



RevTwo Debuts First Remote Support Solution for Ubuntu Snaps

Company joins Ubuntu booth at Mobile World Congress

Barcelona – [Feb. 26, 2017] – RevTwo, the company delivering smart support to mobile applications, intelligent machines, devices, microservices, and consumer products, today announced its participation with Ubuntu/Canonical at Mobile World Congress. RevTwo was founded by the entrepreneurs who started Axeda, the world's first Internet of Things (IoT) platform, which sold to PTC for \$170 million in 2014. Canonical is the company behind Ubuntu, supporting deployments all over the world.

Containers have become the preferred method for delivering software today. Whether IoT, microservices, devices, or gateways; containers like Snap and Docker isolate code from both each other, and operating systems, in an easy-to-use package. However, remotely supporting these containerized products when they encounter operating issues is far more complex.

“One of the primary challenges with supporting Snaps is that they are typically running in the same environment as other Snaps,” said Dale Calder, founder and chief executive officer, RevTwo. “Our goal was to create an ideal solution where owners of the box can deliver remote support at the same time snap owners are viewing and interacting with the products and services they are responsible for, all while staying structurally isolated from the rest of the environment.”

The RevTwo Smart Support Platform balances the need for access with the requirements for security, embedding serviceability directly inside a Snap. A built-in agent terminal tool provides full, secure terminal access without the need for VPNs or a local SSH service. With this, access is only provided through the RevTwo permission-based solution, protecting the service from threats both outside and inside the firewall.

“The new world of connected devices with app stores needs a new paradigm for support that successfully deals with its complexity, said Maarten Ectors, VP of IoT, Proximity Cloud and Next-Gen Networking, Canonical. “RevTwo has figured out the answer and we are thrilled to have them support our efforts in Barcelona this week.”

RevTwo also enables support for app stores, providing stand-alone Snaps that can be utilized to support a complete computing environment. With a higher degree of OS access, these components deliver secure, permission-based access to the entire operating environment. This allows one organization to support a gateway, while others support only their applications running on it.

More Information

Want to learn more? Visit the Ubuntu booth at Mobile World Congress this week to see RevTwo in action:
Booth Number: 3K31 - Hall P3, Level 0

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About RevTwo

RevTwo delivers a complete smart support solution for mobile apps, intelligent machines, devices, microservices, and consumer products. Founded on the belief that getting help when you need it is a universal right, the company is advancing support to make it easy for app publishers and enterprises to deliver on that commitment. RevTwo works with

smart products of all shapes and sizes and on all popular technologies including iOS, Android, Linux, Windows, Docker, and Snap. Learn more and get started today at www.revtwo.com.

Media Contact:

Erin Smith

erin@revtwo.com

917-912-7919