lead Infrastructure Architect, AmeriTrust Group

Key Features and Benefits

Observe the full EUC digital experience
Monitor the complete EUC digital experience, end to end, from the host to the session to the employee client device, no matter where your employees are working.

Supports multiple OS platforms
Lightweight, user-installable extension supports Windows 7+, macOS 10.13+ and IGEL OS 10.05.500+.

Out-of-the-box performance metrics
Client-side performance data updated every few seconds, including Wi-Fi signal quality and speed, NIC speed and latency, packet loss, EUC session latency and internet connection latency.

Out-of-the-box client device information
Data collected includes public and router IP, operating system and version, client inactive time, wireless network configuration and NIC name.
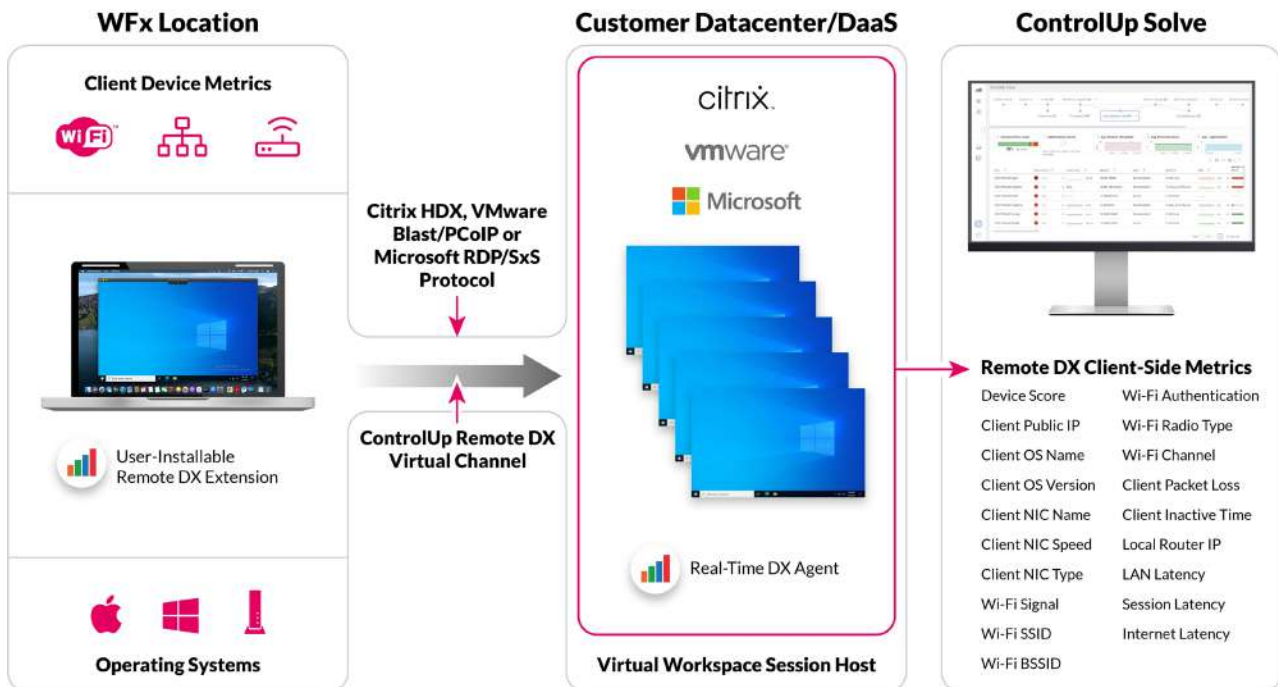
Support for various EUC platforms & protocols
Support for Citrix Virtual Apps & Desktops workloads using HDX protocol, for VMware Horizon workloads using Blast or PCoIP protocols and for Microsoft AVD SxS protocol

Integrated with ControlUp Real-Time DX
Client performance metrics and information are intuitively visualized through the Real-Time Console and ControlUp Solve and can be consumed by ControlUp's alerting and automation features

How it works

WFx Location

Client Device Metrics

User-Installable Remote DX Extension

Operating Systems

Citrix HDX, VMware Blast/PCoIP or Microsoft RDP/SxS Protocol

ControlUp Remote DX Virtual Channel

Customer Datacenter/DaaS

citrix.
vmware
Microsoft

Real-Time DX Agent

Virtual Workspace Session Host

ControlUp Solve

Remote DX Client-Side Metrics

Device Score	Wi-Fi Authentication
Client Public IP	Wi-Fi Radio Type
Client OS Name	Wi-Fi Channel
Client OS Version	Client Packet Loss
Client NIC Name	Client Inactive Time
Client NIC Speed	Local Router IP
Client NIC Type	LAN Latency
Wi-Fi Signal	Session Latency
Wi-Fi SSID	Internet Latency
Wi-Fi BSSID	

citrix   vmware   Microsoft

Ready to deliver a best-in-class digital experience?   Schedule a Demo