

# ControlUp Enhanced Onboarding Package

On-site & remote services for Hybrid Cloud & On-prem customers

Combines remote and on-site services with a ControlUp Software Architect to accelerate the deployment and usage of ControlUp.

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## Approach

Our team will:

- Perform architecture review and installations remotely.
- Work with your core team on-site to fully configure and optimize ControlUp.
- Provide future fine tuning and best practices training through a series of weekly calls.

## Benefits & Outcomes

- You gain quick time-to-value with a configured environment ready to monitor & remediate production issues.
- Console and alerts tuned to ensure meaningful stress reported.
- Your core team receives formal basic administrative training & certification.
- In-depth knowledge transfer of the configuration to your core team.

## Implementation Stages & Activities

### Remote Architecture and Installation

- Size your environment.
- Provide architecture diagram.
- Perform installation once servers and services accounts are ready.

### On-Site Configuration

Configure ControlUp Core Components:

- Folder Structure – to set up your ControlUp monitored environment
- Security Policy – to determine users and their permissions
- Trigger alerts & automated actions from the ControlUp community
- Insights – for powerful analytics and detailed reports

## **On-Site Optimization and Knowledge Transfer**

Advanced configuration plus knowledge transfer in your environment to:

- Provide advanced optimization and stress tuning.
- Assist each of your users to configure their views.
- Give full formal classroom style training on all Console and Insights features.

## **Remote Best Practice Sessions**

Weekly one-hour remote sessions for best practices and advanced configuration over a 3-month period.

- Review your priority one issues and use cases within the context of ControlUp.
- Provide recommendations for workflow and industry best practices.
- Develop strategies and assist with configurations for auto-remediation

### **ControlUp Academy**

Your package includes membership in the [ControlUp Academy](#) where you can join live sessions, view pre-recorded eLearning packages and gain the knowledge you need to get the most out of ControlUp.

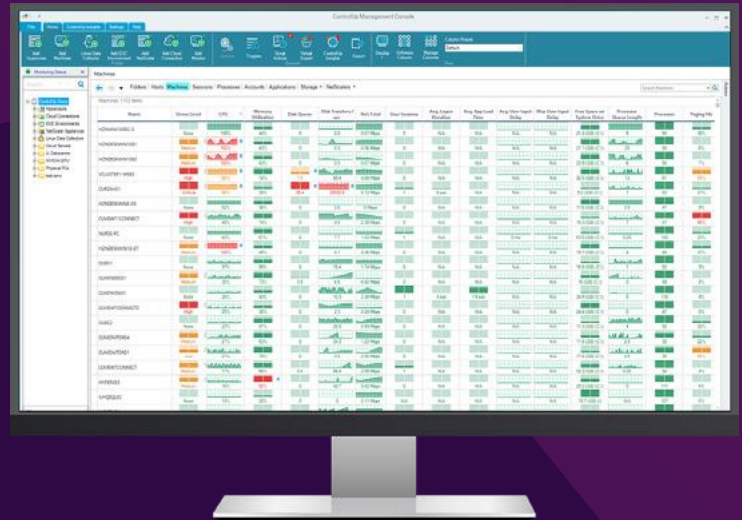
## Individualized Knowledge Transfer

Your ControlUp team also provides knowledge transfer tailored to your environment's needs. The specific areas can include these topics.

### Console Overview

#### Understanding Console Panels & Features

- Agentless vs Agent Data Collection
- Organizational Structure / View
- Grid View, Aggregation, Drilldown / Focus
- Grid Workflow (i.e., Hosts | Computers | Sessions | Processes ...)



### Use Cases Deep Dive

#### Use Cases / Troubleshooting Workflow

- Performance (Hosts, Desktops, Servers, Apps)
- Hosts and Data Stores
- Contextual Actions
- Script Based Actions (SBAs)
- Incident Triggers
- Events
- Preset Views / Custom Views
- Fast Troubleshooting with Groupings

- End User Experience & Performance
  - Searching & Sorting
  - Logon Duration
  - Support
- Management Tasks (Controllers)
  - Services
  - Registry
  - File Systems
  - Programs & Updates

### Insights

#### Utilizing Historical and Trending Reporting via Insights

- Overview of Historical and Trending Reports
- Drilling down in History / Trending Reports
- Top Contributors to an Issue
- Recommendation / Prescriptive Logic

### Security

#### Understanding the ControlUp Security Policy

- Security Policies
- Configuring and Managing Roles
- Managing Permissions

### Cost: Contact your ControlUp representative

\* Due to current Covid travel restrictions, all on-site sessions can be done remotely with travel expenses deducted from the fee.