



CommandCTRL™

Real-time Remediation Solution

CommandCTRL is a web-based SaaS real-time remediation solution that supports, and helps secure, all Windows workspaces, anywhere in the world. Lightweight agents on endpoints report back critical performance data in real time. There is no complicated installation or training.

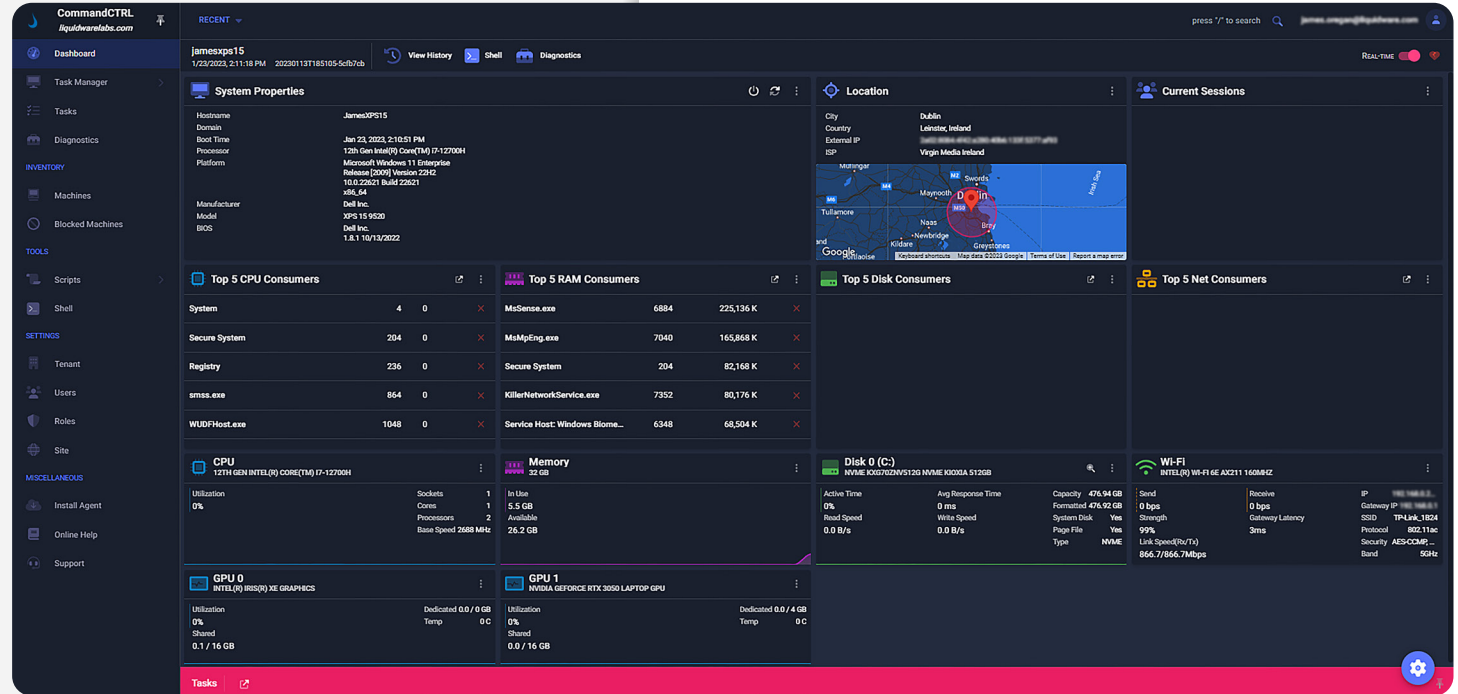


From its simplistic, yet informative user interface, to its fast and rapid deployment methods, CommandCTRL has been an exciting solution that we look forward to sharing with our clients.

JON VIA
PRINCIPAL ARCHITECT
E360

Learn More

For more information about how effective Liquidware products can be in your environment, visit www.liquidware.com or by contacting sales@liquidware.com.



Hybrid Work

According to Gartner, by the end of 2023 39% of global knowledge workers will work hybrid, up from 37% in 2022. CommandCTRL eases the monitoring and remediation of remote endpoints via a SaaS Control Plane.



