



A Smarter Future Awaits

Enhancing Daily Life on the Digitally Connected Campus



From the Internet of Things (IoT) to the Intelligence of Things

Zyter Smart Universities & Schools enables you to better manage your ecosystem and unlock the full potential of your connected IoT devices so that you can:

- **Improve Operational Efficiencies** – Simplify and automate day-to-day management tasks to achieve long-term efficiency improvements and significant cost reduction.
- **Make Smarter, Faster Decisions** – Get actionable insights so you can make intelligent and informed decisions faster using real-time data streams, comprehensive dashboards, incident reports and prescriptive actions.
- **Provide Intuitive Experiences for Stakeholders** – Using our human-centered design methodology, Zyter Smart Universities & Schools delivers an intuitive and seamless experience across a full range of apps and services – regardless of devices and data sources.
- **Improve Safety** – Identify and address potential issues quickly before they escalate using context-aware incident reporting, predictive analytics and contextual alerts.
- **Secure your Enterprise** – Ensure the highest levels of security at all times with the platform's 256-bit AES encryption along with built-in user identification and authorization.
- **Achieve Faster ROI** – Most organizations achieve return on investment within the first year of operation.

The university of the Digital Age is not your parents' alma mater. The integration of new technologies, like digital smart classrooms with interactive whiteboards, smart parking systems, navigation and wayfinding, as well as behavioral analytics is transforming campus life. What's more, staying connected via mobile digital devices to social media, global information, entertainment, educational content and more is a way of life for today's college students – and they expect the same personalized, contextual connectivity everywhere on campus. University management strategies are also changing as administrators seek better ways to harness digital technologies to make the campus run more efficiently and safely – providing the best on-campus experience for students and staff.

Zyter puts all of this is reach. And more.

Zyter Smart Universities & Schools is a highly secure, customizable and manageable solution that helps connect a university's disparate data systems, departments, and people to provide more actionable insights for improving campus operations as well as the student and faculty experience. It breaks down siloes of information – by integrating and consolidating data from all segments of the campus which you may already have or are planning to build – into one seamless interface. The result: complete visibility of what is happening across your campus including stakeholders, departments, resources and your entire network of connected devices and sensors.

A three-pronged approach helps higher education institutions holistically develop their digital strategies and offerings and implement them as smart campus technologies. As a result, administrators can maximize resources, improve safety, and integrate new learning technologies across the campus. And with access to online education resources and content on any digital device, students can benefit from personalized learning to improve their educational outcomes and enjoy a more meaningful university experience.

The Rewards of Being Digitally Connected

Zyter Smart Universities & Schools delivers three distinct ways to reap the benefits of a digitally connected campus:

- **Smart University and Connected Campus** – Enjoy a connected campus experience with embedded smart technologies for surveillance and security, facilities and utility management, campus navigation, on-campus transportation, and more. As a result, campus administrators can maximize resource utilization, minimize waste, and lower operational and labor costs. In addition, the Zyter platform delivers a single, seamless source of higher quality data from all connected technologies to drive better analytical insights and improved services.
- **Distance Learning and Online Collaboration** – Zyter smart classrooms bring collaborative remote learning to life for educators and students. Using multiple tools like interactive smart whiteboards, smart annotation, smart videos and more, students have unlimited access to educational resources, anytime, anywhere from virtually any device. From a live/recorded online classroom experience to attending virtual workshops, laboratories and training sessions, students always enjoy a seamless virtual experience. Plus you can take advantage of one of the most secure remote learning platforms for a continued learning experience. This empowers universities to boost enrollment by attracting a larger pool of remote students.
- **Seamless User Experience** – Deliver personalized attention to students and faculty by connecting with them in new ways for a more meaningful and productive campus experience. It enables personal, live engagement with students on mobile devices right from the admission and enrolment stage to smart campus navigation, private group and classroom chat, broadcast messaging, secure file transfer, and more. Faculty and staff have access to a dynamic dashboard with student data and behavioral analytics to predict student outcomes, increase student participation in campus activities, and view and respond to any student issues.

Keep your School Safe with the Zyter COVID-19 Suite.

The Zyter COVID-19 Suite contains all the smart digital tools to help you keep your campus open and everyone safe. Solutions include:

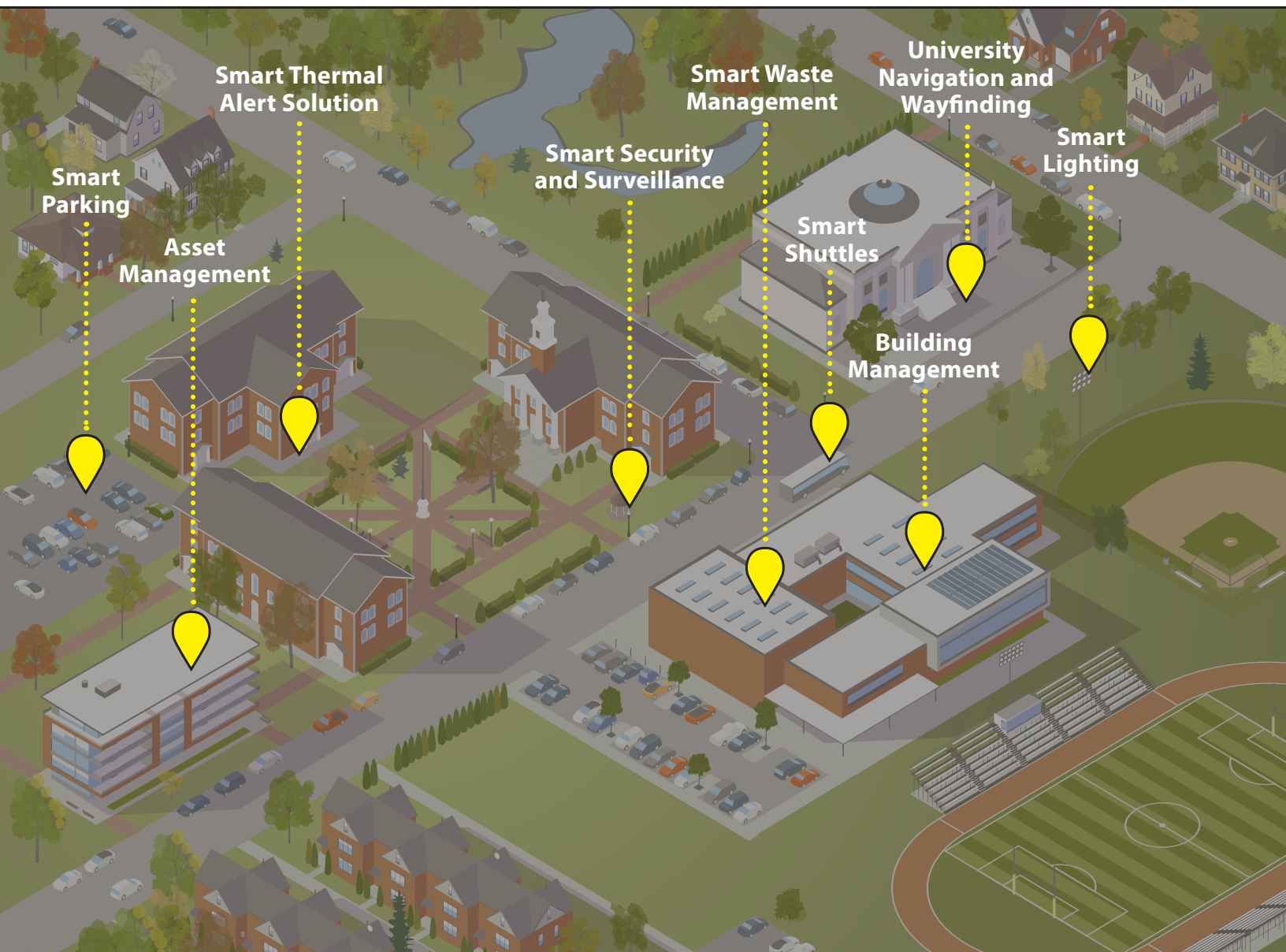
- Digital self-assessment health surveys on mobile devices
- Automated mass temperature screening and alerts with Zyter ThermalAlert™
- Bluetooth-enabled contact tracing
- Continuous real-time monitoring on a cloud-based portal

The COVID-19 Suite also supports secure collaboration among students, faculties, parents, administration and health agencies.

Smart Benefits for all University Stakeholders

Zyter Smart Universities & Schools goes beyond improving the student experience by also delivering value to university administration through broad and scalable advantages of increased security, accountability and ease of management of resources such as energy, water, waste, facilities and dormitories. Benefits include:

- Reduce cost of operations
- Improve the student experience
- Reach a larger audience of remote students
- Gain intelligent insights on student performance
- Introduce digital technologies with zero disruption to current operations
- Gain greater transparency of data for better decision making



Zyter Smart Universities & Schools integrates multiple technologies for a student-centric, efficient, secure, digitally connected campus.



About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.

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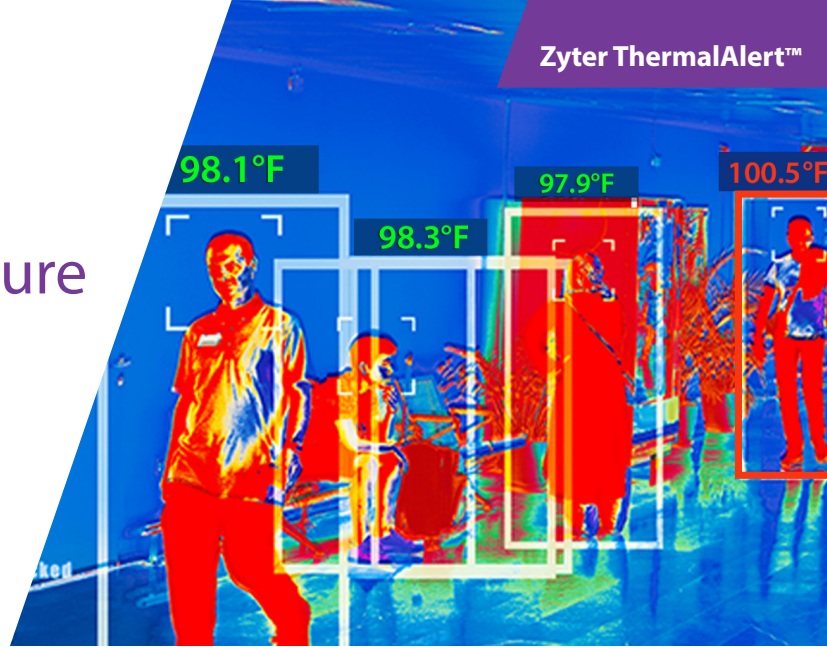
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Automated Mass Temperature Screening for COVID-19

Keep Your Workplace Open and Safe



Proven. Secure. Compliant.

- Zyter ThermalAlert is currently deployed at retail, commercial healthcare, and transportation facilities nationwide, as well as events and entertainment sites
- The system is currently live at a Military Treatment Facility (MTF) and is being deployed to 16 additional U.S. military hospitals due to its superior performance
- Security is assured with device-to-device 256 bit AES encryption as standard
- The system has Authority to Operate (ATO) at U.S. Department of Defense and Department of Veterans Affairs (VA) facilities
- Defense Health Agency (DHA) approval has been secured for governmental cloud deployment enabling prescreening and virtual care for COVID-19
- The Zyter platform is HIPAA, FedRAMP, FISMA, GDPR, PHIPA, and PIPEDA compliant

Zyter ThermalAlert is a dual spectrum thermal imaging solution that delivers continuous, real-time, no-contact temperature monitoring.

As businesses and organizations transition to a new normal due to COVID-19, safety has become paramount. Where there are high concentrations of people – hospitals, office buildings, schools, shopping malls, airports and train stations, for example – new steps must be put in place like temperature monitoring to keep people safe. Identifying those with elevated body temperatures before they enter a building enables them to be redirected to a different entrance or removed from the general population.

Unfortunately, most available temperature monitoring solutions require manual intervention and are typically limited to one person being checked at a time. Not only does this create long lines and delays, the close contact that occurs during human-to-human temperature screening increases the risk of exposure for both parties. What's more, many thermal imaging solutions take time to implement or integrate into existing networks, causing further delay and frustration.

Fortunately, there's Zyter ThermalAlert – a smart imaging system that supports automated, accurate mass temperature screening. Setup options include stand-alone, central or drive-through detection modes and include the ability to connect to an existing network. Best of all, Zyter ThermalAlert can be up and running as a stand-alone solution in just 48 hours.



Identify Individuals with Fevers Prior to Building Entry

Zyter ThermalAlert is a dual spectrum thermal imaging solution that delivers continuous, real-time, no-contact temperature monitoring. It is able to measure human body temperature (between 86°F to 113°F) of up to six people simultaneously within the temperature detection zone from a distance of up to 20 feet. This far surpasses other available solutions which typically can only detect human temperatures from a distance of 1-6 feet.



Case Study: CarePoint Health

Client

A New Jersey-based healthcare provider operating three facilities: Bayonne Medical Center, Christ Hospital in Jersey City, and Hoboken University Medical Center.

Approach

Deploy 12 Zyter ThermalAlert imaging cameras in a stand-alone configuration, divided equally among the three facilities.

Results

Zyter ThermalAlert has created a safer environment for employees and visitors, enabling the hospitals to resume scheduling elective surgeries.

"Temperature scanning systems provide fast and reliable results on easy-to-read digital screens and allow us to triage every visitor and employee who enters our facilities, creating another layer of safety for our patients and staff."

Vijay Singh

Chief Hospital Executive,
Bayonne Medical Center

If a high temperature is detected, SMS, email and/or single/multi-camera smart alerts are sent to individuals and care teams via monitors, mobile devices or the Internet. With a detection time of less than one second and accuracy of $\leq \pm 0.5^\circ\text{F}$, it's now possible to identify individuals with a fever before they enter your facility so you can keep your workplace open while protecting both employees and visitors.

Flexible Deployment Options

Zyter ThermalAlert can be deployed as a stand-alone system or upgraded for enterprise-wide or multi-site integration as an IoT platform with secure messaging and secure collaboration. Common deployments include:

- Primary access monitoring to manage the flow of people at the primary entrance door of a facility (typical order is two units per main door)
- Secondary access monitoring to monitor the flow within a facility (4-8 units to monitor single, low volume entryways or with a single control room monitoring all cameras)
- Drive-through clinics and tents using four cameras; images can be managed on a single iPad or tablet

Advanced Thermal Camera

Zyter could not source a suitable, rugged, high performance camera so we developed our own. ThermalAlert includes a high-resolution (1920 x 1080 pixels) thermal camera and visual light. Our proprietary camera calibration software ensures accuracy and helps identify people at higher risk for infection based on a configurable range of temperature readings. Cameras can be integrated with Zyter's AI and automation-based platform if desired.



