

VMware Buys AetherPal for Remote Support

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VMware sets to augment the Workspace ONE endpoint device management platform through the acquisition of AetherPal, a provider of software for remote support of IoT and endpoint devices. Financial details of the deal are not available.



As VMware puts it, AetherPal remote support solutions "enable IT to remotely view, control, troubleshoot, and fix devices and applications in the field to improve productivity and efficiency, while reducing downtime." Remote support capabilities are a priority requirement for purpose-built and ruggedised devices used in specific jobs in warehouses, manufacturing facilities and retail outlets. Such capabilities will be even more in demand in the future, as more business-critical applications and workflows move to new form factors and locations outside the office.

The AetherPal solution allows Workspace ONE to remotely connect to any device via any web browser, with the console showing every device in real-time. Users can resolve problems with immediate visibility into key device information, including hardware information, OS information, memory, storage, diagnostics and network information, and can retrieve and distribute files to remote devices to retrieve logs and update configurations.

VMware is already familiar with AetherPal, since it has resold AetherPal Remote Support as a Workspace ONE add-on (under the name Workspace ONE Advanced Remote Management) since May 2017.

Go [VMware Announces Intent to Acquire AetherPal to Expand Remote Support Capabilities](#)