

Remote Support Boosts IT Staff Abilities Including:

- Strengthening IT agent productivity, a single console for Enterprise-wide mobile remote support
- Enhanced troubleshooting with the remote collection of diagnostic information
- White boarding to overlay training information on the mobile device
- Complete IT solution including User chat
- High performance, scalable architecture to support unlimited number of enterprise users

IT eliminates worker downtime using AetherPal Remote Support through:

- Easy to use cloud deployment trusted by leading carriers on 45 million+ US mobile devices
- Separation of work and personal data plus privacy features such as Grey list & Black list controls to restrict access to applications
- Supporting industry's widest array of OEM Android partnerships

Always-on mobility is required by nearly every industry from manufacturing, retail, to field services and beyond. Critical business processes are now literally in the mobile worker's hands responsible at the register, taking inventory, collecting vitals, and making decisions. Tablets, smartphones, scanners, and other mobile devices are the foundation of collecting information from any worker location. Mobility is at work every day in warehouses, vehicles, kiosks, Point of Sale, and Point of Care. The mobile delivery mechanism for getting crucial information to workers, customers, and partners at the right time is critical for business success.

The availability of these devices and mobile services is critical to business operations and minimizing the downtime of these devices and their users is critical to driving revenue. A mobile fleet can have many points of failure, including:

- **Mobility is Complex.** Unfortunately, problems often arise from lack of staff mobility knowledge, changing mobile app settings, connection misconfiguration and the wide array of mobile devices themselves.
- **Business Interruptions Are Costly.** With a mobile fleet, there often isn't on-site support to remediate device and app issues, leading to costly returns to a service center. Whether minutes away or using an overnight shipment, this business interruption compounds downtime and spare device pools increase inventory, OpEx, CapEx and maintenance costs.
- **Mobility is Critical to Customer Experience.** If the remote staff is unable to deliver on-demand resources at the right time to the right place, the end customer will also lack a right-time customer experience. There is a critical remote support requirement for field mobility that requires real time support, training, exhaustive coverage from a proven supplier.

Remotely supporting the fleet ensures productivity, efficiency, and minimizes costly downtime. The solution to these problems is the integrated, on board Remote Support solution from AetherPal.

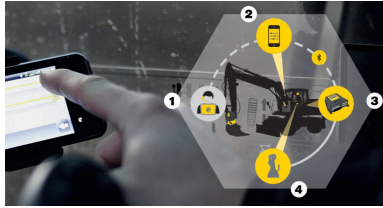
On-Demand Remote Support Offers Real Time Mobility Solutions

The first generation of remote access and support technologies arrived in the enterprise during the personal computing era to help scale the IT function globally. Remote Support quickly became the best practice and standard for supporting a distributed workforce. The same evolution is now happening for the new generation of Mobile Remote Support helping prevent downtime in field-facing mobile devices.

Case Study: Remote Support Connects Franchise and HQ Retail Operations

- **Requests outpacing IT Staff.** A franchise retail operation with global locations plus a franchise office recently mobilized its workforce. With thousands of devices to support, mobile support requests were rapidly outpacing the team of 15 IT staff.
- **Suffering App Downtime.** Many of the mobile support calls ran long and were unable to resolve the point of sale and customer-facing service application problems without a costly overnight replacement shipment device and customer service downtime.
- **Rapid Resolution Critical.** A different approach was needed to offer real-time, complete mobile support to get the retail operation up and running again in minutes.
- **Remote Support and White Boarding Deliver.** Without changing either the franchise or IT devices, AetherPal Remote Support helped cut support call time by 50% and the real-time white boarding capabilities helped provide application training to further reduce support requests.

Four Cornerstone Requirements of Mobile Remote Support



1. End user and IT software experience is seamless, easily sets up, and fixes remote worker problems in minutes.
2. Delivery of full screen white boarding to ensure the remote user visualizes any problems or can be trained to overcome any adoption or usage issues
3. Native Remote Support for all major Mobile OS and OEMs to offer a consistent experience across the industry's broadest mobile ecosystem
4. Proven Experience. AetherPal's Remote Support is working today through leading global enterprise and carrier deployments in more than 45 million mobile devices providing 10,000+ remote support sessions daily

Remote Support Saves Time, Reduces Cost, Boosts IT and End User Mobile Productivity

AetherPal's industry leading Remote Support software delivers secure real-time IT staff visibility into individual applications, devices and connectivity issues wherever the device is located.

- This approach allows a knowledgeable support person to quickly correct end user problems and restore the device or app to minimize downtime and eliminate costly returns to the office or shipments back to the warehouse.
- IT can remotely initiate white boarding to remediate configuration, connectivity, or app problems, including WiFi, VPN, app parameters, and connected sensors.
- Remote Support provides a single native solution across all platforms, including Android, Android for Work, Windows, and iOS for a consistent and superior Mobile IT experience.
- Proven Experience. AetherPal's Remote Support is working today through leading global enterprise and carrier deployments

To learn more about AetherPal's Remote Support software
Please contact us at info@aetherpal.com • www.aetherpal.com.

Industry's First Android for Work Remote Support

In addition to partnering with a wide range of Android OEMs for advanced features and providing support for all devices, AetherPal's Remote Support for the Android for Work platform is an industry first.

- Android for Work delivers management and productivity features and separation of work and personal data as one growing enterprise requirement. Google partners with AetherPal to provide an industry leading Remote Support solution for its Android for Work program.
- AetherPal's Remote Support for Work software won Google's first-ever Independent Software Vendor of the Year award. Remote Support leverages Google's Android for Work framework to access the Work Profile, ensuring personal data stays personal.
- Remote Support for Work automatically restricts access to just those apps in the work profile, protecting the privacy of the user's Personal Profile data.