Customizable Dashboard for Real-Time Monitoring

Zyter ThermalAlert includes a customizable dashboard that displays optical and thermal images, as well as body temperatures. From the dashboard, users can monitor images and send alerts to care teams. In addition, an infection control module can be applied to identified cases for additional analysis and reporting.



For More Information

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Zyter Member Engagement™ for Healthcare Payers

Deliver a More Personal, Engaging, and
Meaningful Member Experience



Fast. Secure. Future Ready.

Zyter Member Engagement™ delivers a portal and mobile app with reliable speed and performance – plus the highest level of security and the flexibility to modify the solution to meet members' future needs.

- Easy claims, authorization and explanation of benefits look up
- Chatbot integration with secure messaging
- Comprehensive billing and payments functionality
- Access to 24x7 Nurse Advice Line
- Ability to tailor features to meet changing member needs
- Medical card printing and mailing
- HIPAA compliance for patient/member privacy
- Military-grade security with end-to-end encryption

Engaging today's tech-savvy healthcare plan members through online portals and mobile devices is a smart idea – unless these channels are slow and unreliable, difficult to navigate, and frustrate users instead of helping them. Even the most feature-laden mobile app will get bad reviews if users cannot get an instant response after they click a link to the information they need. Unfortunately, outdated and underperforming technology contributes greatly to a poor member experience and that can result in losing your members to a competitor's plan, as well as reduce your competitive advantage when seeking new payer contracts with providers.

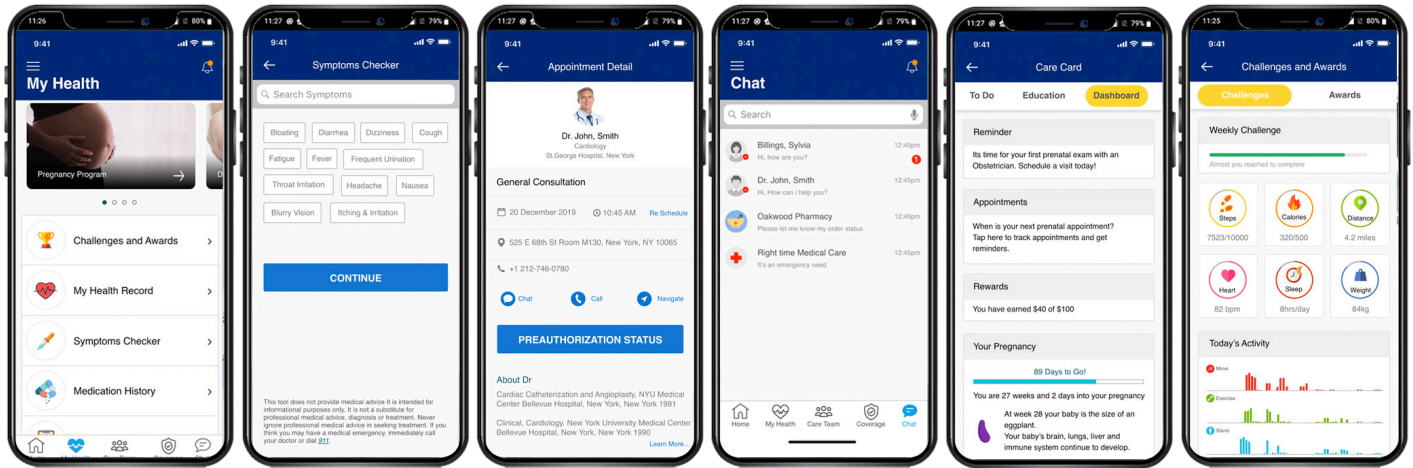
Fortunately, Zyter Member Engagement™ has the speed, security, features, and flexibility to help healthcare payers provide a highly satisfying member experience.

Zyter Member Engagement™ consists of an online member portal and mobile app for iOS and Android to provide healthcare plan members with anytime, anywhere access to their plan details and health information – plus give them an easy, personalized way to communicate and collaborate with both payer and healthcare providers.

Rich Features. Powerful Functionality.

Zyter Member Engagement boasts an enhanced user interface on both portal and mobile app for a modern design and simplified navigation. Key features include:

- **Personalized Home Screen** – Zyter Member Engagement instantly engages members with customized content based on their health plan, conditions, gender, and other personal preferences. Members can bookmark contact information for their preferred physicians on a "favorites" list for quick reference.
- **Simplified Access to Healthcare Information** – The user interface displays the member's updated medication list and includes a symptom checker that provides recommendations for care. Using the advanced Search function, members can easily find nearby pharmacies and urgent care facilities, as well as links to urgent care providers offering virtual appointment options. They can also use the Cost Estimator in the portal or app to research the costs of certain procedures and doctor visits based on historic claim information.



- Provider-Patient Chat** – A chat feature enables patients and providers to connect virtually through secure, two-way secure messaging. Providers can collaborate with notes, links, and files to deliver effective care from a remote setting, especially valuable during the COVID-19 pandemic when physical appointments are discouraged or restricted.
- Secure Uploading of Documentation** – Members can save time and expedite communication by uploading supporting documentation within the mobile app using their mobile device camera instead of faxing or mailing them to the healthcare company.
- In-App Plan Changes and Upgrades** – Designed for flexibility as the insurance needs of members change over time, the Zyter portal and mobile app lets plan members easily shop for and upgrade to a new plan within the payer’s marketplace.
- Secure, Two-Factor User Authentication** – The highly secure, HIPAA-compliant Zyter Member Engagement portal and mobile app provides two-factor user authentication using text or email, plus secure messaging/push notifications to send health and account-related messages to members. Members themselves also can securely upload and send documentation to the payer. Bill payments are also made secure with the ability to scan checks, pay with a credit card, or through Apple Pay and Google Pay.

Fortune 500 Health Plan Provider Gains Competitive Advantage

Technology strength is a key differentiator in the competitive healthcare marketplace. Zyter’s client, a Fortune 500 healthcare payer, deployed the Zyter Member Engagement mobile app for millions of members. The Zyter solution replaced an existing underperforming mobile app on a sluggish legacy web services system that was getting poor member reviews. The company not only increased member acceptance and satisfaction, but also won new payer contracts with states thanks to the competitive advantage of supporting member engagement with a modern, highly responsive technology stack.

Put Your Plan at Your Members' Fingertips. Anytime and Anywhere.

The Zyter Member Engagement™ portal and mobile app can be customized with your choice of features that are most meaningful to your member demographics, including these typical core requirements for keeping plan members continually engaged and informed:

- Member registration
- Nurse advice line
- Find a doctor (Map view, current location, links to directions)
- Change PCP
- Virtual care links
- Electronic ID card
- My Health
 - Medications
 - Care plans
 - Allergies
 - Conditions
 - Assessments
 - Service authorizations
 - Inpatient and ED admissions
 - Lab results
- Get a ride
- Contact Us with linked phone numbers
- Current benefits
- Enrollment history
- Pay bill, auto pay, and statements
- Secure messaging
- Update profile
 - Email address
 - Phone number
 - Password

Enhance Your Member Experience Initiatives

Zyter Member Engagement makes a positive difference in the following ways:

- Enhance and improve member engagement and their overall experience
- Ensure fast response time of portal and mobile app technology
- Drive positive member ratings and reviews
- Increase member adoption of user portal and mobile app
- Gain flexibility and readiness to add future member experience enhancements

Zyter Member Engagement™ has the speed, security, features, and flexibility to help healthcare payers provide a highly satisfying member experience.



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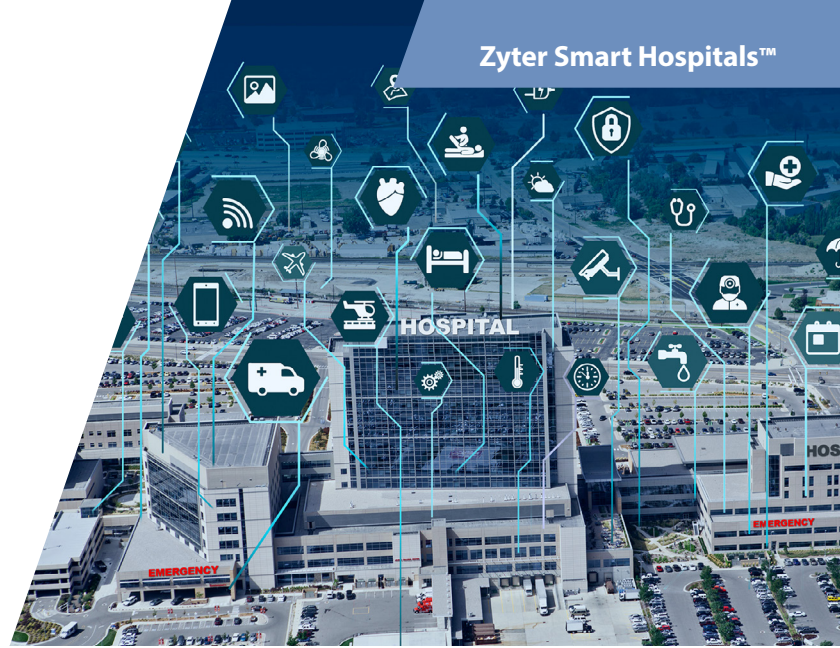
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Zyter Smart Hospitals™

Intelligent Integrated Solutions for Physicians, Patients, and Asset Management



Making Hospitals More Efficient with the Internet of Things (IoT)

- **Optimize Care Communications** – Care teams communicate and collaborate with contextual patient information in real-time on the Zyter secure mobile app, so patients receive care when, where, and how they need it.
- **Function More Efficiently** – Zyter simplifies and automates day-to-day facility management tasks to realize long-term efficiency improvements and significant cost reduction.
- **Keep the Focus on Patient Care** – From monitoring vital signs, to medical supply logistics and scheduling, Zyter digitizes daily tasks so hospital care teams can regain control of their time and can spend more time on patient care.
- **Increase Building Efficiencies** – Hospitals can increase the efficiency of building operations by leveraging sensor-based data insights from Zyter's intelligent building automation and control systems.
- **Compliance with Local and Global Regulations** – Zyter Smart Hospitals is HIPAA compliant and can be easily customized to meet all regulations in the ever changing healthcare landscape.
- **Improve Patient Satisfaction** – Using our human-centered design methodology, Zyter delivers an intuitive and seamless patient experience across a full range of apps and services — regardless of devices and data sources.

Digital transformation in healthcare is evolving at a rapid pace as hospitals seek smart Internet of Things (IoT) digitized technology solutions to improve patient/physician engagement, drive more efficient care team collaboration, and make quality post-surgical patient care more accessible at home. And in today's competitive healthcare landscape, hospitals also need the operational efficiencies and cost advantages that a smart, IoT-enabled building with automated facilities monitoring can provide.

Ensuring a superior patient experience is also driving the transformation to the smart hospital. While they have readily embraced new modalities of telehealth and remote patient monitoring in the convenience of their homes, today's patients also expect that ease and convenience when they must visit a hospital as an outpatient. Hospitals that are able to provide a patient experience that is personal, safe, and easy to navigate will earn the highest satisfaction ratings.

Zyter Smart Hospitals is the end-to-end intelligent solution to help hospitals meet all of these challenges and realize the benefits of the digitally connected hospital.

The Intelligent Way to Monitor Patient Care and Facilities

Zyter Smart Hospitals is a highly secure, customizable, and manageable solution that connects a hospital's disparate data systems, departments, and people using the latest IoT devices on Zyter's robust and reliable digital healthcare platform. Trusted by Qualcomm® to be the foundation of its Smart Cities Accelerator Program, Zyter Smart Hospitals breaks down silos of information by integrating and consolidating data into one seamless interface.

Zyter's single digital platform integrates patient device monitoring, patient tracking, medical asset monitoring and tracking, care team collaborative communication capabilities, and a patient-facing hospital navigation app, plus smart monitoring of HVAC, lighting and security for a comprehensive, intelligent solution. The result: complete visibility of what is happening across your hospital – from the patient's room, to the operating theaters, to vaccine storage, to the location of medical equipment, to the boiler room, and more – through an entire network of connected devices and sensors.

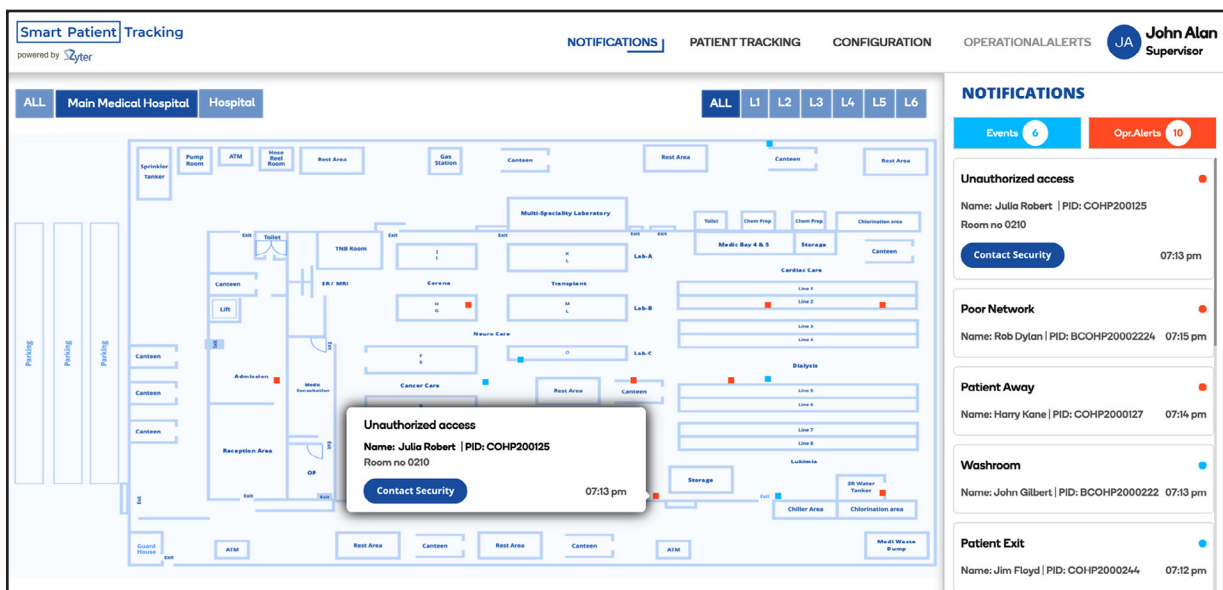
Ready for 5G Connectivity

Zyter Smart Hospitals empowers hospitals of all sizes to easily upgrade from an older, hard-wired custom IT infrastructure and Wi-Fi to a private 5G-enabled IT or cellular network with greater bandwidth, security, connectivity, and capacity that multiple next-generation IoT devices require. Through our partnership with Qualcomm and other telecom companies, Zyter provides everything for the transformation to the smart hospital – from the innovative IoT devices themselves to the highly secure digital platform as well as access to our partners' connectivity services.

