

Tehama

Delivering solutions for a work-from-anywhere world

Headquartered in Ottawa, Ontario, [Tehama](#) is a Software-as-a-Service company that provides a virtual, cloud-based, Desktop-as-a-Service platform for the secure exchange of work over the internet, allowing organizations to securely manage remote workers, third-party vendors, and freelancers, and integrate them into their working environments.

The company, long before 2020, saw the shift to remote work coming and knew they'd need to find a way to help their customers scale and deliver a seamless digital digital experience for their employees. They set out to create that solution—which they call [Desktop Intelligence & Automation](#) (or “DIA”)—and at its core is ControlUp Edge DX.

Visibility, flexibility, and control for IT teams

Tehama was at the forefront of companies working to deliver a great digital experience for their Change customers. But the COVID-19 pandemic hit and this need became critically important. The global workforce was suddenly out of the office and logging into systems from a vast array of endpoints. There were complex workarounds, and for many, they had to learn an entirely new style of working and leading teams. There were myriad issues with spotty Wi-Fi or other network issues, not to mention security, and all of these devices were out of view of IT; they were flying blind.



ABOUT TEHAMA

Launched to the public in 2018, Tehama is a spin-off of Pythian, and is now a standalone company. Tehama platform enables enterprises to manage, onboard, and audit third-party vendors, remote teams, and freelancers by providing cloud-based, virtual desktops available on-demand, globally, with the highest possible security and compliance.

Headquarters location: Ottawa, Ontario

Founded: 2018

Employees: 100

Funding: Raised US \$10 million in a Series A round of financing led by OMERS Ventures, with participation by BDC Industrial, Clean and Energy Technology Fund, May 2020

Industry: Information technology

With this new world order, Enterprises need a true, end-to-end view into the health and performance of their teams' endpoints, understand trends to predict future needs, and respond to issues quickly and proactively.

This is exactly what ControlUp Edge DX makes possible.

The tool provides deep insight into virtual desktop performance and user experience while making it simple to automate critical updates based on triggers set by the business. Edge DX makes it possible for businesses to deploy software updates, without disrupting work, across hundreds of desktops and Windows-, Mac-, Linux-, or IGEL-based devices in just minutes instead of days.

"We had a customer that needed to update a file for licensing across hundreds of BYO devices that weren't company-owned," Jaymes Davis, Director of Product Strategy, Tehama, said. "This, as you might imagine, presented a huge logistical problem. Before we had Edge DX, updating this one file would have taken weeks using PowerShell, with IT running into incompatibility issues between devices, login issues, and more. ControlUp Edge DX made it possible to update everything in under an hour."

What's more, when customers used to call Tehama's support line to report problems, such as being able to log in to their desktop, but not be able to reach a particular server, it used to take lots of trial and error—"try this; did that work?"—to find the source of a problem. With Edge DX, the root cause of problems can typically be spotted before the customer even finishes describing the problem; IT can see it all.

"We put an Edge DX agent on the endpoint connecting to the virtual desktop and an agent on the resource. Every 'hop' in the users' processes gets an agent, so IT can see, in an instant, where the problem is," Davis says.

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Jaymes Davis | Director of Product Strategy, Tehama



The challenge

Tehama wanted to find a way to provide better cybersecurity and compliance measures to customers, at scale.



The Tools

With ControlUp Edge DX at its core, Tehama created its DIA platform to enable secure exchange of work over the Internet, and thus to enable anyone to work from anywhere for any company anywhere.



The Result

ControlUp Edge DX helped Tehama create a solution that would help their customers save time, save money, and save productivity.

Beyond solving nagging problems like these, Edge DX helps Tehama optimize digital experience by collecting and indexing various metrics across their customers' infrastructure. The Edge DX agent allows IT to see everything that's going on: where the desktop is, what features are enabled, which usernames are set, and so on. These metrics are indexed by Edge DX and are indispensable in auditing, spotting trends, and planning for future events.

Saving Time, Saving Money, Staying Productive

Time is money, as they saying goes, and ControlUp Edge DX shows that time and time again. When the Edge DX solution is implemented for their customers, Tehama does a Day 1, Week 1, and Month 1 assessment of its effectiveness. For one of their customers who runs a large call center, Tehama deployed the Edge DX solution for approximately 1600 users.

On just the first day of use, the customer saw increases in their quality of service, as well as time saved in desktop and application management, as well as problem resolution, and more. After a month, time savings and user experience improvements were so significant that they had a projected annual savings of more than \$115,000.

Keeping Teams Productive, Anytime, Anywhere

"Work from anywhere has become the industry standard for our Enterprise customers," Davis says. "Today we are able to support this demanding requirement at scale with ControlUp Edge DX. This new capability helps us deliver a best-in-class digital experience for all our customers."

2020 thrust a whole new way of working onto the world in an instant. There were patched-together technologies, complex workarounds, and difficulties few were prepared for. The post-pandemic workforce will remain more distributed and remote, and could limit IT Ops leaders' visibility into endpoint, connectivity and application performance from everywhere, leaving them vulnerable to issues beyond their control, such as an ISP or home Wi-Fi issue. But with ControlUp Edge DX, tackling these problems is made simple.