

# ***RSIGuard Customer Testimonials***



***A Remedy Interactive Publication***

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***Remedy Interactive Proprietary***

Remedy Interactive's RSIGuard software is the leading desktop application for keeping your workforce healthy and productive.

RSIGuard has three categories of ergonomic tools:

- tools to affect user behavior (BreakTimer, ForgetMeNots, ErgoCoach, and the Work Restriction Manager);
- tools that reduce exposure to strain (AutoClick and KeyControl); and
- tools that attempt to understand the user's work patterns (UserInsight, GroupInsight, and Health Status Reports).

Most users experience only the first two categories of features while ergonomics and health leaders will primarily use the third category. More detailed information about RSIGuard is available at [www.rsiguards.com](http://www.rsiguards.com).

When evaluating software, it is often valuable to hear the experiences of other users. Here is what our customers have told us – in their own words:

RSIGuard is simply a magnificent program. It's valuable not only to those with RSI, but to anyone who tends to hyper-focus – writers, programmers, scientists. At times, I've found myself at work typing for nearly six hours – not even knowing that the time has passed, forgetting to even eat. Then I get out of my chair and wonder why my shoulders and back are killing me! With RSIGuard, just to be forced to look at the time was extremely valuable to me. It also lets me know when I'm losing it a little – i.e., when I get angry because 15 seconds seems like too long a time to wait, I know that I need to step back. I highly recommend RSIGuard to everyone who works hard – it'll keep your body and hands healthy!

**Phillip S. Pang, M.D.-Ph.D. Candidate, Stanford University Medical Center**

RSIGuard has been very useful in getting me to take breaks. For several years I have had chronic trouble with my neck. Frequent visits to the chiropractor resolve the problem but then it typically recurs again. I installed RSIGuard several months ago both at home and work and have not been to the chiropractor since.

**Jane Vold, IBM**

I have found RSIGuard extremely useful in managing an existing problem – mainly the AutoClick feature and reminders to take breaks. I use it in conjunction with a joystick mouse and ergonomic keyboard, and it enables me to work without problems, whereas before I was in pain after about 5 minutes of using a normal mouse.

**Jo H, University College London**

Prior to using RSIGuard I was having serious hand/wrist/pain. It forced me into having an EMG, Nuclear bone scan, hand splints and lost time from work. I have not had one single hour of pain since using RSIGuard. I'm a graphic designer, on the computer all day long, but RSIGuard reminds me to take care of myself. It's very easy when creating complex graphics to have 1.5 to 2 hours of time go by without realizing it. This reminds me that I'm there, and the minor guilt trips allow me to consider my body's needs too! The exercises are a plus. I showed them to my sister who is a 30 year P.T. and she was amazed and pleased that such a product exists.

**Shoshy Azarian, Lazar Designs**

RSIGuard has been very useful for identifying which tasks are "worst" and also for preventing me from getting caught up in my work. I only wish I had started using it before I got RSI!"

**Howard Tripp, Roke Manor Research**

I LOVE it! I have chronic tendonitis in a finger joint, and since getting RSIGuard and starting to use the AutoClick, I no longer get home with my hand aching after doing a mouse-intensive project.

**Andee Zetterbaum, Agris Corporation**

I have RSI bilaterally... I attribute my success at work to taking time to exercise every 20-30 minutes for 4 minutes during RSIGuard breaks... Personally I would like to have RSIGuard installed throughout the hospital to prevent injuries; unfortunately, I have no say in this matter.

**Kathryn M., RN, Sutter Health**

Very interesting. After using RSIGuard for 30 days it hardly ever alarmed any more, as I had retrained myself. Part of it was just being aware to only move the mouse when I had a specific thing I need to do. (I have a tendency to play with the mouse if the computer is taking a long time.) The rest of it was learning about driving applications from the keyboard instead of always using the mouse. I figured I had retrained myself, so after about 30 days I turned it off! Two weeks later, I am in trouble again. I don't recall exactly how I started getting so "mouse happy," but I did. Thank you very much.

**Frank M., Staff Engineer, Qualcomm, Inc.**

I wish I had heard about this before my arm strain!

**S.M.R., Brooklyn College**

I think your software is excellent. I have RSI in both hands and found that your software is helping me a great deal. In the first day of use, it showed me that I rolled the trackball way too much and I should use the keyboard more. It made a difference to the way that my hands and forearms felt by the end of the day. I can't say that about many pieces of software I have tried.

**Jacques Giraud, Concentrated Consulting**

I've been using RSIGuard for a couple months now. Within a few days of using it, the discomfort in my mousing arm disappeared. Job well done! ... When I'm focusing on a task and a ForgetMeNots pops up, my first reaction is anger. Then I laugh, remembering that I'm choosing to run this program because it reduces pain! Still, I think of ForgetMeNots as a helpful reminder, not as an urgent, forced break.

