



## for Healthcare

SightCall is an enterprise-grade video cloud platform helping service leaders improve outcomes remotely. We blend the digital and physical worlds into a real-time collaborative environment that empowers healthcare providers and technicians while improving the patient experience.

### Improve Productivity and Outcomes

SightCall improves company productivity by drastically reducing the time, travel and resources needed to communicate and solve problems. Whether you are assisting a patient with their medical device or guiding a technician through a remote maintenance, our platform helps you deliver a connected experience that improves outcomes.

### Reduce Medical Device Downtime

Device downtime is a cost driver for providers and a barrier to treatment for patients. SightCall ensures maximum uptime for medical equipment, improving

service and overall provider experience. Customers experience a 55% first call resolution rate using SightCall before sending a truck roll.

### Reduce Unnecessary Visits

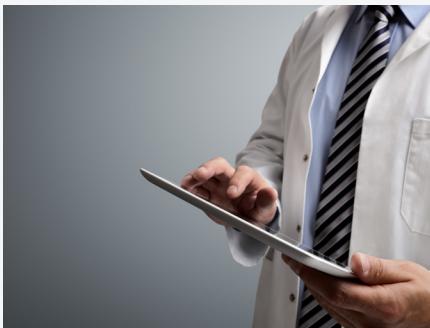
SightCall's remote visual support platform allows interaction with patients in real time. This addresses the health and safety of all parties, while immediately addressing patient concerns through the use of live video, pictures, annotation and document sharing.



## Customers



# Healthcare Use Cases



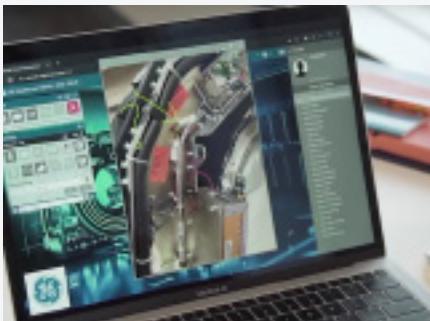
**Increase Patient Access**



**Support Nurse and Doctor Networks**



**Assist Providers Remotely**



**Assist Technicians Remotely**



**Medical Device Support**

# Features



Face-to-Face Video



Simple UI



Zoom



Pause Video



Ultra HD Photos



Annotation



Document Sharing



Video Recording (optional)



Low Bandwidth Requirements



Flexible Integrations



Security Compliance



Global Multi-Lingual Support



AR-Enhanced Video Calling



Mobile, Desktop and Wearables Compatibility



Screen Sharing and URL Co-Browsing



Geo Location



Offline/Online Mode



Remote Flashlight



Optical Character Recognition

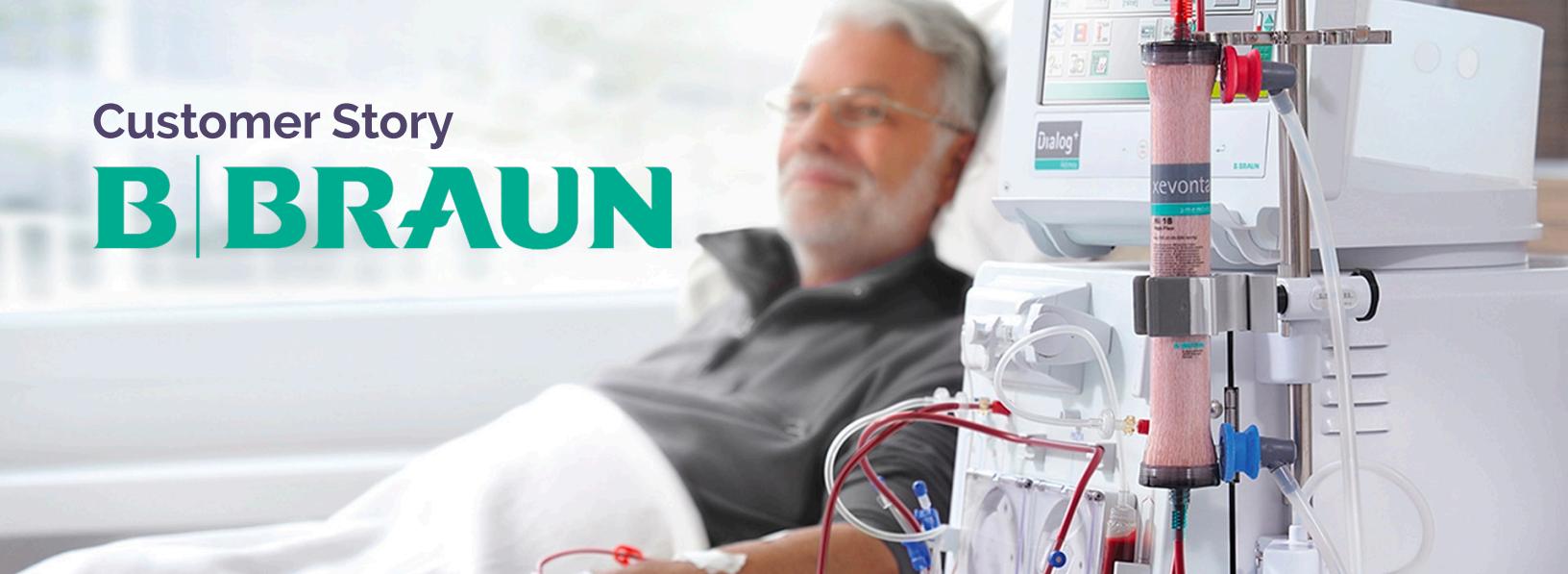


Barcode Scan



ID Scan

## Customer Story



### About B. Braun

B. Braun is a German medical and pharmaceutical device company and leader in infusion therapy and pain management. The company develops, manufactures and markets innovative medical products and services to the healthcare industry. B.Braun has more than 63,000 employees globally, and operates in more than 60 countries.



### The Challenge

Around 80,000 people in Germany currently depend on dialysis due to kidney failure. Dialysis patients must undergo long treatments at least three times a week in centers that can be far from home. This type of treatment complicates the life of the patient and takes away from their ability to work and spend time with their family. Home therapies are available, but less than 1% of patients use them because they are scared to operate the medical machinery without the help of medical professionals.

*"Digital technologies allow us to get in direct interaction with our patients and enhance their customer experience, confidence and independence – notably in home dialysis self-treatment. To have the ability of face-to-face communication with an expert helps the patients to feel more comfortable in case of technical problems or unexpected events. We prefer SightCall because of their seamless and powerful integration in our Salesforce-based patient application. SightCall's features and infrastructure guarantee reliability and scalability in other use cases as well."*

**- Dr. Jan Lessing,  
Director Digital Innovation Consulting**

### The Solution

B.Braun developed a new home service that empowers patients to receive kidney therapy from the comfort of their home. Patients receive a tablet pre-loaded with SightCall visual assistance integrated into Salesforce Lightning. With one click they can reach a medical provider with immediate access to the patient's Salesforce case history. The provider uses SightCall to see the patient's problem and guide them remotely through treatment.