



# REACH<sup>SM</sup> REMOTE SUPPORT FOR SMART MEDICAL

**SCHEDULE A DEMO TODAY!**

USPTO No. 10,848,567

**“THE NUMBER OF PATIENTS USING CONNECTED MEDICAL DEVICES HAS GROWN BY 44% EACH YEAR.”** Supporting these devices is critical for doctors and patients because failure is not an option when it comes to healthcare. End users need quick support and don't have time for long, frustrating calls with your support team. Having a solution that supports your product is invaluable.

**HOW REACH<sup>SM</sup> WORKS:** Reach<sup>SM</sup> 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 Reach<sup>SM</sup> solution can better connect, diagnose, and troubleshoot nearly any IoT product.

**SECURITY:** Reach<sup>SM</sup> security uses a personalized pin number that acts as a single use password. Data in the Reach<sup>SM</sup> 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 Reach<sup>SM</sup> integration. That's it. You support rep now can fix the issue remotely in real-time without the customer's help.

**REACH<sup>SM</sup> 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

# REACH<sup>sm</sup> CONNECTS TO THE DISCONNECTED

## HOW IT WORKS

SMART  
MEDICAL  
PRODUCT



Product Malfunctions

1



MEDICAL  
PROFESSIONAL



CLIENT CONNECTS,  
SUPPORT CENTER  
TAKES OVER

YOUR SUPPORT CENTER

2

Customer opens your app and  
Enables Reach<sup>SM</sup> Support

3

Trouble shooting remotely begins  
by enabling Reach<sup>SM</sup> Support  
Problem solved - Happy Customer

REACH<sup>sm</sup> CUTS CALL TIMES BY 90%  
AND TECHNICIAN VISITS BY 75%.

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CUSTOMERS A SUPERIOR REACH<sup>sm</sup> EXPERIENCE.

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