



REACHSM REMOTE SUPPORT FOR SMART BUILDINGS

SCHEDULE A DEMO TODAY!

USPTO No. 10,848,567

SMART BUILDINGS THAT USE IOT PRODUCTS ARE 30% MORE EFFICIENT THAN TRADITIONAL BUILDINGS. Supporting these connected devices and sensors is critical for your customers. Customers need quick support and don't have time for long, frustrating calls with your support team. Having a remote solution that supports your building technology is invaluable.

HOW REACHSM WORKS: ReachSM is a remote support solution that allows you to see and interact with real-time device data, even *without Wi-Fi or cellular connection* on the device. Our patented technology authorizes a connection via Bluetooth proxy running on a mobile phone.

All you need is for the user to be in proximity of the device or equipment. The ReachSM solution can better connect, diagnose, and troubleshoot nearly any IoT product.

SECURITY: ReachSM security uses a personalized pin number that acts as a single use password. Data in the ReachSM system is encrypted in transport and never stored. Creating peace of mind for you and your customer.

EASE OF USE TECHNOLOGY: Your customer simply opens your app and connects using the ReachSM integration. That's it. You support rep now can fix the issue remotely in real-time without the customer's help.

REACHSM IS A REVOLUTIONARY SOFTWARE WITH GROUNDBREAKING TECHNOLOGY THAT'S CHANGING THE FACE OF CUSTOMER SUPPORT.

SIMPLE, QUICK SUPPORT: Call times are cut by 90%. Reach helps support reps take more calls in less time, helping more patients, decreasing call abandonment.



SCHEDULE YOUR DEMO TODAY. GIVE YOUR CUSTOMERS A SUPERIOR REACH EXPERIENCE.

CygnusReach.com

REACHsm CONNECTS TO THE DISCONNECTED

HOW IT WORKS

SMART PRODUCT



Product Malfunctions

1



FACILITY WORKER



CLIENT CONNECTS, SUPPORT CENTER TAKES OVER

YOUR SUPPORT CENTER



2

Customer opens your app and Enables ReachSM Support

3

Trouble shooting remotely begins by enabling ReachSM Support
Problem solved - Happy Customer



REACHsm CUTS CALL TIMES BY 90%
AND TECHNICIAN VISITS BY 75%.



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