



cygnus
reach



REACHSM REMOTE SUPPORT FOR SMART AG

**SCHEDULE A
DEMO TODAY!**

USPTO No. 10,848,567

IOT IN SMART AGRICULTURE HELPS FARMERS MAKE MORE INFORMED DECISIONS TO ACHIEVE HIGHER CROP YIELDS AND BETTER QUALITY PRODUCE AND SAVE COSTS.

Having your company's equipment fail in the field is disastrous. Support in the field is complex at best. Your customer support rep needs to have the right solution to help them. If not, product reviews suffer and technician visits increase. Leading to decreased sales, lost profitability. Having a solution that supports your product 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. 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%. No more long, frustrating calls wasting your time and money, ReachSM helps support reps take more calls in less time, helping more customers, decreasing call abandonment and technician visits.



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

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REACHsm CONNECTS TO THE DISCONNECTED

HOW IT WORKS

SMART AG EQUIPMENT



Product Malfunctions

1



FARMER



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%, GETTING YOUR CUSTOMER BACK IN THE FIELD.

"We are seeing an 75% increase in efficiency on phone calls within our call center, lowering a 45 minute phone conversation down to 11 minutes. Our product support team increased their profitability by 350% because of Reach."

- NICK VON MUENSTER | SCALE-TEC, LTD.



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