



# 7 Reasons to Choose **SightCall**

.....  
The best platform for customer  
support and field service

## 01 LEADING VIDEO PLATFORM

.....

Real-time communication does not happen by accident. Since our founding in 2007, SightCall has continuously developed and refined every aspect of our platform. With over a decade of experience dealing with complex real-time communications, SightCall is an expert. Unlike other companies who use off-the-shelf components cobbled together without truly understanding the technology they are working with, SightCall knows the platform intimately because we built every part of it. SightCall built and owns the entire media stack from the cloud to the client.

## 02 RELIABLE SERVICE

.....

All network connection can suffer from unpredictable performance which can lead to broken video and frustrated users. This is especially true when using a mobile device where inherently unstable wireless networks are in use. The SightCall platform utilizes a combination of technologies to protect the video session even in the harshest of network environments. This includes technology such as advanced bandwidth estimation, packet loss concealment, media prioritization, and low latency jitter compensation. This technology combined with SightCall's advanced redundancy mechanisms and expert network operations team means we often exceed our stated 99.95% availability. You can have the confidence to rely on SightCall to perform when and where you need it.



### Deliver Measurable Results

**50%**

Reduced  
Truck Rolls

**69%**

Reduced  
Resolution Time

**81%**

Improved  
First Time Fix Rate

**41%**

Decreased  
Training Time



### 03 ROBUST ECOSYSTEM

.....

The SightCall platform integrates with numerous systems delivering the flexibility and power your demanding application requires including Amazon S3, Google Drive, Box, and Microsoft Azure. Additionally, global coverage for SMS communications is carried out in over 100 countries worldwide. The SightCall platform can be rapidly integrated into third party applications and services through an extensive set of open APIs and SDKs.

### 04 SEAMLESS INTEGRATION

.....

Workflow integration is a vital part of operating an efficient team. Too often the promise of third-party tools to improve efficiency only results in complications and silos of information that make it difficult to operate your team effectively. SightCall provides out of the box integrations into leading CRM and field service management platforms such as Salesforce, ServiceNow, Zendesk, and others, delivering a tightly integrated workflow for your team and customers. With SightCall's extensible microservices architecture and knowledgeable development team, it can be seamlessly integrated into your own proprietary system as well.

### 05 GLOBAL SCALABILITY

.....

The SightCall platform runs in over twenty data centers spanning five different continents delivering global coverage. SightCall technology automatically directs user connections to the best available data center. The result: reduced latency and stability for the best available quality of experience. Whether you're providing service across town or across the globe, you will experience the best possible video call empowering your team to complete their job the first time.

### 06 PRIVACY & SECURITY

.....

Your data and your customers' data deserve to be protected. It is SightCall policy to store only the data that is required in order to operate our service and enact protections to ensure maximum security. For this reason, SightCall is proud to be SOC2 Type II certified and GDPR and CCPA compliant. With SightCall you can trust that your data is protected and secure. SightCall also supports geofencing allowing organizations to maintain data sovereignty by keeping audio and video media localized to specified data centers within a region. Owning the entire end-to-end platform stack means we can harden it to ensure your data is protected.

### 07 GLOBAL ORGANIZATION



.....

SightCall is not only run on a global network, but we do business globally as well. With teams located across the globe we can provide the kind of support and regional expertise you expect in a local company. We've built our business and our product to satisfy the needs of all our customers and are committed to empowering all organizations to deliver better service with visual support.