A Healthier Ecosystem: The Smart and Digitally Connected Hospital

Zyter Smart Hospitals transforms the hospital ecosystem, from security and safety systems for patients and medical assets, to mobile care team collaboration solutions, and complete building monitoring systems.

- **Hospital Bed Device Monitoring** – Improved patient safety and outcomes are at the core of the smart hospital concept and that requires real-time patient information. Zyter Smart Hospitals collects and integrates physiologic data from all of the different medical devices that are connected to the patient in the hospital bed – such as oxygen rate, heart rate, blood pressure, glucose levels, IV drip rate, and more. Nurses receive intelligent alerts on any changes to the patient's condition so they can respond with prompt care.
- **Mobile Navigation for a Better Patient Experience** – Zyter's Bluetooth-enabled, patient-facing mobile hospital navigation app ensures that outpatients have a minimal touch experience whenever they go for an appointment or procedure at the hospital. From the time they pull into the parking lot, the Zyter app guides them to the nearest parking lot and space. Once they enter the hospital, the app gives them step-by-step directions directly to the location of their appointment – and even alerts them on how long they will be waiting for the doctor. The result: a seamless, superior patient experience.
- **Patient Tracking** – To increase patient safety, the patient tracking capability of Zyter Smart Hospitals detects and alerts staff whenever a disoriented dementia patient, or any flight-risk patient, attempts to leave the hospital room or exit the hospital. Additionally, Zyter's seamless integration with IoT wearables can provide patient data on exercise, sleep patterns, and electrocardiograms to help physicians more quickly diagnose emergent issues and intervene sooner.
- **Asset Monitoring** – Zyter Smart Hospitals provides a single interface for better visibility, maintenance, control and safety of all medicines and vaccines, as well as the real-time location availability of critical medical assets such as wheelchairs, defibrillators, and more. Smaller than a penny, Zyter's Bluetooth-connected asset monitoring devices can attach to an EpiPen or small vaccine bottle to constantly monitor the temperature and alert on any changes. For example, Zyter's solution can monitor the chain of custody of a vaccine all the way from production, to the hospital, to the time it is given to the patient.
- **Smart Facilities** – Beyond the hospital room, Zyter Smart Hospitals gathers data and provides insights on smart building management. Zyter leverages transformative technologies such as 5G, artificial intelligence (AI) and IoT to ensure smart energy management, including lighting, power supply, smart meters, HVAC and wireless power. In addition, the solution's vision analytics include smart surveillance through video cameras to detect patient/staff movement, unauthorized access and unidentified object detection.



Zyter Smart Hospitals detects and alerts staff whenever a disoriented dementia patient, or any flight-risk patient, attempts to leave the hospital room or exit the hospital.

- **Remote Patient Monitoring** – Zyter brings the hospital to the patient’s home. The remote patient monitoring (RPM) feature of Zyter Smart Hospitals enables physicians to monitor the condition of post-surgery patients at home, resulting in a reduction of the number of hospital readmissions. A pre-programmed 4G-enabled device is used by patients to seamlessly track and transmit their physiologic data to the physician from home medical devices, such as blood pressure cuff, digital weight scale, and glucometer. The physician receives an alert if the patient’s readings are out of range and can act quickly to resolve the issue and avoid a readmission to the hospital.

Smart Benefits Across the Entire Hospital Ecosystem

- Respond faster to patient issues while away from the hospital and improve patient outcomes with anywhere, anytime alerts on the patient’s condition, and instant, contextual collaboration and communication with care teams
- Improve safety and care for dementia and Alzheimer’s patients, and other flight-risk persons, with patient tracking both inside the hospital and outside its walls
- Reduce the number of post-surgical readmissions, improve patient outcomes, and reduce patient’s healthcare costs with remote patient monitoring (RPM)
- Increase safety and patient satisfaction by providing a simple, minimal touch experience for outpatient hospital visits using real-time navigation on a secure mobile app
- Reduce operational costs and improve efficiencies with real-time monitoring of utilities, HVAC systems, security systems, and other facilities-related maintenance tasks
- Create a better, less stressful work environment for nurses and physicians with intelligent alerts from the IoT devices connected to the patient – ensuring that care teams know which alerts to respond to first
- Improve operational efficiencies with asset tracking to ensure the location and availability of costly medical equipment at all times – and protect the viability of vaccines, medicines, and other biologics that require a controlled temperature



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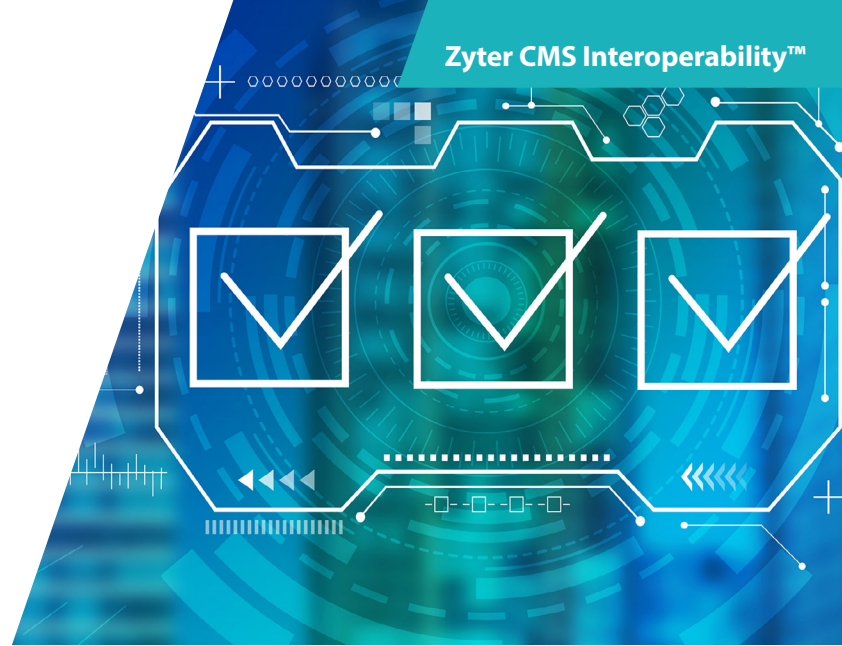
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Faster, Simpler Compliance Starts Here

Meet the January 1, 2021 Deadline



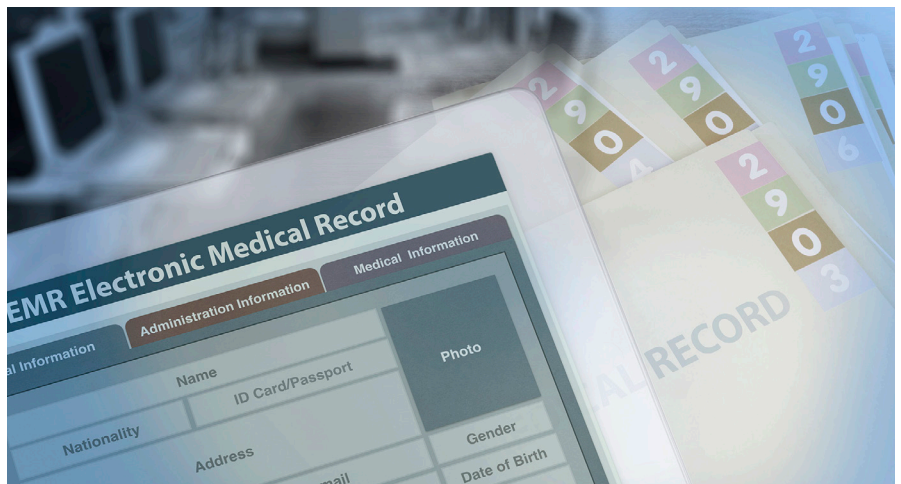
Zyter CMS Interoperability at a Glance

- Out-of-the-box connectivity to leading EHR, payer and provider systems
- Scalable to large data volumes
- Complete FHIR® solution with FHIR repository
- FHIR® 4.x support
- Over 1,300 formats and data elements mapped to FHIR
- Provider and payer data integration
- Support for OAuth and other required security protocols

On March 9, 2020, CMS released CMS-9115-F and the Office of the National Coordinator for Health Information Technology (ONC) finalized technical, content and vocabulary standards in the 21st Century Cures Act Final Rule. This ensures clinical information is more easily available to patients through third-party applications of their choice, utilizing standards-based FHIR APIs, provider directories and payer-to-payer data exchange.

To ensure compliance, all healthcare insurance payers must transform their IT infrastructure to adopt new interoperability procedures and standards to provide secure visibility, access, and exchange of patient data. No easy task and the clock is ticking. January 1, 2021 is the first of a series of compliance deadlines – and healthcare organizations and payers not in compliance with an interoperability solution will face penalties and hefty fines.

Fortunately, Zyter CMS Interoperability enables payers to meet all of the requirements of the Interoperability and Patient Access regulation with ease.



Secure, Real-Time Management of the Electronic Health Record (EHR)

Zyter gives healthcare organizations and insurance payers the ability to provide patients/members with access to and full visibility of their medical records across all organizations and payers. As an experienced technology partner, Zyter provides the

required converted APIs available for immediate use – out of the box – that organizations can deploy quickly to meet all compliance deadlines. Moreover, Zyter’s seamless interoperability solution has its own integrated platform that works with disparate systems across any enterprise. It also supports multiple digital communication types – email, chat, mobile, and more – all with secure, standardized encryption that ensures that everything shared between healthcare organization, payer, and patient/member is in strict compliance.

Interoperability standards also make it possible for patients and insurance plan members to access their personal data using their choice of Web-based payer portal or their preferred mobile app. As a result, they can have their EHR and all payer records and interactions in the palm of their hand anytime they need them. As a result, healthcare organizations can improve the customer experience.



Connecting Payers and Patients

Zyter CMS Interoperability is a HIPAA-compliant, cloud-based agile interoperability platform that can be deployed with ready-to-use converted APIs and process libraries in just days. This end-to-end solution securely and seamlessly connects disparate payer systems to provide members with real-time access to and portability of their health records. But Zyter offers more than a point technology solution. Zyter CMS Interoperability also provides the groundwork for a richer data-driven organization that not only ensures regulatory compliance, but also drives patient/member satisfaction as they gain new visibility and control of their personal health data.

Meet 2021 Compliance Deadlines

Zyter CMS Interoperability is a HIPAA-compliant, microservices-based healthcare cloud platform to enable EDI, HL7 and SMART on FHIR Integrations using APIs. Built upon a next-generation healthcare architecture and powered by the integrated Zyter Core platform, this solution helps healthcare payer organizations meet all of the four key areas of compliance requirements:

- 1. Data Access and Exchange** – Using standards-based APIs out of the box, Zyter can help you provide patient/member access to select claims and personal clinical information through third-party applications of their choice. Zyter CMS Interoperability also makes provider directory information publicly available via standards-based API (e.g. provider name, address, specialty), as well as pharmacy directory data for select MA organizations that offer a MA-PD plan. Additional capabilities include patient consent management and the flexibility to exchange information with payers through any third-party app of their choice.
- 2. Data Management** – Zyter simplifies interoperability with a single data model for clinical, claims, and administrative data assets as well as a robust master patient index. In addition normalization can be used to streamline interoperability of data across disparate healthcare entities using standardized values based on healthcare data standards.

- 3. Security** – The highest levels of security is ensured through role-based restricted access, end-to-end 256-bit AES encryption and HIPAA, ISO, SOCII Type II, and HISP certifications.
- 4. Integration** – Zyter works with a wide variety of communication protocols (SFTP, HTTPS, DSM, ODBC/JDBC), built-in parsers (flat file, C-CDA, HL7, X12, FHIR) and major interfaces (EMRs, payers, lab systems, Rx feeds, and customizable fast mapping interfaces).

Compliance. It's Just the Beginning.

Beyond the current regulatory compliance needs, you can count on your adoption of Zyter CMS Interoperability to be the foundation of interoperability solutions that position your organization for continued improvements in quality, cost control, member experience, and data management. Zyter's technical experts can advise you on how to take your interoperability strategy to the next level.



For More Information

To learn more about Zyter CMS Interoperability or to arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/healthcare.

About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.



Helping Manufacturers Stay Open and Stay Safe



Deployed at Dozens of Distribution Centers

A large manufacturing retailer has deployed Zyter ThermalAlert at dozens of its distribution centers and its corporate office locations throughout the United States. A thermal camera is mounted in an unobtrusive location and positioned to focus on the main employee entrances at each location and performs mass temperature scanning on more than 200 employees entering and leaving per shift. The military-grade camera runs 24/7 to accommodate continuous temperature monitoring across the distribution center's two daily shifts. The distribution centers have all remained open since ThermalAlert was installed.



The COVID-19 pandemic has dramatically disrupted business as usual and especially those in the manufacturing industry. Manual temperature checking is helpful, but it is slow, creates long lines and puts people at risk.

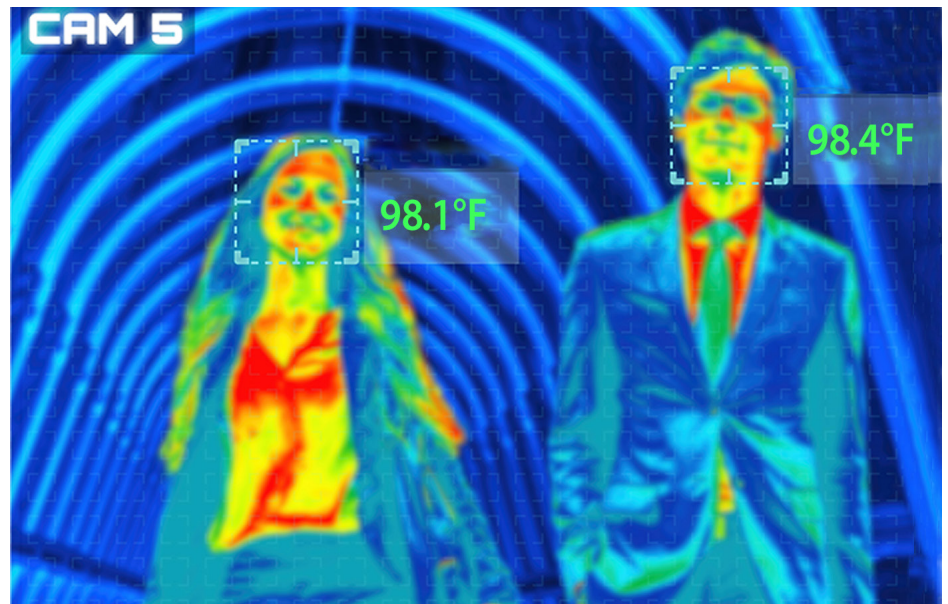
Zyter has a better way.

