

Exceptional Customer Experience

The New Business Differentiator

It's simple: Happy, engaged, and loyal customers can help drive revenue – and state-of-the-art technology is the engine. LogMeIn Rescue is the answer.

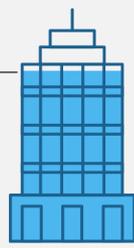


financial performance of CX leaders outperformed the portfolios of CX laggards by

80%

89%

of companies believe "customer experience will be their primary basis for competition by 2016."



Ensuring Exceptional CX is Challenging

Today's consumer:

More demanding than ever

- Highly informed & opinionated
- Global purchasing power
- Expects support via any channel



Today's support:

More involved than ever

- "Always on" culture
- Multiple devices
- Customer data on the rise



Today's products:

More innovative than ever

- New technical features
- Smart & connected
- Require specialized expertise



Enterprise Pain Points Add to the Complexity



The Solution: LogMeIn Rescue



Customized look & feel

Video & smart phone camera support

25% of support situations resolved virtually

46% of issues solved on first contact with video

Connect in 20 seconds

Large number of Mobile Click2fix

Addresses **90%** of customer support issues

Anytime, anywhere support

Proven security

Reliable & scalable

Integrates customer data

Bottom-Line Benefits of LogMeIn Rescue

Help reduce costs

Hologic's user support group saved travel expenses of \$50K/year.

Improve vital KPIs

Raya Corp. achieved CSAT ratings of "satisfied/very satisfied" on 100% of calls.

Enhance customer experience

Money Concepts reduced resolution times from 20-30 minutes to 3 minutes.

Drive increased revenue



For more information, visit www.logmeinrescue.com