ARN: Our ControlUp partnership - blueAPACHE

Canonical: https://www.blueapache.com/blog/arn---blueapache-takes-services-to-the-next-level-with-controlup

Details:

ARN covered our ControlUp partnership and the services we deliver with the technology.

We embed ControlUp ONE into our managed services so our team can see how devices and applications are performing for your people and act on issues earlier. Its digital employee experience telemetry gives our service desk context about device health, performance trends and the experience behind an incident. We combine that visibility with our operational processes and automation.

We also offer ControlUp ONE as a standalone reseller solution for organisations with their own IT teams. We bring experience in implementation, integration and operation, including virtual desktop environments, to help you adopt the platform. This gives you a choice between our managed service and technology delivery that supports your own operations.

We run ControlUp ONE in our own environment as Customer Zero. ControlUp develops the platform; we integrate it into the services we deliver and help customers use it within their own environments. The partnership supports both mid-market and enterprise customers.

Talk with our team

Frequently asked questions

What does ControlUp ONE show your service desk?

Its digital employee experience telemetry gives our service desk context about device health, performance trends and the experience behind an incident, so our team can act on issues earlier.

What does running ControlUp ONE as Customer Zero mean?

We run the platform in our own environment. ControlUp develops it; we integrate it into the services we deliver and help customers use it within their own environments.

Which organisations is the partnership aimed at?

It supports both mid-market and enterprise customers.

How do you work with ControlUp?

We embed ControlUp ONE into our managed services so our team can see how devices and applications are performing for your people and act on issues earlier. Its digital employee experience telemetry gives our service desk context about device health, performance trends and the experience behind an incident. We combine that visibility with our operational processes and automation.

Can our internal team access ControlUp through you?

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