



REACHSM REMOTE SUPPORT FOR SMART MANUFACTURING

SCHEDULE A DEMO TODAY!

USPTO No. 10,848,567

MONITORING EQUIPMENT ADDS COMPLEXITY IN THE FIELD

Condition monitoring can be done right with connected sensors and IoT. However, these additions add more complexity to your machinery. Downtime in most industrial sectors has an extremely high cost. Having a solution that supports IoT in your organization 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.

CONNECTIVITY: ReachSM works in almost any environment and practically any wireless product, securely and with data privacy built-in from the ground up.

EASE OF USE TECHNOLOGY: Your customer simply opens your app and connects using the ReachSM integration. That's it. Your 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%. No more long, frustrating calls wasting your customer's time and money, Reach will help support reps take more calls in less time, helping more customers, 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 EQUIPMENT



Equipment Malfunctions

1

MANUFACTURING DIRECTOR



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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