Build a Four-Layered Defense Against COVID-19 Spread

Zyter COVID-19 Suite™ consists of four integrated digital screening, thermal imaging, contact tracing and monitoring tools to help organizations keep personnel safe from spreading the COVID-19 virus in their work environment. Also available as stand-alone solutions, each component can be deployed quickly outside and inside factories, manufacturing facilities, warehouses and distribution centers, or anywhere large groups of people are in close proximity.

- **Zyter Daily Health Pass™** – Zyter Daily Pass is digital health self-assessment survey in which persons respond to questions about any possible exposure to COVID-19. Individuals can download the Zyter Daily Pass mobile app to their phone, answer the questions, and scan the survey barcode at a digital kiosk at the building entrance. Alternatively, they can complete and submit the survey on the kiosk's touchscreen. Those persons who answer "yes" to any questions receive a red pass denying them entrance and can be redirected for additional screening.

Zyter COVID-19 Suite™ consists of four integrated digital screening, thermal imaging, contact tracing and monitoring tools to help organizations keep personnel safe from spreading the COVID-19 virus in their work environment.



- **Zyter ThermalAlert™** – Zyter ThermalAlert is a dual-spectrum, thermal imaging solution that delivers continuous, real-time, non-contact temperature monitoring. It is able to measure the body temperature (between 86 – 113 degrees Fahrenheit) of up to six people simultaneously within the temperature detection zone from a distance of up to 20 feet, much farther than the 1-6 feet industry average. With a detection time of less than one second and accuracy of $\leq \pm 0.5$ degrees Fahrenheit, the Zyter thermal camera sends smart alerts instantly to monitors at the entrance. If one or more persons are identified by the system as having an elevated body temperature, they can be redirected by security personnel or an administrator for additional screening.
- Zyter also offers **Digital Contact Tracing** using smart Bluetooth-enabled wristbands worn by employees to track and record real-time data on their proximity to each other on a daily basis, as well as an **Enterprise Portal** that provides a comprehensive view of alerts and other data from the Zyter COVID-19 Suite of solutions.



For More Information

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From Buildings to Cities, Smarter is Better

Better Management, Efficiencies and Experiences with **Zyter SmartSpaces™**



From the Internet of Things (IoT) to the Intelligence of Things

Zyter SmartSpaces enables you to better manage your ecosystem and unlock the full potential of your connected IoT devices so that you can:

- **Improve Operational Efficiencies** – Simplify and automate day-to-day management tasks to achieve long-term efficiency improvements and significant cost reduction.
- **Make Smarter, Faster Decisions** – Get actionable insights so you can make intelligent and informed decisions faster using real-time data streams, comprehensive dashboards, incident reports and prescriptive actions.
- **Provide Intuitive Experiences for Stakeholders** – Using our human-centered design methodology, Zyter SmartSpaces delivers an intuitive and seamless experience across a full range of apps and services – regardless of devices and data sources.
- **Improve Safety** – Identify and address potential issues quickly before they escalate using context-aware incident reporting, predictive analytics and contextual alerts.
- **Secure your Enterprise** – Ensure the highest levels of security at all times with the platform's 256-bit AES encryption along with built-in user identification and authorization.
- **Achieve Faster ROI** – Most organizations achieve return on investment within the first year of operation.

Whether it's a small campus, a mid-size enterprise or a large city, modern spaces are already using sensors and devices to monitor everything from lights and parking to air quality and waste management. Unfortunately, not all systems are integrated seamlessly, making it difficult to obtain a clear view of current events and conditions across the spectrum of solutions. What's more, despite access to mountains of reported data, extracting actionable intelligence and insights for more informed decision making still remains a challenge for stakeholders.

Fortunately, there's Zyter SmartSpaces™.

Trusted by Qualcomm® to be the foundation of its Smart Cities Accelerator Program, the Zyter SmartSpaces Platform breaks down silos – by integrating and consolidating data from IoT devices and applications you already have – into one seamless interface. The result: complete visibility of what is happening across your entire network of connected devices and sensors.

In addition to receiving instant alerts and notifications about issues that matter, you can drill down through the layers of data and focus on solving problems using analytics and historic trends. You'll be able to make informed and intelligent decisions that not only improve operational efficiencies, but also enhance the quality of life – for employees, workers, residents and citizens. As the platform learns and evolves, it becomes capable of taking decisions on its own, based on rules, policies and outcomes defined by stakeholders, eventually making the vision of self-managed spaces a reality.

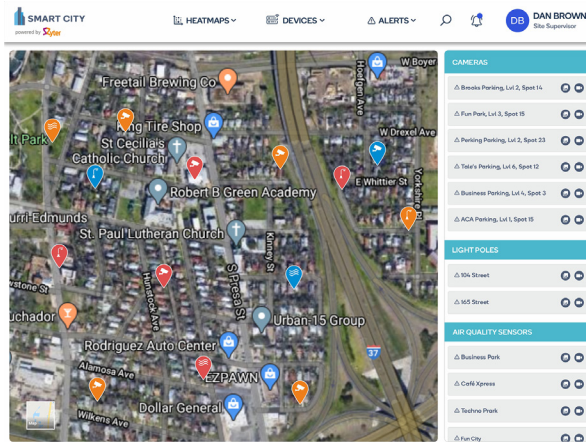
***Zyter SmartSpaces Platform breaks down silos –
by integrating and consolidating data from IoT
devices and applications you already have – into one
seamless interface.***

Turnkey Implementations Across Multiple Industries

Due to the flexibility and scalability of Zyter SmartSpaces, it can be used across multiple industries and for many diverse applications. Here are just a few examples:

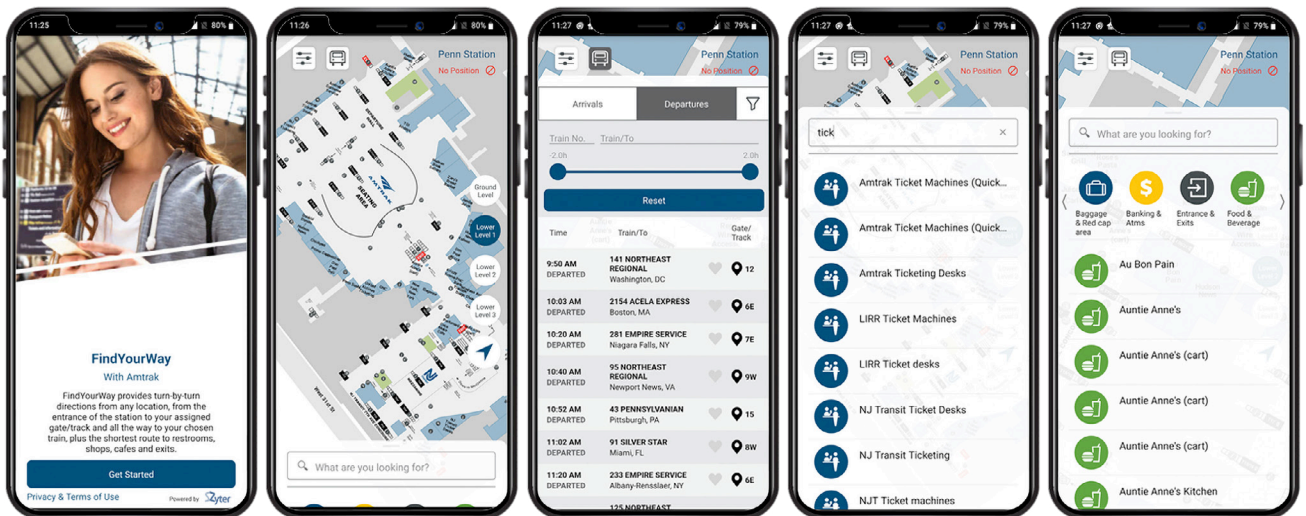
- Command and Control Management System for Cities and Communities –**
 In partnership with Qualcomm Technologies and by leveraging its existing Smart Cities network, Zyter SmartSpaces is being deployed as a plug and play Smart City as a Service (SCaaS) solution. Solutions from multiple different device vendors are integrated into the

Zyter SmartSpaces ecosystem to provide end-to-end visibility and management across cameras, street lights, parking, building energy management, asset tracking, air quality sensors, waste management and more. This will enable cities and communities to unlock the management potential and efficiencies promised by the widespread deployment of IoT devices.



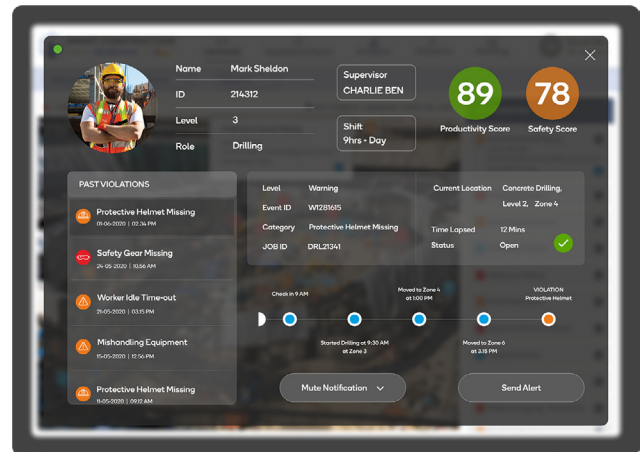
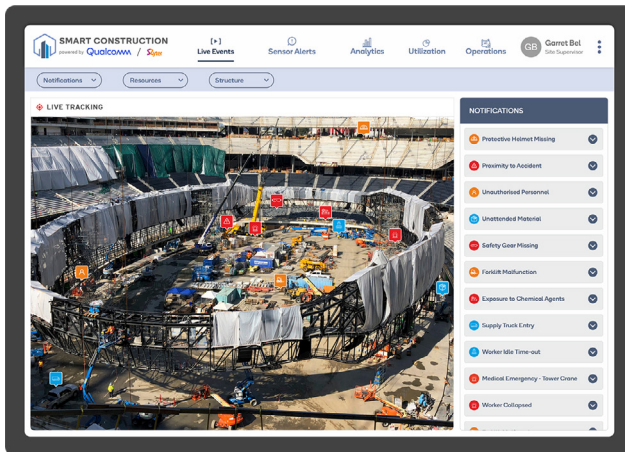
Zyter SmartSpaces is being deployed as a plug and play Smart City as a Service (SCaaS) solution.

- Rapid Transit Stations –** Zyter SmartSpaces is deployed inside New York Penn Station where it is the foundation for FindYourWay, Amtrak’s real-time customer information and indoor way-finding app. Once downloaded on an Android or iOS device, FindYourWay provides the platform, train, and boarding information for commuters. It also provides relevant directions and information on points of interest (POIs) within the station based on a user’s precise location, including platforms, exits, ATMs, and restaurants. Additionally, the app also enables cross-sell and upsell opportunities for businesses in Penn Station through coupons and location based advertising.



Managers can drill down and access worker productivity and safety scores and easily track resource utilization, equipment utilization, scheduling and budget.

- Construction Management as a Service (CMaaS)** – Leveraging Qualcomm’s 5G connectivity, the Zyter SmartSpaces Platform takes construction site productivity and safety to a new level. Using a continuous stream of real-time data from IoT devices on equipment and workers, it is possible to gain a seamless, up-to-the second view of what is happening on the construction site. Additionally, through state-of-the-art data visualization, analytics and intelligent insights, construction companies can easily monitor and address events, operational issues, and incidents. By increasing the efficiency of the construction process, the Zyter CMaaS solution saves considerable time and money for a minimal investment.



- Zyter Logistics** – The Zyter platform can connect to any kind of device (OBD sensors, battery-powered trackers, mobile phones, and more) to monitor speed, braking, and other aspects of driver behavior. It can also utilize external data like road conditions, traffic conditions, weather, and more, to predict delivery times and delays, and issue alerts if necessary. Using these ecosystems of devices, along with the integration into inventory management, warehouse capacity, pricing and distribution center information, it is possible to provide intelligent recommendations on the best markets for goods, perishables and more, all based on AI and machine learning.





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For More Information

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Connected Logistics with Analytics for Smarter Operations



Zyter Smart Logistics: The Intelligent Way of Tracking

Zyter Smart Logistics enables you to better manage your shipping and delivery ecosystem and unlock the full potential of logistics analytics so you can:

- **Improve Operational Efficiencies** – Simplify and automate day-to-day management of shipping logistics to achieve real-time visibility of goods in transit and more for long-term efficiency improvements, reduced insurance costs and improved driver safety.
- **Make Smarter, Faster Decisions** – Get actionable insights from real-time logistics data collected by the Zyter Smart Logistics app, so you can quickly make intelligent and informed decisions to solve any issues affecting the goods or delivery schedule.
- **Provide Intuitive Experiences for Stakeholders** – With our human-centered design methodology, Zyter Logistics delivers an intuitive and seamless experience across a full range of apps and services – regardless of devices and data sources.
- **Improve Safety on the Road** – Identify and address potential driver issues quickly before they escalate using context-aware incident reporting, predictive analytics and contextual alerts. Gather analytics to track driver behavior and score driver safety to potentially reduce the risk of accidents and delayed deliveries.
- **Secure Your Enterprise and Transported Goods** – Ensure the highest levels of security with the Zyter Platform's 256-bit AES encryption along with built-in user identification and authorization. QR scanning at origin and delivery points ensures the right driver is driving the right vehicle with the right goods.

Whether it's a small parcel for an individual or a shipment for a global organization, it is imperative for companies to know the real-time location of goods in transit – along every mile from the point of origin to the final destination. However, today's enterprise logistics teams need more advanced capabilities and richer data. They want more details, such as real-time temperature readings in trucks hauling perishable goods, and analytics of the behaviors of the drivers behind the wheel. Beyond merely tracking goods, advanced logistics solutions must draw in data from multiple sources to support improved operational efficiencies, safer driving behaviors and reduced insurance costs.

