

# Are you getting enough from your remote support solution?

There are many ways to provide remote support, but not all solutions are created equal. In a world where people expect support to be always available and always efficient, organizations can't afford to waste time with tools that are slow, cumbersome or incomplete.

When evaluating your team's current or prospective solution, you need to look at more than just its features and also consider the results you can achieve by using the tool.

With Rescue, support organizations are reporting new levels of efficiency and productivity.



Fuji Xerox reached a **98% customer satisfaction score.**



Customer satisfaction scores are one of the most important metrics to a support team. A positive and intuitive user experience is essential. It's critical that your solution is easy to access and use – even for those who are less tech-savvy.

Law School Admission Council **reduced average support session time** by more than 75%.

Efficiency depends on speed. When a problem arises, it needs to be fixed – fast. When quick resolution is standard, you'll boost productivity and cost savings. Speed is also preventive. When you can discern customer problems, you can solve them before they cause bigger headaches.



Parsons Corporation **increased first-call resolution** from 17% to 85%.

Time and cost savings are only the start. Remote support can do much more for your business, but your support tool must offer more than remote control. Not convinced? Have a brief chat with your agents and you'll quickly learn how a full-featured support tool can greatly improve their ability to solve problems.

Lenovo **saves \$1 million per year** on support costs.

Support can be an expensive endeavor, but it doesn't have to be. With a purpose-built tool, your support organization can go from a cost center to a revenue contributor. Your remote support solution should allow you to cut costs by reducing site visits, increasing first-call resolution and decreasing handle time.



University of Massachusetts Boston **decreased desk-side visits** by nearly 75%.

These days in IT, working from anywhere isn't just a luxury, it's a necessity. This means connecting to your users or servers from anywhere is a requirement. A remote support tool should be just that – a tool that allows you to fully serve end users and solve problems remotely, without the need to see or handle the device in person.

Get more from your remote support solution with Rescue.

Start a free trial of Rescue at <https://www.logmeinrescue.com>.