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RTO Software – Frequently Asked Questions

Version 1, 02/22/10

Overview

Acquisition Details

VMware has acquired certain assets from RTO Software, a provider of user profile management for Windows desktops and application/performance monitoring tools for desktop virtualization, to enable effective persona management for VMware View.

About RTO Software

RTO Software is a company with core expertise in user profile management and application-focused performance monitoring tools that improve user experience and performance of VDI or terminal server environments. RTO Software solutions are used on thousands of servers around the world in a variety of industries, including financial management, manufacturing, healthcare, telecommunications, and government. RTO Software products include:

- Virtual Profiles – profile management
- PinPoint – application performance monitoring targeting Citrix solutions
- Discover – IT assets management solution
- TScale – application memory optimization for terminal server environments

Company Overview

- Founded: 2000
- Headquarters: Alpharetta, GA
- Employees: 12 employees total, 5 in R&D

General Q&A

1. **What is the acquisition news?**
   As of February 22. 2010, VMware has acquired certain assets of RTO Software, a Windows profile management company, for an undisclosed amount. RTO Software R&D will be integrated into the VMware R&D organization.

2. **What does RTO Software offer and how does it relate to VMware?**
   RTO Software is a company with core expertise in user profile management and application-focused performance monitoring tools that improve user experience and performance of VDI or terminal server environments. RTO Software solutions are used on thousands of servers around the world in a variety of industries, including financial management, manufacturing, healthcare, telecommunications, and government.

3. **Which products is VMware acquiring from RTO Software?**
   VMware has acquired certain assets from RTO Software specifically Virtual Profiles, Pinpoint and Discover products.

4. **What products/services does RTO Software currently sell?**
   RTO Software currently sells the following products:
   - Virtual Profiles – profile management to eliminate user profile data corruption problems, enhance user flexibility and improve logon times.
   - PinPoint – application performance monitoring targeting Citrix customers.
   - Discover – IT assets management providing accurate information about assets and applications. Tracks application dependencies, keeps up-to-date inventory of hardware and software assets and delivers alerts about configuration discrepancies that maybe impacting application performance.
   - TScale – application memory optimization for terminal server environments.

5. **What is the transition plan for the current RTO Software customers?**
   VMware will assume support for existing RTO Software customers and will honor existing support contracts until expiration. Customers who reach the end of their RTO Software support contracts after the close of acquisition will have the option to purchase the VMware View solution and VMware Support and Subscription (SnS).

6. **What are the plans for extending support for existing RTO Software customers?**
   We plan to support RTO Software customers under their existing maintenance agreements until the expiration of the term of those contracts. The customers will not be able to renew their contracts.

7. **Will VMware continue to sell Virtual Profile, Discover or PinPoint products?**
   VMware will not sell the RTO Software products standalone and will be discontinuing the sale of these products. VMware will, however, integrate RTO Software technologies in future releases of VMware View and VMware ThinApp. VMware does not disclose pricing and packaging of future releases.

8. **What is the product roadmap with respect to RTO Software products?**
   The relevant RTO Software technologies will be included in future VMware View releases.

9. **If I am an existing RTO Software partner, how will this affect my relationship?**
   This acquisition will provide an opportunity for RTO Software partners to continue their relationships with VMware. Partners can go to http://www.vmware.com/partners/programs/ for more information on becoming a VMware partner.

10. **How will VMware's partners benefit from this acquisition?**
    VMware partners will benefit from the integration of the RTO Software profile management capabilities with the VMware View solution enabling an expanded solution that addresses more customer use cases and requirements.

11. **How will VMware customers benefit from this acquisition?**
    RTO Software's Persona Management integrated with VMware View allows IT organizations to simplify and automate the capture and management of an end-user's personality while providing the richest end-user experience. Persona Management enables the following benefits for our customers:
    - Allows IT teams to centrally manage user data, settings, and application access in a secure environment while delivering a personalized desktop experience to end-users.
    - Enables different types of user groups, from task workers to knowledge workers, to enjoy the benefits that VMware View brings without compromising user desktop environment experience.
    - Helps business organizations have better security control, reduce compliance risks, and improve workforce productivity and process efficiency.

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Technology Q&A

1. **Does RTO Software Virtual Profiles solution use Microsoft roaming profiles?**
   No. RTO Software Virtual Profiles solves the most painful points that IT administrators have with Microsoft roaming profiles - profile corruption and uncontrollable logon/off time. RTO Software Virtual Profiles can use the same profile path that IT administrators have set up for roaming profiles, thus simplifying migration and improving compatibility.

2. **What is Persona management?**
   Persona Management is the management of user data, settings, and application access in a secure and centralized environment.

3. **Why is it important to include the RTO Software technology with Vmware solutions?**
   Persona management is a key feature that allows VMware to expand our reach while enabling VMware View to set the stage to deliver a cohesive personality management solution. This enables, VMware View to provide a complete solution to preserve user changes while applying image management with View Composer. IT organizations will be able to realize benefits from storage optimization and image management without sacrificing the ability of end-users to customize their desktop environments and access their user data anywhere and anytime.

4. **How does RTO Software integration with VMware View differ from other profile management solutions?**
   RTO Software Virtual Profiles technology is an integral part of the VMware View personality management solution, which also includes other features such as application provisioning. While other profile management vendors rely on best practices and "good user behavior" to ensure that data and settings are included in the Windows profile, the VMware approach is to manage a user's "personality". The user personality encompasses the unique user experience including user data, user settings, and application access, which is more than a Windows profile covers. By integrating personality management with other components, such as View Manager and View Composer, VMware View delivers a complete solution to solve our customer's problems holistically.

5. **What use cases will the integrated technology address?**
   There are many use cases that the integrated solution can address. Initially, this solution will focus on the following use cases:
   - Preservation of user settings and user data in a non-persistent pool environment.
   - Retention of settings for non-standard windows applications, including many custom-built applications, which write data and settings outside of typical Windows profile (aka the "badly behaving apps" problem)
   - Enablement of a persistent user experience of the desktop environment when IT administrators refresh the image or recompose the image for OS service pack, new application, etc. (used with View Composer)
   - Delivery of a consistent user personal experience for mobile and offline users.

For additional information on VMware View please go to:
http://www.vmware.com/go/view