Fortunately, Zyter Smart Logistics™ does all of this. And more.

Zyter Smart Logistics is the logistics module of SmartSpaces, a proven integration platform for intelligent IoT that helps logistics companies and enterprise logistics teams connect disparate data systems, departments and people to provide more actionable insights for improving overall supply chain efficiency. Trusted by Qualcomm® to be the foundation of its Smart Cities Accelerator Program, the Zyter SmartSpaces platform breaks down silos of information by integrating and consolidating data from all existing and future segments of your supply chain into one seamless interface. The result is complete visibility of what is happening across your supply chain, including stakeholders, departments, resources and your entire network of connected devices and sensors.

Tracking Logistics Made Smarter with Analytics

Consisting of a mobile app on drivers' smartphones and an intuitive enterprise user dashboard, Zyter Smart Logistics can connect to any kind of device (onboard diagnostics sensors, battery-powered trackers, mobile phones, and more) to provide end-to-end real-time visibility of goods in transit. What's more, the Zyter solution monitors speed, braking, and other aspects of driver behavior. It can also utilize external data like road, traffic and weather conditions to predict delivery times and delays, and issue alerts if necessary. Using this ecosystem of devices – and when integrated with inventory management, warehouse capacity, pricing and distribution center information – Zyter Smart Logistics generates analytics to provide intelligent recommendations on the best and closest markets for goods, perishables and more, all based on AI and machine learning.

Zyter Smart Logistics dashboard users receive real-time alerts and notifications of any unexpected issues along the delivery route, and they can drill down through layers of data and focus on solving those issues quickly using analytics and historical trends. As such, they can make more informed and intelligent decisions that will improve operational efficiencies, while ensuring business continuity by keeping shipments safe and on track. As the Zyter Smart Logistics solution learns and evolves, it becomes capable of taking decisions on its own based on the rules, policies and outcomes defined by stakeholders. As a result, Zyter Smart Logistics makes the vision of a self-managed supply chain a reality.

Tracking with Intelligence

When your drivers are using the Zyter Smart Logistics mobile app, you'll always know where your goods are in transit – and be instantly alerted and notified on the Zyter enterprise user dashboard if any issues arise along the route that could cause safety issues or delay delivery.

- **Vehicle Tracking and Monitoring** – Zyter Smart Logistics makes a difference in creating a connected vehicle experience with embedded smart technologies for real-time vehicle health, vehicle tracking and monitoring. The technology can be effortlessly integrated with existing ERP systems and shipping routes making it possible to predict estimated arrival times and route delays due to construction, road closures and weather conditions. This predictive delivery capability enables the operations team to take decisions on the fly to support business continuity and customer satisfaction.
- **Driver Behavior and Driving Skills** – Monitor and analyze the driving behavior of drivers in your own fleet or contracted drivers manning third-party vehicles. Real-time data of truck speeds, acceleration points, rate of acceleration, hard braking, high speed turns, and other driving behaviors are analyzed to provide driver safety ratings. The solution is available in two modes – using an external OBD device or using the Zyter Smart Logistics app on the driver's smartphone. Helping drivers improve safety on the road can lead to reduced insurance costs for the enterprise.
- **Asset Monitoring and Provenance** – Zyter Smart Logistics enables both real-time vehicle tracking and tracking of the goods or assets being transported. Gain end-to-end visibility of the chain of custody to guard against asset loss or theft. View the real-time temperature, humidity, and vibration affecting transported goods while the truck is in motion on the route. If a temperature threshold change is detected when hauling perishable goods, the Zyter solution sends an alert to the enterprise dashboard so that the goods can be rerouted to a closer delivery point to avoid a total loss. Additionally, Zyter Smart Logistics provides a complete chain of custody for sensitive goods such as medical vaccines and blood products.





Smart Benefits Mile by Mile

Zyter Smart Logistics delivers value to logistics organizations in the following ways:

- Improve operational efficiencies by automating daily manual processes
- Gain end-to-end visibility of the real-time location of vehicles and shipments
- Receive instant alerts and notifications of driver issues or incidents and respond quickly
- Reduce the risk of unexpected loss or theft with asset monitoring in addition to vehicle tracking
- Lower insurance costs as a result of analytics to track assets and improve driver safety
- Gain intelligent insights into performance of drivers from third-party companies
- Achieve greater transparency of logistics data to support more informed and smarter decisions
- Manage logistic costs more efficiently with Zyter's per-usage pricing model

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About Zyter

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For More Information

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Zyter Virtual Rounding™ for Physicians

Making Daily Rounds More Efficient
and Safer for Everyone



The Zyter Difference: EHR Integration and Context-Aware Video Chat

More than simply a video chat solution for virtual physician visits, Zyter Virtual Rounding can be integrated with the hospital's electronic health record (EHR) system to enable context-aware video chat. During a virtual visit to the patient's room, physicians and all members of the care team can instantly access the patient's health history, recent diagnosis, test results, medication list, vital sign data, physician's notes, and more during a Zyter secure video chat. As a result, Zyter Virtual Rounding helps to:

- Eliminate manual EHR requests and make virtual visits more time-efficient
- Enable medical students to actively participate in rounding and continue learning
- Provide real-time patient data to make a prompt, informed diagnosis and care plan
- Improve patient safety by having an immediate view of the patient's history
- Enhance collaboration among the entire care team
- Ensure a more personal connection between physician and patient

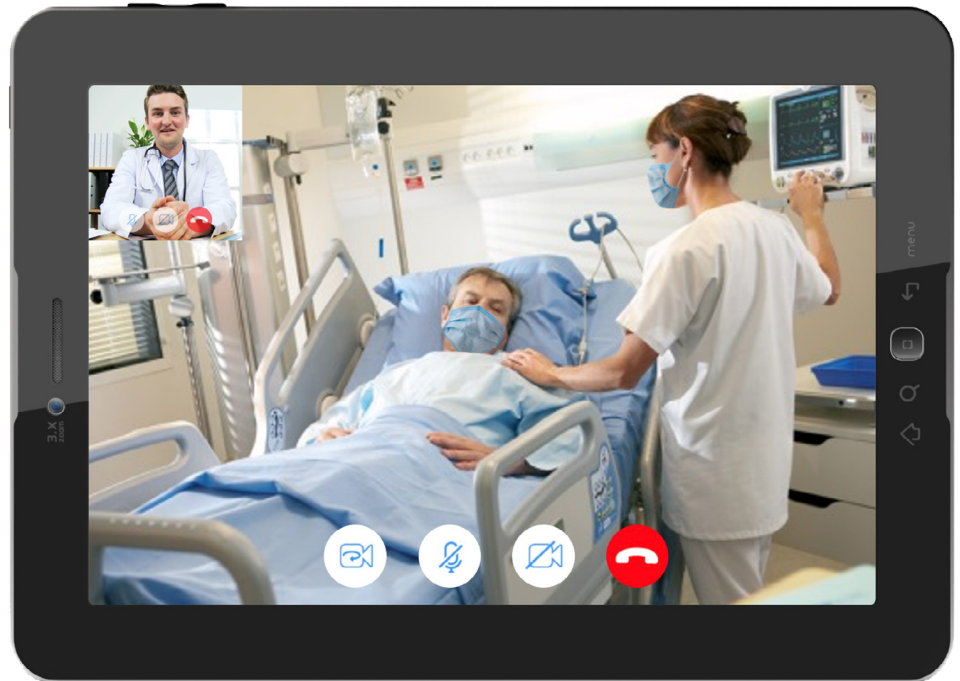
Physician rounding is at the heart of the hospital experience. The personal, face-to-face interaction between physicians and patients is vital to high quality care, as is the active collaboration of an extended care team, including specialists, nurses, residents, and medical students. However, the emergence of the COVID-19 pandemic has changed and depersonalized that experience for both providers and patients. Residents and medical students miss out on real-world training when excluded from physician rounds – while critically ill patients and their families face the personal anguish of not being allowed to visit in the hospital room.

Zyter is pioneering a new modality of hospital patient care with Zyter Virtual Rounding™, a cloud-based, secure video chat solution built upon Zyter's digital health platform used by hospital physicians, care teams, and even patients' family members. Designed to make physician rounds more efficient and safer for everyone involved, Zyter Virtual Rounding is at the forefront of digital healthcare solutions for the COVID-19 pandemic today – and ready for future telehealth platform integration as in-home virtual visits, remote patient medical device monitoring, and virtual critical care wards become the new normal of healthcare.

How It Works: Anywhere, Anytime Accessibility

Zyter's cloud-based, easy-to-use virtual rounding solution can be securely accessed through Internet browser software on any iOS or Android digital tablet or mobile device with a cellular or Wi-Fi connection. Physicians have the flexibility to conduct virtual rounding in two ways – physically in the patient's room with the care team virtually in attendance, or remotely from the office or another location.

- **Virtual Rounding On-Site at the Hospital** – The physician takes a digital device with Zyter Virtual Rounding to the patient's room. Once there, the physician sends a notification to join the virtual visit to the nurses, residents, students, family members, and others who are using the Zyter solution on their devices in different physical locations. Throughout the virtual visit, the physician and patient can interact with the care team in a personal way just as if they were right there in the room.



- **Virtual Rounding from the Office** – In this completely remote scenario, a hospital clinician puts a tablet with the Zyter solution on a stand near the patient’s bedside for the patient to operate. From his or her office, the physician initiates a virtual visit on Zyter Virtual Rounding by clicking on a patient’s hospital room number. The patient, the care team, and the patient’s family members all receive notification of the virtual visit so they can connect and participate. The Zyter virtual visit link can be emailed or sent as an SMS mobile message.

Features for Physicians, Care Team, and Family

Zyter Virtual Rounding creates a flexible, holistic virtual visit experience for both physicians and patients, and everyone involved the patient’s care. Differentiated by Zyter’s interoperability features of EHR integration and context-aware video chats, Zyter’s virtual rounding solution is made even more robust and comprehensive with the following key features:

- **Standardized Encounters** – Enables remote providers to quickly enter and depart any patient room virtually, anytime, with no action needed by the patient. A smart scheduling feature enables residents and students to join the virtual rounding before it starts.
- **Virtual Learning Experience** – Residents and medical students can continue to engage with patients as they gain real-world experience and knowledge working with physicians on virtual rounds.
- **Secure Virtual Connectivity** – Backed by 256 AES encryption and HIPAA compliant security measures, Zyter Virtual Rounding enables care teams and patients to connect and discuss health issues virtually without privacy issues. Physicians can invite multiple care team personnel and family members to a secure video chat using a smart invitation link via SMS.

The Benefits: Reduce PPE Costs While Improving Patient Safety

Virtual patient visits with Zyter Virtual Rounding enables hospitals to reduce the significant cost of personal protective equipment (PPE) required for care of COVID-19 patients. Only the physician in the patient's room requires PPE, instead of six to eight additional clinical staff members and/or residents. Zyter Virtual Rounding also provides these key benefits:

- **Improve clinical workflow** – Zyter's user-friendly platform supports secure connectivity, collaboration, and real-time context-aware data sharing that can scale up to groups of any size. Physicians, care teams, and medical students can all save time as they virtually collaborate to provide care more efficiently.
- **Enhanced physician/patient communication** – Quick virtual access to patients via video conferencing enables physicians to easily follow up after rounding to improve patient satisfaction, enhance communication, and strengthen the physician/patient connection.
- **Enhanced safety for patients, care team, and family** – Patients with COVID-19 and other high-risk patients can remain isolated and safe while still receiving the benefit of daily physician rounding. In addition, residents and medical students can reduce their risk of contracting COVID-19 while still getting real-world experience and training. Zyter video chat also lets families visit and comfort their critically ill loved ones virtually when they cannot be there in person because of COVID-19.

Designed to make physician rounds more efficient and safer for everyone involved, Zyter Virtual Rounding is at the forefront of digital healthcare solutions for the COVID-19 pandemic today



For More Information

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Expand, Extend and Enhance Care with Zyter Telehealth



Good for Patients. Quality Care at Home.

James, 68, finally has his type II diabetes under control. This morning he took his glucose reading on the at-home testing device and sends the results to his doctor via Zyter's pre-configured, 4G-enabled RPM device that automatically connects to the glucometer through Bluetooth. Later at his dining room table, he used his mobile tablet to log on to the portal of his doctor's practice for a virtual office visit using Zyter's secure telehealth portal. James went to bed that evening with the peace of mind that he is managing his health at home, yet always under the watchful eye of his care team.

Good for Providers. Improved Practice Efficiencies.

A busy family practice physician sees a lot of Medicare-age patients with chronic conditions in her practice. There aren't enough hours in the day to schedule office visits for all of them, but every day she can monitor their glucose readings, blood pressure and weight using data from Zyter's remote patient monitoring (RPM) technology solution. And she can intervene quickly to prevent an emerging condition when she sees readings that are out of normal range. When an office visit is necessary, she and her patient have the option to have a secure, virtual video visit using Zyter's telehealth solution – convenient, but still ensuring quality care. What's more, this physician can bill Medicare for certain RPM services she provides, resulting in increased practice revenue.

The Doctor Will See You Now. Virtually Anywhere.

The house call is back and its name is telehealth. Delivering quality healthcare is no longer limited to the physician's office. Care teams are challenged more than ever to treat the chronic conditions of an aging population — not to mention providing a safe way for individuals at greater risk for COVID-19 to avoid or limit time spent in public places like hospitals and clinics. Providing in-home care through telehealth technology — with its virtual visit and remote patient monitoring (RPM) capabilities — is driving not only a new modality of healthcare, but also new efficiencies and growth opportunities. And when telehealth is supported by secure collaborative communication technology for care teams, it's a win-win situation for patient and provider alike.

Enabling Secure Telehealth for Quality Virtual Care

The Zyter Digital Health Platform offers healthcare organizations of all sizes, from hospital campuses to provider practices, a full range of secure, HIPAA-compliant telehealth and collaborative communication solutions. Designed to integrate seamlessly and be quickly deployed and easily adopted by provider and patient alike, Zyter's telehealth solutions enable secure virtual engagement as a primary modality of care through:

- Virtual physician visits
- Remote Patient Monitoring (RPM)
- Care team collaboration through secure mobile communication

Why Zyter for Telehealth

It's all about accessibility to quality healthcare anytime, anyplace, especially in the patient's home. Zyter's telehealth solutions enable physicians to extend care beyond the traditional office visit and expand at-home services to patients who need it most. We've made our robust telehealth offerings easy and efficient for clinical staff to access and use daily, while our RPM solutions enable patients to manage their conditions at home with easy-to-wear devices and advanced monitoring capabilities.