Quicker Resolution

With real-time metrics, diagnostics and remediation CommandCTRL provides helpdesks with the tools to reduce the time to resolution.



Productive and Happy Users

With CommandCTRL's remediation tools, helpdesk staff can quickly fix issues, without the need to interrupt users - ensuring they remain productive and happy.

Cutting Edge Innovation

DVR-like Playback Mode

Captures 30-days history so admins can see exactly what occurred in the environment at specific dates and times. This is incredibly helpful in the troubleshooting process and dramatically reduces the time to resolution.

CommandCTRL Switch™

Another key feature is the CommandCTRL Switch™ – an advanced feature that caters to the demands of current requirements, driven by the rising popularity of cloud desktop computing. It enables administrators to seamlessly switch and navigate between two distinct desktop environments: the local desktop and the cloud-based desktop.

By effortlessly switching between these platforms, administrators gain comprehensive insights into performance metrics, identify areas of concern, and diagnose performance-related issues. The CommandCTRL Switch leverages the advancements in cloud desktop computing, equipping helpdesk professionals to efficiently troubleshoot and optimize desktop performance in the era of cloud-based workflows.



CommandCTRL™

Cross OS Platform Support

- Windows 10/11 (all versions)
- Windows Server OS's (2012, 2016, 2019, 2022)
- Mac OS

Supported Display Metrics

- VMware® Blast
- Citrix® HDX
- Microsoft® RDP
- Dizzion Frame

Protocol Mirroring

With the rise of cloud desktops it is necessary to examine the metrics of the cloud desktop and the endpoint used to access it. This feature gives the user the ability to view the metrics for the local endpoint but to also overlay the display metrics from the cloud desktop on the same screen. This aids the troubleshooting process by providing end-to-end visibility.

ChatGPT Integration for Process Identification

ChatGPT integration delivers efficient process identification. With this powerful feature, users can easily determine the purpose and origin of unfamiliar processes consuming system resources. Say goodbye to manual searches and embrace the convenience of AI-assisted process identification.

Real-time Metrics, Diagnostics and Remediation

With CommandCTRL, you get real-time metrics and real-time remediation instantly. This solution provides both an at-a-glance dashboard view or a Task Manager-like list view to highlight critical metrics and problem areas. Desktop admins can identify root causes of issues, communicate directly with end users, control their devices, and use a playback mechanism to see past issues and troubleshoot directly through the interface.

Full Admin Role-based Management and Audit Trail Reporting

Full admin role-based management and audit trail reporting are two important features of CommandCTRL that offer significant security benefits. Full admin role-based management allows IT teams to assign specific roles and permissions to users based on their job responsibilities and access needs. This ensures that users only have access to the information and systems they need to perform their job duties, reducing the risk of unauthorized access and data breaches.

Audit trail reporting provides a record of all activities performed within the system, including who performed them and when. This can help organizations detect and prevent security breaches, fraud, and other unauthorized activities. Audit trails can also help organizations comply with regulatory requirements and provide evidence in legal proceedings.

Together, full admin role-based management and audit trail reporting can help organizations improve their security posture, reduce the risk of data breaches, and ensure compliance with regulatory requirements. These features can also help organizations detect and prevent security incidents, improving their overall security posture and reducing the risk of financial and reputational damage.

Multi-tenant Membership

Multi-tenant support is a crucial feature of CommandCTRL that offers significant benefits to partners. Multi-tenancy is an architecture that enables a single software deployment to serve multiple tenants, with underlying resources shared among all tenants but each tenant guaranteed privacy and certain configurational customizations.

With CommandCTRL's multi-tenant support, partners can serve multiple customers from a single software deployment, reducing the need for supporting hardware and sharing maintenance and operating costs. This results in reduced ongoing expenses, making multi-tenancy a cost-effective solution for partners.

Additionally, multi-tenant support allows partners to easily scale up or down as needed, making it easier to accommodate seasonal spikes in demand or adjust usage based on customer needs. Overall, multi-tenant support is a valuable feature of CommandCTRL that can help partners reduce costs, increase efficiency, and improve customer satisfaction.

