

Integration (Hosted or In-Premise Models)

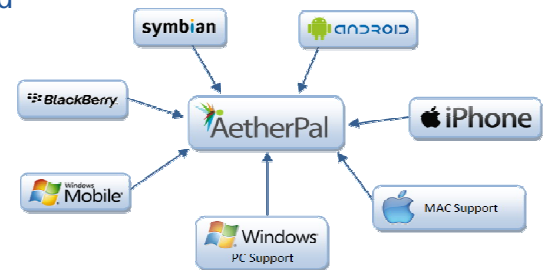
AetherPal is designed to implement either as on-premise applications or through a third party hosted application.

Comprehensive coverage

AetherPal supports a comprehensive range of mobile devices and operating systems including remote management support for

- Blackberry
- Microsoft Mobile Windows
- Symbian
- Google Android
- Apple iPhone

The support for desktop covers Windows PC and Apple Macs



Permission Based Access

AetherPal is designed to allow remote access to a user's smartphone or PC only on user's explicit approval. Also during the support session the user can observe the operations that are being performed and pause the session at any time (for example when keying in sensitive data). The user can also terminate the session.

Customer Care Productivity

AetherPal allows a customer care to access any smartphone or PC and manage it remotely in real time

- Remote access to any smartphone or PC is immediate as connection is established within less than 10 seconds.
- Screen refreshes are also about 40% faster on an average when compared to other competing solutions, as established during field trials.
- Ability to establish connection two-way i.e. network-initiated (by the customer care team) or user-initiated.
- Instant Device Parameter Overview - IMEI, EID, Device Memory, Battery Status, Hardware Version, Software Version, OS Version, etc.
- Supports multiple concurrent sessions - view and manage multiple mobile devices in real time
- Unattended remote-support
- Instant messaging support through chat sessions
- Video recording support for future replays and troubleshooting or customer care training

Reliability

AetherPal ensures that time spent on troubleshooting and customer support is almost nil. Features that improve the reliability include

- Bandwidth optimization by appropriately choosing the algorithm for streaming based on available bandwidth.
- Recovery from crashes through a hot back-up
- Data storage can be programmed to be backed-up to an external storage device periodically.
- Load-balancing principles are deployed for heavy volume usage.

Security

AetherPal security features are designed so that information remains safe through multiple authentication layers and strong encryptions throughout. The enhanced level of security is achieved by

- Industry standard TLS encryption
- Each session can be initiated only through a unique password creation and acknowledgement process between the customer care rep and the user.
- Extensive logs and video recordings of support sessions that are user-configurable
- Granular management of administrative privileges to the different tiers of customer care support
- Group policies for managing permissions.
- Ability for the end-user to view and control the screen that is streamed to customer care support
- On-premise deployment ensures critical customer data resides with the operator's network only.

Comprehensive Reporting Tool and Logs

AetherPal stores all customer care sessions in logs formats that are highly customizable. The logs can include recorded videos of the support session that can be used for future reference or audit trails.

The support specialist can also add important information to make the report more detailed and comprehensive, which can be helpful for future analysis.

The report can be made available in many popular formats and can be transmitted as an email.

About AetherPal

AetherPal, Inc. – headquartered in New Jersey is a fully owned subsidiary of w2bi, Inc., develops innovative customer care software solutions focusing on Wireless Communication Sector.

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