Most of all, patient privacy and HIPAA compliance is at the core of Zyter's telehealth capabilities for remote patient monitoring. In addition, the Zyter Digital Health Platform drives the future of virtual care by offering modular components which can augment existing care platforms, or work independently, to deliver the right care, at the right time, at the right place. Key advantages include:

- Military-grade security
- Vendor agnostic with the flexibility to respond to industry changes
- Flexibility to custom-tailor a secure telehealth solution
- Seamless integration of all Zyter healthcare modules

Provide Virtual Care to Patients. Collaborate Securely with Care Teams.

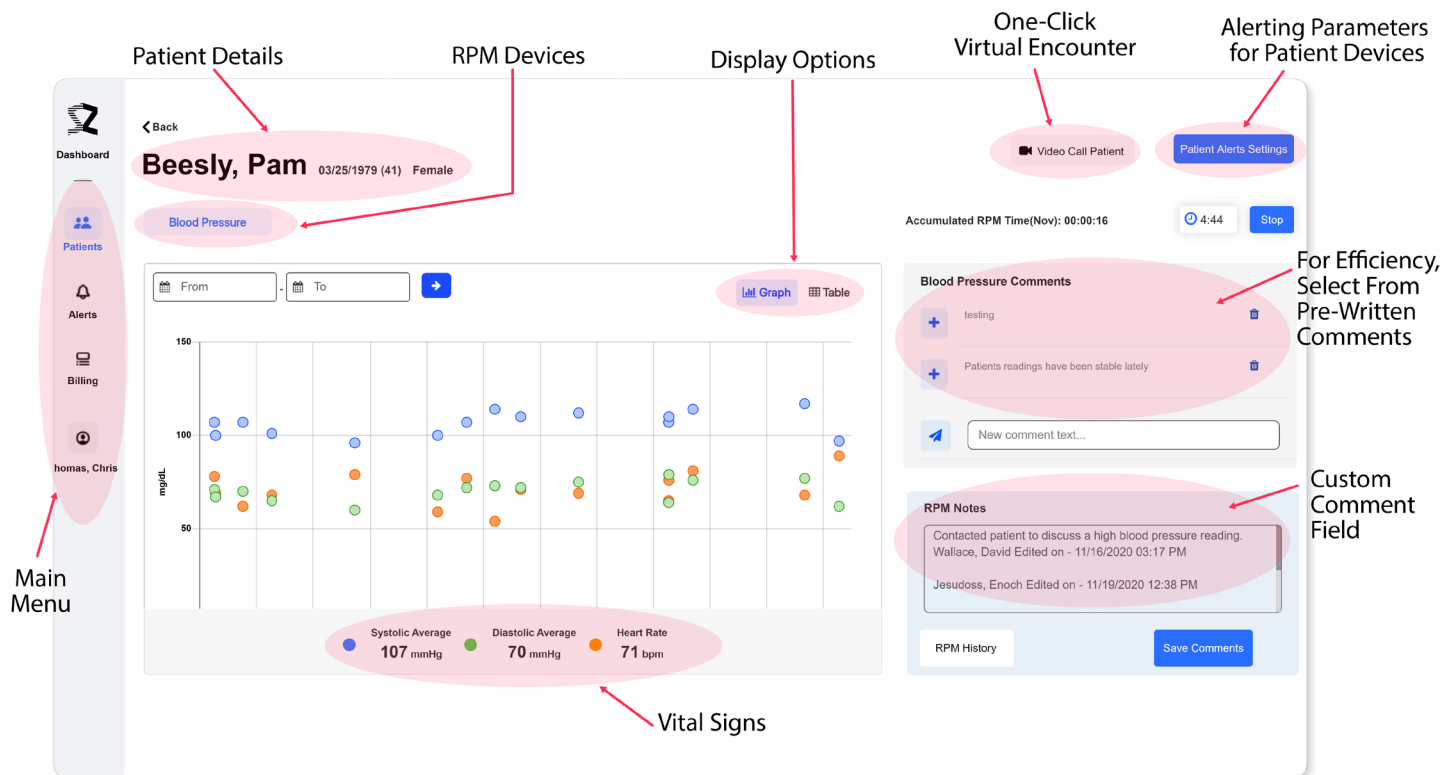
Telehealth is the virtual visit and much more – and Zyter makes providing the quality telehealth services your patients need easier, more secure, and more efficient.

Virtual Visits

- The virtual “house call” is at the heart of telehealth services. Engage and interact with patients in their homes through secure, real-time video chat that ensures patient privacy, safety, and quality of care. Just like an in-person appointment, patients and providers can collaborate by sharing notes, links, and files while the virtual visit is in progress. Patients save time and reduce the need to travel to frequent appointments, while providers also gain efficiencies through more flexible scheduling of patient care.
- Zyter's telehealth capability for virtual visits is accessible from any web browser and does not require either patient or provider to download an app. Each party can use the device of their choice, including smartphones, tablets, laptops or personal desktops.

Remote Patient Monitoring

- Zyter RPM provides the opportunity for providers to improve patient care through the use of Medicare-covered RPM services that are billable using CPT Codes 99453, 99454, 99457 and 99458. Medicare will reimburse providers for RPM services and Zyter can assist practices in furnishing those services.
- The Zyter RPM solution makes it easy for patient and provider. A pre-configured, 4G-enabled device and mobile application seamlessly track and transmit a patient's physiologic data from a blood pressure cuff, digital weight scale and glucometer. Physicians analyze patient data and track RPM-related increments of billable time on an intuitive, easy to use dashboard. Zyter provides all technical support and troubleshooting so that providers can stay focused on patient care.



Zyter's intuitive, easy-to-use provider dashboard.

Care Team Collaborative Communication

- Patient safety and positive outcomes rely on an immediate response from the care team. Zyter's secure and compliant collaborative communication solution empowers the team to communicate via video, chat, voice and text to instantly access the right clinicians and the most up-to-date, real-time Electronic Health Record (EHR) patient data.
- The context-aware capability of Zyter's solution lets clinicians securely access and share a patient's health history, medication list, test results and more from the hospital's EHR system during a secure chat or video call. Normally, clinicians would lose precious time interrupting the consultation to find and pull the patient's health record for review. This powerful context-aware feature helps to enhance patient safety while streamlining efficiency for the clinical staff.

Be Ready for the Future with Zyter

Zyter Telehealth is designed to evolve to support current and future innovations in telehealth solutions and workflows so you can gradually and confidently expand, extend and enhance your telehealth offerings over time. Ready to get started? Contact Zyter today for more details on our telehealth solutions.



About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.

For More Information

To learn more about Zyter Telehealth or arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/healthcare.



Easy for Practices. Invaluable for Patients.



ZyterHome

Convenient and Safe Patient Care

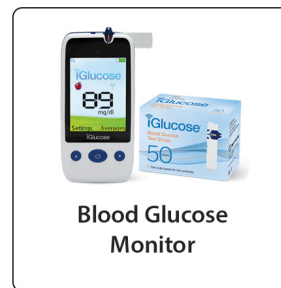
- Simple, intuitive, mobile solution for monitoring patients outside of the provider practice
- Increases patient engagement and participation in the monitoring, management and treatment of their condition(s)
- Improves the overall quality of patient care and safety

Improved Provider Efficiencies

- Efficiently triage patient care based on the needs of all of your patients – both at office appointments and at home
- Monitor patient data from a provider dashboard and initiate a virtual telehealth patient encounter in one click if necessary
- Gain more time to focus on patients that need closer attention
- Grow your practice and increase revenue

Zyter makes it easy for provider practices to improve the overall quality of patient care and expand their offerings with remote patient monitoring (RPM). By taking advantage of this latest medical technology, provider practices can increase the potential for early intervention, thereby decreasing the likelihood of acute episodes. Plus, specific aspects of remote care with an RPM solution are reimbursable, making it possible for provider practices to grow.





ZyterHome™ is a comprehensive RPM solution for doctors to care for patients who can benefit from participating in their own care by actively managing, monitoring, and tracking patient health conditions remotely. Integrated with the Zyter Digital Healthcare platform, ZyterHome consists of patient-facing, pre-configured 4G-enabled devices to seamlessly track and transmit a patient's physiologic data. No pairing or configuration is required by the patient, making it easy and convenient for anyone to use.



After signing up for ZyterHome, devices are sent to patients in a matter of days. Prior to device shipment and activation, a dedicated Operations Center will help onboard the physician's practice and provide training for the web-based application along with the patient dashboards. The operations center will also help onboard patients and teach them how to use the devices. If required, ZyterHome can scale up rapidly to accommodate an entire patient population.

Improve Patient Care While Increasing Ancillary Revenue


ZyterHome provides the opportunity for provider practices to improve patient care through the use of Medicare-covered RPM services that are billable using CPT Codes 99453, 99454, 99457 and 99458. Zyter can assist practices in furnishing those services.

 <p>Patient Onboarding 99453</p> <p>\$22.93 one time reimbursement for each enrolled patient*</p>	 <p>Supplied Medical Device(s), Daily Recordings or Alert Transmission 99454</p> <p>\$76.25 per patient per month (PPPM)*</p>	 <p>Clinical Time 99457</p> <p>\$59.33 PPPM*</p>	 <p>Clinical Time 99458</p> <p>\$47.87 PPPM*</p>
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*Reimbursement rates are for the Washington, D.C., Maryland and Virginia area. Rates vary nationally by location.

How ZyterHome Works

The pre-configured ZyterHome medical device is shipped to the patient’s home after the patient signs an electronic or written consent form. Outfitted with a simple on/off button, ZyterHome medical devices are easy to use for patients of all ages, and no technical knowledge is required. Because the devices are 4G-enabled, there is no need to connect them to Bluetooth or Wi-Fi. All the patient has to do is turn on the ZyterHome device and follow the simple instructions in the user guide.



Patient Details: Beesly, Pam 03/25/1979 (41) Female

RPM Devices: Blood Pressure

Display Options: Graph, Table

One-Click Virtual Encounter: Video Call Patient

Alerting Parameters for Patient Devices: Patient Alerts Settings

Main Menu: Dashboard, Patients, Alerts, Billing, Thomas, Chris

Vital Signs: Systolic Average 107 mmHg, Diastolic Average 70 mmHg, Heart Rate 71 bpm

For Efficiency, Select From Pre-Written Comments: testing, Patients readings have been stable lately

Custom Comment Field: RPM Notes: Contacted patient to discuss a high blood pressure reading. Wallace, David Edited on - 11/16/2020 03:17 PM; Jesucross, Enoch Edited on - 11/19/2020 12:38 PM

Managing care plans for patients becomes more time efficient, since providers can quickly access and review all home monitoring device data on the ZyterHome dashboard.

The ZyterHome dashboard can be accessed by providers from any web browser. End-to-end support is provided by the ZyterHome Operations Center, which assists with training physicians and practice staff to use the dashboard, as well as helping patients with any issues using the device. As an optional, additional service, Zyter can also assist the practice in onboarding new patients onto ZyterHome.

Patient data captured from each device is transmitted to the provider's ZyterHome dashboard for review and tracking. ZyterHome facilitates the billing process for providers by logging every 20-minute increment of time that a provider spends viewing RPM data.

Ideal for the Provider Practice

- Easy to use and requires no technical knowledge
- Leverages medical devices for self-care and advanced monitoring
- HIPAA-compliant
- Reduces variations in care, increasing quality and alignment with best practice
- Meets the Interoperability and Patient Access final rule (CMS-9115-F)
- Provides opportunity to increase ancillary revenue
- Online enrollment with e-signature for individuals or groups
- Optional bulk enrollment provided by Zyter to individual practices for their patients

Extend Your Practice to the Home with ZyterHome

Whether patients need continuous monitoring to bring the hospital to the home or proactive monitoring to support patients post-discharge, ZyterHome offers comprehensive, integrated and easy-to-use devices that enable patients to participate in their own care and manage their conditions at home with the help of their physicians. Learn more at www.zyter.com/zyterhome.

According to the 2020 Center for Medicare Services (CMS) Remote Physiologic Monitoring Program, Medicare will reimburse providers for specific clinical time providing care using RPM, such as time spent reviewing patient physiological data and responding to alerts .



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For More Information

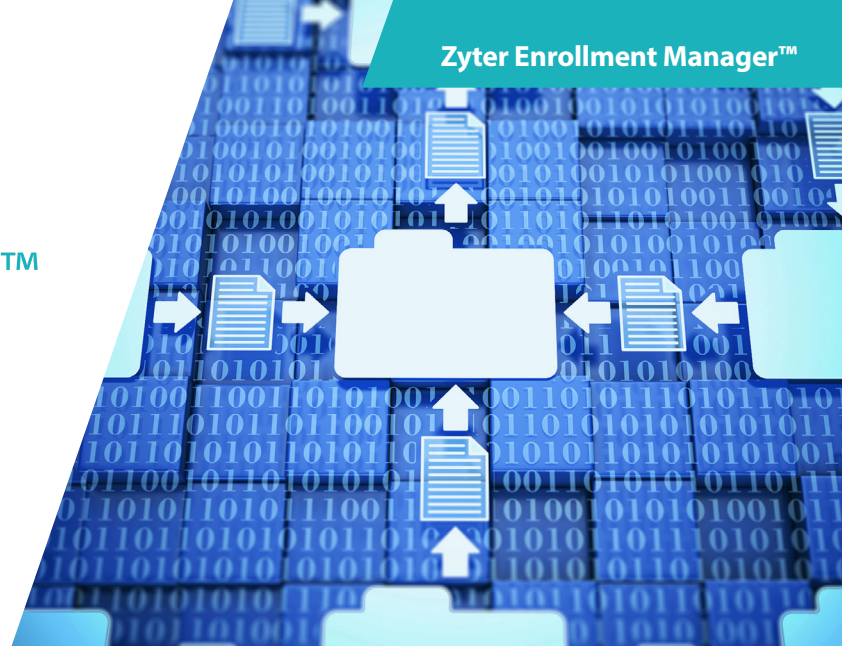
To learn more about ZyterHome or arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/zyterhome.





Zyter Enrollment Manager™ for Payers

Automated, Real-Time Verification of Member Enrollment and Eligibility



Transform Your Member Enrollment Process

Zyter Enrollment Manager™ gives payers what they need to transform the member enrollment process right out of the box – starting with seamless integration, unprecedented end-to-end tracking and validation of EDI 834 benefit eligibility files, plus immediate visibility of exceptions on the Zyter dashboard for faster reprocessing times.

