



REACHSM REMOTE SUPPORT FOR SMART KITCHENS

SCHEDULE A DEMO TODAY!
USPTO No. 10,848,567

EQUIPMENT FAILURE AND KITCHEN DISASTERS WILL HAPPEN ANYWHERE.

IoT solutions help with continual low-cost, real-time monitoring and notification. However, these commercial kitchen customers need quick support for this connected equipment and don't have time for long, frustrating calls with your support team when things inevitably go wrong. 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.

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

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.

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.

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.



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

REACHsm CONNECTS TO THE DISCONNECTED

HOW IT WORKS

SMART KITCHEN EQUIPMENT



Product Malfunctions

1



CULINARY PROFESSIONAL



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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CygnusReach.com