



RevTwo Expands Offering to Deliver a Complete Smart Support Solution for IoT Products and Docker and Snap-based Services

Boston – [Feb. 21, 2017] – RevTwo, the company that launched in 2016 to bring smart support to applications, is now announcing its RevTwo Smart Support Platform for intelligent machines, devices, microservices, and consumer products. RevTwo was founded by the entrepreneurs who started Axeda, the world’s first Internet of Things (IoT) platform, which sold to PTC for \$170 million in 2014.

Legacy support solutions have not kept pace with the sophistication of the apps and products they are tasked to keep up and running. In fact, Forrester Research estimates that 42% of service agents are unable to efficiently resolve customer issues due to disconnected systems, archaic user interfaces, and multiple applications. RevTwo has created a smart support hub that connects companies to their products and customers in the field, completely reimagining the way support is delivered.

“RevTwo was founded on the belief that fast, easy support is a universal right—and need—for end users of any technology or product,” said Dale Calder, co-founder and chief executive officer, RevTwo. “We are on a mission to advance support to a level where it absolutely delights customers while saving valuable time and money for companies.”

The RevTwo Smart Support Platform connects the three main parts of a product experience, the customer, the smart product, and the organization. Designed to seamlessly work together each component can also be utilized on a stand-alone basis as part of an existing support infrastructure. It works with smart products of all shapes and sizes and on all popular technologies including iOS, Android, Linux, Windows, Docker, and Snap.

“Due to sheer complexity, support for connected products in the IoT market has been a laggard and somewhat of an afterthought,” said Ken Forster, Managing Director, Momenta Partners. “Now that the market is reaching its potential in terms of numbers of things connected, companies will need to address how to advance their support delivery.”

RevTwo enables automated issue resolution of common problems through an AI-based BOT, which packages the intelligence of a company’s best engineers. For more complex problems, remote product connectivity enables support agents to virtually be where your customers are and troubleshoot their systems. With chat, VoIP calling, ticket management, notifications, community support, and even screen sharing, companies and their customers have everything they need to communicate and get problems resolved quickly.

“Companies will not be able to avoid product issues altogether,” added Calder. “We want to help them eliminate the pain customers can experience when trying to have these issues resolved, and turn it into an opportunity.”

About RevTwo

RevTwo delivers a complete smart support solution for mobile apps, intelligent machines, devices, microservices, and consumer products. Founded on the belief that getting help when you need it is a universal right, the company is advancing support to make it easy for app publishers and enterprises to deliver on that commitment. RevTwo works with smart products of all shapes and sizes and on all popular technologies including iOS, Android, Linux, Windows, Docker, and Snap. Learn more and get started today at www.revtwo.com.

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