- Modern cloud-based, API-driven technology stack ready for future healthcare industry changes
- Seamless integration with QNXT and other major payer systems like Facets, HealthRules and EPIC, as well as legacy payer systems
- Processes millions of records faster to enhance enrollment turnaround time
- HIPAA compliance for state and federal electronic data interchange (EDI) processing regulations
- Military-grade security with end-to-end encryption
- Dedicated Zyter support

To stay competitive and compliant, healthcare payers must be able to quickly, accurately, and securely process electronic document interchange (EDI) files to verify plan members' eligibility to receive coverage benefits. However, as payers' IT legacy processing systems age, it becomes more difficult to turn around the required EDI 834 documents in a timely manner – especially in the case of identifying and fixing unprocessed exceptions that result in mistaken denial of benefits. Healthcare for members is delayed and creates a poor member experience, while payers face potentially hefty state and federal fines for non-compliance with mandated eligibility document processing timeframes.

Zyter meets the challenge with Zyter Enrollment Manager™, a solution that provides a real-time enrollment and eligibility processing platform along with a single, intuitive user dashboard – integrated out of the box with the payer system you already have.

Zyter Enrollment Manager™ streamlines and automates the enrollment lifecycle. Integrated with the payer's IT processing system. Zyter's highly-scalable API-based architecture significantly improves the processing of EDI 834 benefit eligibility files for member enrollment by enabling real-time verification of both completed files and exceptions right out of the box. Additionally, the highly secure Zyter platform ensures that Zyter Enrollment Manager meets all of the HIPAA standards required to support the secure electronic document interchange of all member enrollment documents.

Make Enrollment Processing Time More Efficient. Fix and Reprocess Exceptions Faster.

Zyter Enrollment Manager saves time and increases operational efficiency with robust features designed to modernize and transform the member enrollment and eligibility verification processes:

- **Support for High-Speed Processing** – Zyter Enrollment Manager supports high-speed processing of multiple files simultaneously without degrading system performance. The Zyter solution enables the processing of 100,000 daily or monthly transactions in just 5 to 10 minutes. Thanks to Zyter's seamless integration capability, processing on even older, homegrown legacy systems can be made more efficient.



- **Unprecedented Visibility and Tracking** – Zyter’s intuitive user dashboard gives payers end-to-end, real-time visibility and tracking capability of all EDI 834 files – from input to output to the payer’s member database.
- **Faster Identification and Reprocessing of Exceptions** – Real-time visibility through the Zyter dashboard means that payers can catch and fix unprocessed exceptions or error files faster. The process to correct exceptions that used to take 48 hours, now can be completed in just 4 to 5 hours – and members can be approved more quickly for healthcare services and pharmacy services.
- **Assurance of State and Federal Compliance** – In addition to meeting HIPAA requirements, Zyter’s support for high-speed processing and faster turnaround on reprocessing exceptions helps to reduce the payer’s risk of incurring multi-million dollar fines for EDI 834 processing time delays.
- **Improved Member Experience** – With Zyter Enrollment Manager, payers can ensure a better member experience with faster, more reliable eligibility verification – no more mistaken denial of services that frustrate members and delay their care.

Zyter Enrollment Manager is a solution that provides a real-time enrollment and eligibility processing platform along with a single, intuitive user dashboard – integrated out of the box with the payer system you already have.

Modern Technology for Today and the Future

Transform member enrollment management and gain time and efficiency benefits with the following Zyter technical features:

- **Payer System Integration** – Zyter Enrollment Manager integrates easily with major payer systems, such as QNXT, HealthEdge, Facets, EPIC and legacy mainframe systems
- **Exception Workflow** – Identifies exceptions in real-time and routes them to enrollment staff to correct them for reprocessing
- **Rich User Experience (UX) Interface and Dashboards** – Use the Zyter Dashboard to view transactions and process edits, as well as assign work, identify, fix, and reprocess exceptions or file failures, and perform other EDI management actions
- **Support for Multiple Document Formats** – Processes EDI 834 forms, plus transforms any other file format, including scanned or digitized forms
- **Rules Engine for Expedited Enrollment** – Validates files for fast, efficient processing to meet all state and federal timeframes
- **Automated Workflows** – Improve operational efficiency and productivity with automated scheduling, reminders, reports, and more
- **Audits and Reports** – Gain insight into your organization with transaction audit logs and customized reports

Zyter Enrollment Manager Features

Built upon Zyter's modern, cloud-based technology stack, these customizable features add up to a comprehensive solution for efficient EDI 834 file processing:

- Integration with major payer systems like QNXT, HealthRules, Facets, EPIC, and legacy mainframe environments
- Simplified 271 response
- Medicare rules mapping
- Management dashboards
- Real-time claims status management
- Authorization management
- 27X APIs
- Real-time eligibility service
- CORE compliance
- CMS SOAP call
- Digital signature security
- Intelligent collaboration
- Workflow automation
- Predictive analytics

Add Value to Your Member Enrollment Processes

Zyter Enrollment Manager benefits payer organizations in the following ways:

- Achieve higher operational efficiency with no delays in file processing
- Reduce costs with seamless integration of a cloud-based solution
- Save time with automated coordination of eligibility verification processes
- Ensure a better member experience by eliminating delays in eligibility processing and verification
- Ensure compliance with state and federal EDI 834 regulations
- Be ready for next-generation EDI platforms to stay competitive and responsive to members' changing needs



For More Information

To learn more about Zyter Enrollment Manager or to arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.Zyter.com/EnrollmentManager.

About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.

Achieve Higher Encounter Acceptance Rates with Real-Time Verification



Fast. Secure. Compliant.

Zyter Encounter Manager™ gives payers unprecedented end-to-end tracking and validation of member encounters, plus immediate visibility of errors on the Zyter dashboard, for a higher acceptance rate.

- Modern cloud-based, API-driven technology stack ready for future healthcare industry changes
- Seamless integration with Facets, QNXT, HealthRules and other major payer systems, including legacy systems
- Processes millions of records faster to enhance claims verification turnaround time
- HIPAA compliance for state and federal electronic data interchange (EDI) processing regulations
- Reduces risk of financial penalties for non-compliance and lost revenue
- Military-grade security with end-to-end encryption
- Dedicated Zyter support

Fast and accurate encounter processing is critical for healthcare payers to stay competitive and compliant with state and federal regulations. These stipulate that payers must meet an accuracy requirement resulting in 99%+ acceptance rates for encounter submissions. However, aging legacy IT systems are slow and have trouble keeping up with processing an increasing volume of claims, especially as Medicare and Medicaid patient populations grow.

Beyond the speed and timeliness of aging IT systems, lack of configurability and limited visibility into an end-to-end process for adjustments, recovery, and auditing are common issues. Without the ability to make quick updates for rule changes or monitor claims status as they move through the payer's system, it is very challenging to improve accuracy and meet stringent regulations. Furthermore, without a dashboard to monitor and correct errors, it becomes very challenging to view and understand acceptance/rejection rates and specific error codes with error statistics. Understanding program costs and gaining insights into provider behavior and use patterns also becomes much more difficult.

Zyter helps payers overcome these challenges with Zyter Encounter Manager™, a HIPAA-compliant solution that helps with encounter correction, reconciliation, and encounter resubmission to Centers for Medicare & Medicaid Services (CMS) and states. It ensures the accuracy, completeness and timeliness of encounter data submissions across all managed care programs and lines of business. In addition, it consolidates encounter operations for all lines of business in a single system and minimizes manual processing.

A highly configurable solution, Zyter Encounter Manager provides clear visibility into the entire encounter process and enables users to hold, fix or discard/regenerate encounter errors. Easily integrated with the payer system you already have, Zyter's scalable, API-based architecture generates, validates, and automates the processing of 837 I/P/D encounter inbound and outbound transactions enabling real-time processing, verification and correction of encounters for 99%+ accuracy. As a result, payers can achieve a higher encounter acceptance rate and increase payout while meeting state and CMS requirements.



Fix and Reprocess Errors Faster. Increase Claims Acceptance Rate.

Zyter Encounter Manager saves time and increases operational efficiency with robust features designed to modernize and transform claims processing:

- **Real-Time Visibility and Reprocessing of Errors** – Real-time visibility through the Zyter dashboard means that payers can catch and fix format or other state-related errors on claims faster – before claims are submitted to the state for payment – resulting in a higher rate of acceptance.
- **Unprecedented Visibility and Tracking** – Zyter Encounter Manager’s intuitive user dashboard gives payers end-to-end, real-time visibility and tracking of all member claims – from inbound to outbound to the state for acceptance and payment.
- **Support for High-Speed Processing** – Zyter Encounter Manager supports high-speed processing of multiple claims without degrading system performance. Its seamless integration capability enables more processing efficiencies, even on older, homegrown legacy systems.
- **Assurance of State and Federal Compliance** – In addition to meeting HIPAA requirements, Zyter Encounter Manager’s support for high-speed processing and faster turnaround of claims helps to improve the payer’s ability to meet all state and federal mandates for timeliness and accuracy of claims submitted for acceptance. Zyter Encounter Manager can be customized to state-specific rules and formats, and can be easily updated with state-required changes.
- **Improved Member Experience** – With Zyter Encounter Manager, payers can ensure a better member experience by streamlining claims processing and significantly reducing any errors or delays in payments.

Healthcare Payer Reduces Errors with Zyter

A major healthcare payer for Medicare and Medicaid services will implement Zyter Encounter Manager in 2021 after a successful pilot that significantly reduced the number of errors. The Zyter solution integrates with the payer’s legacy QNXT processing system to increase speed, visibility, and accuracy of claims across the encounter lifecycle. Zyter Encounter Manager will be the third Zyter payer solution implemented to improve the end-to-end management of business critical EDI processes. Zyter Member Experience™ and Zyter Enrollment Manager™ are currently deployed and delivering greater operational efficiency, cost savings, and higher member satisfaction.

More Speed. More Accuracy. Less Human Interaction.

Transform claims processing throughout the entire member encounter lifecycle and gain efficiency benefits with the following Zyter technology features:

- **Payer System Integration** – Zyter Encounter Manager integrates easily with major payer systems, such as Facets, QNXT, HealthRules, and legacy mainframe systems.
- **Real-Time Error Workflow** – Identifies errors in real-time and routes them to claims staff to correct them for reprocessing before they are sent to the state for acceptance.

- **Rich User Experience (UX) Interface and Dashboards** – Use the Zyter Encounter Manager Dashboard to view transactions and process edits, as well as assign work, fix and reprocess errors, and perform other EDI management actions. View submitted files, accepted/rejected files, approved/denied amount, error files, and reasons for errors as well as use the correction feature. The dashboard also provides an individual view of claims with status and an audit report of claim correction by analyst.
- **Support for Multiple Documentation Formats** – Processes all standard and state-specific claims forms, plus transforms any other document format, including scanned or digitized forms, to reduce the occurrence of errors.
- **Rules Engine for Expedited Claims Processing** – Rules can be customized by state to validate claims for fast, efficient processing to meet all state-specific and federal format requirements and timeframes. Includes a built-in validator for HIPAA SNIP L1-L7 validations and custom rules for EDI systems.
- **Coding Updates** – Coding updates for CPT, ICD-10-CM, and HCPCS level II classification.
- **Claims Status and Format** – Load CCLF claim format and get real-time claim status.
- **Automated and Streamlined EDI Workflows** – Zyter streamlines encounter management and all EDI workflows with automated technology and microservices, resulting in improved scalability and performance – and less human intervention. Additionally, payers can increase operational efficiency and productivity with automated scheduling, reminders, reports, and more.

Add Value to Your Encounter Management Processes

Zyter Encounter Manager benefits payer organizations in the following ways:

- Improve accuracy of all encounters across the processing lifecycle
- Increase the state acceptance rate of claims that help avoid penalties and lost revenue
- Save time with automated, real-time claims verification and error corrections
- Achieve higher operational efficiency with no delays in claims processing
- Reduce IT costs with seamless integration of a cloud-based solution
- Ensure a better member experience by eliminating delays in claim payments
- Be ready for future next generation EDI technology to stay competitive and responsive to members' changing needs



For More Information

To learn more about Zyter Encounter Manager or to arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/EncounterManager.

About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.



Zyter Claims Manager™ for Healthcare Payers

Streamline and Automate Claims Processing



Fast. Secure. Accurate.

Zyter Claims Manager gives payers unprecedented end-to-end tracking and validation of member claims – plus immediate visibility and correction of any processing errors on the Zyter Dashboard – to support faster and more efficient claims processing and adjudication.

- Modern cloud-based, API-driven technology stack ready for future healthcare industry changes
- Seamless integration with Facets, QNXT, HeathRules and other major payer systems, including legacy systems like MetaVance
- Processes millions of records per day faster to enhance claim turnaround time
- HIPAA compliance with state and federal electronic data interchange (EDI) processing regulations
- Military-grade security with end-to-end encryption
- Dedicated Zyter support

Fast and accurate claims processing is a challenge for payers as the number of Medicare and Medicaid plan members grows steadily, especially for payers that still rely on legacy systems for claims processing. Moreover, the manual review of claims with processing errors lowers the daily claim adjudication rate and delays the decision to pay in full, deny, or partially pay a member's claim. The result – increased costs for payers, slow reimbursement to providers, and a potentially negative provider/member experience.

Payers gain the processing efficiency and end-to-end visibility they need with Zyter Claims Manager™.

A highly configurable and scalable solution, Zyter Claims Manager offers automated, high-volume claims processing while giving payers the advantage of reducing manual intervention and streamlining claims adjudication. The application integrates easily with all payer systems, including legacy systems, to deliver a cost-effective solution for streamlining claims processing.

Fix Errors in Real-time. Reduce Adjudication Time and Costs.

Zyter Claims Manager gives payers unprecedented visibility and tracking of claims throughout the claims lifecycle – including real-time visibility and automated reprocessing of errors. Using the Zyter Claims Manager dashboard, claims staff can catch and fix format processing errors faster – before claims are submitted for adjudication – to reduce the time, effort, and costs of manual intervention. Zyter Claims Manager also drives the following capabilities to help payers ensure fast and accurate claims processing:

- **Support for High-Speed Processing** – Zyter Claims Manager supports high-speed processing of multiple claims without degrading system performance. Zyter's seamless integration capability makes claims processing even on older, homegrown legacy systems more efficient.
- **Scalable for the Future** – Payers can process hundreds of thousands of claims per day and be ready for future growth as the Zyter EDI platform has the scalability to accommodate any size of claims volume as payers increase their membership numbers.