**Gregg Zigler, Magellan Satellite Access Products**

RSIGuard gives me a way of monitoring my use and keeps me within my physician's ordered work restriction. It doesn't just keep time. It tells us how much I use the keyboard, the mouse, and how I use each. It helps us both track how I use the computer and gauge the trauma to my hands and arms from using the computer. It's like having an ergonomist looking over my shoulder in a friendly and helpful way. Companies should be flocking to your product. Aside from voice recognition, this is the first software/hardware/human interconnection I've used that blurs the boundaries in a helpful, healthy way.

**Les DeFacio, Alameda, CA**

As an ergonomics representative for a large company, I look for ways to help encourage my customers to practice behaviors that follow sound ergonomic principles. One major challenge that I face is helping people understand that taking five minute "micro breaks" each hour is important to their working comfort and more importantly, their health. Most people will forget that an hour or more has passed and continue typing — a sure recipe for Repetitive Strain Injury. I have personally found "RSIGuard" to be a joy to use, and will implement its use for my customers. I really like the fact that "RSIGuard" is a totally personalized approach to ergonomic timing software, not just another keystroke counter or minute timer.

**Dan O'Sullivan, Ergonomics Team Leader, Roseville, CA**

RSIGuard has been very useful in terms of ensuring I take adequate breaks to avoid doing further damage. I find it easier to comply with breaks recommended on the grounds of trauma accrued, rather than simply time elapsed since last break. At first I was skeptical about the utility of AutoClick, but now can't imagine life without it.

**A.W., Ph.D. Student, Guy's, King's & St Thomas' School of Medicine**

RSIGuard has reduced the number of finger taps I do since I use a touchpad). This reduction has allowed me to work pain-free for longer periods of time. I also appreciate the timer and keyboard lock. It's very easy for me to get lost in my work. The timer reminds me to rest and the lock reinforces it. I have the program set to its highest or most restrictive level as I tend to acknowledge the need for rest, but rarely follow through without the lock. I appreciate the requirement of typing a word like "relax" or "posture" to deactivate the lockout. The exercise version is very helpful as well. In fact, at last week's staff meeting, I led our group in one of the exercises, mentioning RSIGuard I believe we will continue the practice at some of our next meetings.

**S. Williford, Chattanooga State College, Chattanooga, Tennessee**

RSIGuard has become something I rely on and wonder how I ever got along without. If you need to live and work with a repetitive strain injury, then you need to find the things that work for you. Other RSI programs I have looked at all take the "one size fits all" approach and forced me to work a certain way that just didn't help. RSIGuard has so much flexibility and customization that it allows me to stay productive while still causing me to change my work behaviors in ways that mitigate pain and fatigue. I am in control of my injury now, and the computer does not control me. The most important thing for me is the BreakTimer. It reminds me to take a rest, but allows me to over-ride it if I need to do something important. All of this is easily customizable and I have tuned it to my needs. The ForgetMeNots help me to remember to improve my posture. The AutoClick feature is the most advanced I have seen and is there when I need it. DataLogging is a very useful tool that allows me to chart my keyboard and mouse activity daily and shows me my work patterns. I use this data to organize my time such that I avoid "peak usage" periods. All of this is in one integrated easy to use package. I recommend RSIGuard to anyone with a repetitive strain injury and to everyone in order to avoid it!

**Duane Strong, Software Engineer, E-mu Systems**

I have found that RSIGuard is an excellent way to limit the physical strain that using a computer for extended periods of time can cause. I was able to significantly reduce the amount of tension that I had previously experienced while using the computer. Especially of use to me are the new ways in which RSIGuard allows me

use the mouse. Rather than constantly clicking, I merely have to move the mouse to the desired spot, and RSIGuard clicks for me. It's also nice to have reminders to take breaks, both for my physical and mental health. The program is reliable and extremely user friendly. I strongly recommend RSIGuard to anyone who is experiencing pain and/or tension while using a computer, and for those interested in preventing RSI related injuries.

**Ben Blechman, Violinist and UCSC Computer Science Student**

About 6 months ago, my right hand started getting sore. I wasn't even sure it was related to work. I thought I must have strained it working in the yard or something. It started getting worse at work, especially after a long, grueling day of clicking the mouse. I started to get suspicious about RSI, and finally, it was really starting to hurt. I even switched mouse clicking to my left hand. I hated that! Then I learned about RSIGuard and decided to give it a try just for kicks (hey - it had a free trial!). The feature I was interested in was AutoClick, since if I really did have RSI problems, it was from clicking the mouse. The AutoClick does take some getting used to, but after awhile, it seems pretty normal. I've been using it since January. Results??? My hand hasn't had any problems since I started it! The effect was almost immediate! If I cheat and start using my hand to click the mouse, I can feel my hand starting to get sensitive again. I just go back to using AutoClick like it's supposed to be used, and it's great. I highly recommend it to anyone who has RSI type problems or wants to avoid getting them.

