



INTUITIVE DESIGN ALLOWS FOR EFFECTIVE COLLABORATION.

Challenge

To help personnel demo, sell and support their cutting-edge sales solutions, Brandwise needed to address issues caused by the collaboration and remote support tools in place:

- Previous system was unreliable and often down
- Lost connections cost valuable customer support time
- The solution provider would help, but not fully support Brandwise

Solution

When Chris McClellan, Network Administrator, implemented Rescue by LogMeIn, Brandwise saw marked improvement in their remote support efficiency. Features like **File manager**, **Reboot and reconnect** and **Remote diagnostics** make the solution easy to use, and promote reliable connection to end users' systems. Now, five technicians can handle 150 sessions a day.

Brandwise also replaced their online meeting solution with **join.me** to improve sales and customer relationships. Up and running across the organization in just five days, **join.me** helps the implementation team train new clients and the sales team demo their software to prospective customers.

Results

The switch to LogMeIn has helped Brandwise save time and money while both selling to customers and supporting clients. Not only did they increase their customer satisfaction, but also their own satisfaction when working with LogMeIn support. "Any questions or issues I had, or if I wasn't sure how to set things up, LogMeIn would get back quickly and was as helpful as could be," said McClellan.

✔ Visit join.me for more information.



Industry: Sales software

Headquarters: Lakewood, CO

Number of Employees: 40

"The switch to Rescue and join.me by LogMeIn has benefited us financially, functionally and from a support standpoint."

– Chris McClellan, Network Administrator, Brandwise