- **Assurance of State and Federal Compliance** – In addition to meeting HIPAA requirements, Zyter’s support for high-speed processing and faster turnaround of claims helps to improve the payer’s ability to meet all state and federal mandates for timeliness of claim payments.
- **Improved Member Experience** – With Zyter Claims Manager, payers can ensure a better member experience by streamlining claims processing and significantly reducing any errors or delays in payments.



Zyter’s Automated EDI Platform Improves Speed and Accuracy

Payers can gain efficiencies throughout the claims processing lifecycle – and achieve a higher adjudication rate – with the following automated EDI features:

- **Automated and Streamlined EDI Workflows** – Zyter streamlines claims management and related EDI workflows with automated technology and microservices, resulting in improved scalability and performance with less human interaction.
- **Rich User Experience (UX) Interface and Dashboards** – Use the dashboard to view transactions and process edits, as well as assign work, fix and reprocess errors, and perform other EDI management actions. View submitted files, accepted/rejected files, approved/denied amount, error files, and reasons for errors as well as use the correction feature. The dashboard also provides an individual view of claims with status and an audit report of claim correction by analyst.
- **Real-Time Error Workflow** – Zyter Claims Manager identifies errors in real-time and automatically routes them to claims staff for correction and reprocessing on the Zyter Dashboard.
- **Support for Multiple Documentation Formats** – Processes all standard and state-specific claims forms, plus transforms any other document format, including scanned or digitized forms, to reduce the occurrence of processing errors.

- **Rules Engine for Expedited Claims Processing** – Rules can be customized by state to validate claims for fast, efficient processing to meet all state-specific and federal format requirements and timeframes. Includes a built-in validator for HIPAA SNIP L1-L7 validations and custom rules for EDI systems.
- **Coding Updates** – Coding updates for CPT, ICD-10-CM, and HCPCS level II classification.
- **Claims Status and Format** – Load CCLF claim format and get real-time claim status.

Add Value to Claims Processing and Adjudication

Zyter Claims Manager benefits payer organizations in the following ways:

- Increase speed of claims processing for higher operational efficiency
- Reduce the time and costs of manual intervention for claims adjudication
- Process hundreds of thousand claims per day and scale up for increased volume in the future
- Reduce IT costs with seamless integration of a cloud-based solution
- Ensure a better member experience by eliminating delays in claim payments
- Stay competitive and responsive to members' future needs with next generation EDI technology



For More Information

To learn more about Zyter Claims Manager or to arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/ClaimsManager.

About Zyter

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The Smart Campus. Better for Everyone.

Improve Efficiencies While Delivering
a Connected Experience



From the Internet of Things (IoT) to the Intelligence of Things

Zyter Smart Campus enables you to better manage your campus ecosystem and unlock the full potential of your connected IoT devices so that you can:

- **Improve Operational Efficiencies** – Simplify and automate day-to-day management tasks to achieve long-term efficiency improvements and significant cost reduction.
- **Make Smarter, Faster Decisions** – Get actionable insights so you can make intelligent and informed decisions faster using real-time data streams, comprehensive dashboards, incident reports and prescriptive actions.
- **Provide Intuitive Experiences for Stakeholders** – Using our human-centered design methodology, Zyter Smart Campus delivers an intuitive and seamless experience across a full range of apps and services – regardless of devices and data sources.
- **Improve Safety** – Identify and address potential issues quickly before they escalate using context-aware incident reporting, predictive analytics and contextual alerts.
- **Secure your Enterprise** – Ensure the highest levels of security at all times with the platform's 256-bit AES encryption along with built-in user identification and authorization.
- **Achieve Faster ROI** – Most organizations achieve return on investment within the first year of operation.

Whether it's a small campus, a mid-size enterprise or a large city, modern spaces are already using sensors and devices to monitor everything from lights and parking to air quality and waste management. Unfortunately, not all systems are integrated seamlessly, making it difficult to obtain a clear view of current events and conditions across the spectrum of solutions. What's more, despite access to mountains of reported data, extracting actionable intelligence and insights for more informed decision making still remains a challenge for stakeholders.

Fortunately, there's Zyter SmartSpaces™.

Trusted by Qualcomm® to be the foundation of its Smart Cities Accelerator Program, the Zyter SmartSpaces Platform breaks down silos – by integrating and consolidating data from IoT devices and applications you already have – into one seamless interface. The result: complete visibility of what is happening across your entire network of connected devices and sensors.

In addition to receiving instant alerts and notifications about issues that matter, you can drill down through the layers of data and focus on solving problems using analytics and historic trends. You'll be able to make informed and intelligent decisions that not only improve operational efficiencies, but also enhance the quality of life – for employees, workers, residents and citizens. As the platform learns and evolves, it becomes capable of taking decisions on its own, based on rules, policies and outcomes defined by stakeholders, eventually making the vision of self-managed spaces a reality.

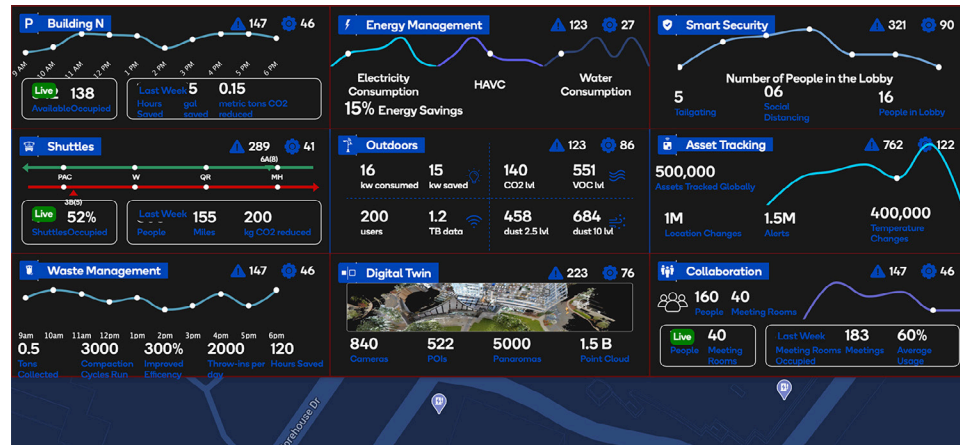
*Zyter Smart Campus enables you to better
manage your campus ecosystem and unlock
the full potential of your connected IoT devices.*

The Next Generation AI-Enabled Campus Experience

Optimize the use of campus assets. Help make the air cleaner. Make public transportation safer. Let your car find the best parking spot. Even see through walls. Zyter Smart Campus™ makes it all possible across multiple types of campus environments with its flexible and scalable AI and analytics-driven platform. Here are just a few examples of how you can make your business campus smarter and more connected:

- Command and Control Center for Communities and Businesses** – In partnership with Qualcomm Technologies and by leveraging its existing Smart Cities network, Zyter SmartSpaces is being deployed as a plug and play Smart Campus as a Service (SCaaS) solution. Diverse offerings from multiple IoT device vendors are integrated into the Zyter SmartSpaces ecosystem to provide end-to-end visibility and management across cameras, street lights, parking, building energy management, asset tracking, air quality sensors, waste management and more.

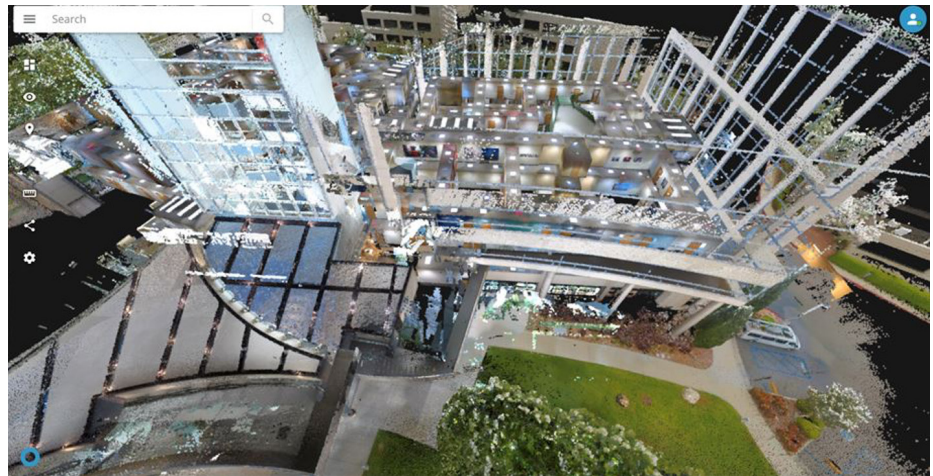
The Zyter Smart Campus Command and Control Center brings all of these integrated smart systems together in one central place and provides a holistic view to help administrators manage a city or campus more efficiently. As a result, campuses, communities, and businesses can unlock the management potential and efficiencies promised by the widespread deployment of IoT devices – and improve return on investment on the assets they already have by making them smarter.



Gain a complete view of all systems from Zyter’s Command and Control Center

In addition, because efficient management requires people in the field all across the campus, Zyter also provides administrators with a secure mobile app with access to all of the features, alerts, notifications, and analytics available in the Command and Control Center. Zyter also developed a mobile app for employees and other users to help them stay informed of changes in transit services, optimized travel recommendations during special events, and other information for their convenience and safety.

- Digital Twin** – Zyter Smart Campus is the first and only SmartSpaces solution to feature a light detection and ranging (LiDAR) based 3D digital twin – with the capability to create a real digital replica of a campus, the exterior and interior of its building structures, as well as surrounding public transportation assets, lighting, and more, to make campus management more efficient. Working with its strategic partner NavVis, Zyter can create a 3D digital twin map of a 600,000 ft. area in just four hours.



Advanced digital twin technology optimizes campus management

Instead of searching through hundreds of blueprints and plans, simply click on the digital twin 3D interactive map on the Zyter Command and Control screen and view the location or asset to be managed. Digital twin technology lets you virtually walk through a building and gives you step-by-step directions with highly accurate GPS and elevation coordinates to the exact area you need to view. What's more, digital twin lets you "see through walls" and zoom in to also view building assets, such as furniture, equipment, electric, plumbing, HVAC systems, and more. As a result, you'll have a 360-degree view and more comprehensive understanding of what is happening in the city or campus – complete, real-time information you need to take the right action in emergencies and daily operations alike.

- **Asset Tracking** – More than tracking and alerting only on the location of campus assets, the Zyter SmartSpaces AI platform provides advanced, real-time analytics on asset usage in terms of energy and resource consumption. As a result, campuses can optimize the utilization and improve the efficiency of all types of assets – anything from HVAC systems and utility trucks, to shuttle buses on a business campus, to city trash and recycling trucks and receptacles, and other specialized equipment used across cities. For example, the monitoring of city trucks can pay off in improved gas utilization and reduced gas costs, and reduced CO₂ emissions for better air quality – all benefits that enable cities to improve return on investment in IoT technology.

Zyter Asset Tracking also includes temperature alerts on perishable items such as medical vaccines and motion alerts whenever an asset is being moved without authorization.

- **Smart Waste Management** – Smart Waste Management starts with Qualcomm sensors placed on campus or city trash compactors and recycling bins to enable waste level tracking at each one. Those tracking analytics are used to determine optimized daily routes for trucks to service only those bins that are full and require pick-up. Truck drivers use the Zyter mobile app to get their schedule and optimized route for the day, while administrators can view and track the entire process on the Zyter Command and Control screen.

As a result, waste management departments can reduce gas costs by about 30%, save time and increase driver productivity, reduce CO₂ effect on the environment, and optimize trash pick-up schedules for the most efficient use of their equipment assets and human resources.

You'll be able to make informed and intelligent decisions that not only improve operational efficiencies, but also enhance the quality of life.

- **Smart Transportation** – Commuter safety and transportation efficiencies to better serve the needs of users are the goals of the smart transportation capabilities of Zyter Smart Campus. Qualcomm uses the Zyter solution to manage shuttle service between the 35 buildings its corporate campus. It not only tracks shuttle location, but also provides analytics on the number of people riding the shuttle, shuttle usage, and how many people are waiting at the stops and for how long. Zyter's analytics help Qualcomm to more efficiently plan shuttle usage and routes, resulting in less fuel consumption, lower CO₂ impact on the environment, and optimized use of the shuttle service. Employees can also use a shuttle app developed by Zyter to get directions to a shuttle stop.

Zyter also tracks and monitors shuttle driver behavior as a facet of improving commuter safety. The smart transportation capability tracks speed, occurrences of high speed turns, harsh braking, and other unsafe driving habits. A camera onboard the shuttle will send an alert to the Zyter Command and Control screen if the driver is using their cellphone or appears to be fatigued or distracted while driving. Improvements in driver behavior can result in reduced insurance costs and improved commuter safety. Other commuter safety features include an SOS emergency callbox that connects to campus security guards or police, as well as a vandalism protection system that records video and sound, and alerts security to any criminal activity.

- **Smart Parking** – Using automated license plate recognition, Zyter's smart parking capability lets participating employees drive up to the gate and enter the parking lot without showing an identification badge. The corresponding Zyter app gives the driver directions to the most optimal open parking spot closest to the building where the employee works. Zyter Smart Campus learns over time if an employee appears to have a favorite parking spot and will alert on whether that spot is available. In addition, the Find My Car feature always knows where the car is parked and provides walking directions to its location. Drivers can also virtually lock their car using the Zyter app, which prevents a thief from driving the car out of the gated parking lot – the gate will not open as long as the car is locked via the Zyter app. The Zyter app will also alert if an unlocked car has been moved from the parking spot, so the owner can call security or police.

Beyond the business campus, Zyter Smart Parking brings these time saving, convenience, and safety benefits to customers of city and airport parking lots, as well as privately-owned lots. Zyter Smart Parking can provide owners of private lots with historic usage analytics and real-time alerts on nearby events, such as concerts, to help them optimize parking lot usage and maximize profitability.



About Zyter

Zyter, founded in 2017 by serial entrepreneur Sanjay Govil, provides a cloud-based, 5G-ready platform that enables better outcomes in telehealth, home health, and remote patient monitoring, while also supporting IoT/smart technology and thermal imaging solutions. The platform's open architecture, military-grade security, and compliance with multiple industry standards enables organizations in healthcare, education, entertainment, government, and transportation to easily and effectively connect, communicate, collaborate and engage. The privately-held company is based in Rockville, Md. In 2020, the company won more than 50 awards for its solutions including Best Health Care and Medical Innovation as well as Company Innovation of the Year (One Planet Awards, Silver). The privately-held company is based in Rockville, Md. For more information, please visit www.zyter.com.

For More Information

To learn more about Zyter's Smart Campus solutions or arrange a product demonstration, please contact +1 (301) 355 7760, sales@zyter.com or visit www.zyter.com/SmartCampus.