**Craig Asplund, ASIC Design Engineer, Creative Technologies**

Thank you! I found it interesting how without the software, I would slouch into bad posture until something started hurting. Even if I don't take breaks, the reminders remind me to correct my posture. It really helps a LOT!

**T.S., Post-doc Carnegie Institute, Stanford**

I was getting to the point where I simply couldn't click the mouse anymore. The ability to have the RSIGuard's AutoClick do the clicking for me is fantastic. Within a week, I was proficient enough to set the delay time to an extremely low figure so that I can click around a spreadsheet almost as fast as I used to. The hotkeys are also a great feature. Pressing a key rather than double-clicking is really helping me to reduce pain. The enforced breaks are a benefit as well. They drive me insane but I leave them activated to force me to take breaks.

**A. Dixon, Canada**

**Here are more organizations that have chosen RSIGuard**

<p>Apple Computer Applied Materials Aquinas College Associated Press Atomic Energy of Canada AT&amp;T Australian Conservation Foundation Australian Sports Commission Baltimore Technologies Berkshire Hathaway Homestate Co. Bio-Rad Laboratories Boehringer Ingelheim Canada Ltd. Bechtel Boeing BP Bruce Power Cadence Design Systems California Institute of Technology Library Cardiff County Council Carnegie Mellon University Catholic Healthcare West Chattanooga State Community College City of Fremont City of San Jose Clorox Columbia University ConocoPhillips Canada Cornell University County of Alameda County of Monterey County of Riverside County of San Mateo County of Tulare County of Ventura Creative Technologies Dade Behring, Inc. D'Arrigo Brothers De Montfort University Disney Imagineering Diversey-Lever Equipment Dry Creek Software Dublin City University Duke University Medical Center Dun &amp; Bradstreet Denmark Eastern Mountain Sports Eindhoven Holland EMC Insurance Companies Entergy Exelixis, Inc.</p>	<p>Federal Home Loan Bank Fermi National Accelerator Lab Fidelity Investments Finnish Institute of Occ. Health Fortis Bank Fraunhofer Gesellschaft G &amp; D Software, Netherlands Genentech Georgia Pacific Grace Performance Chemicals Hale Makua, Inc. Hawaiian Army National Guard Hawaiian Electric Health Management Associates Health Plan of San Mateo Hercules Chemical Hewlett-Packard Howard Hughes Medical Institute IBM ILWU-PMA Benefit Plans Indiana University Law School Intel Jewish Vocational Services JP Morgan Kaiser Permanente Koch Fertilizer Kvaerner Process Lawrence Berkeley National Lab Leeds Metropolitan University Liberty Mutual Los Angeles Dept of Water &amp; Power Lucent Technologies Luleå Academic Computer Society Magellan Satellite Access Maine Technical College Meat &amp; Livestock Australia MetroNational Microsoft Monsanto Mutual of Omaha NDS Technologies Israel Ltd. NextCard, Inc. Nortel Networks Northrop Grumman NYS Pilgrim Psychiatric Center Oracle Orange, UK Orion NZ Ltd Otis Elevator</p>	<p>Pacific Gas &amp; Electric Pratt &amp; Whitney Praxair Surface Technologies Puget Sound Energy Qualcomm RasGas Raytheon Reuters Roane State Community College Roke Manor Research Ltd San Diego Regional Center San Francisco State University San Jose Public Library Santa Clara Valley Water District SmithKline Beecham Snohomish Public Utility District Stanford Hospitals Stewart Title Sutter Health System Sydney Water Total Transport for London UCO Lick Observatory Union Bank of California Université de Sherbrooke University College London University of British Columbia University of California, Irvine University of California, Santa Cruz University of Colorado at Boulder University of Leicester University of London University of Wales, Bangor University of Western Australia Library Universiteit Leiden Universiteit Nijmegen US Department of Agriculture-ARS US Environmental Protection Agency US Federal Communications Commission US Geological Survey US Postal Service Veteran's Administration Viewpoint Systems, Inc. VISA / Inovant Wells Fargo Wind River Systems W.R. Grace Xerox PARC</p>
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*Some of the above organizations listed above may only have licenses for specific users. Although some of the above organizations may serve as references for RSIGuard, being listed above does not necessarily constitute any official endorsement of RSIGuard.*

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#### About Remedy Interactive

Remedy Interactive, headquartered in Sausalito, California, delivers the most innovative and intelligent safety software solutions that empower you to drive towards injury-free and productive workplaces with a focus on employee engagement, measurable outcomes and analytical insight.

For more information, please visit  
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