Rescue by LogMeIn

Arise Virtual Solutions

Rising to the occasion with outsourced support.

Arise™

INDUSTRY: Outsourced Technical Support Services

HEADQUARTERS: Miramar, FL

NUMBER OF EMPLOYEES: 5,000

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Rescue is a breath of fresh air, and so is working with LogMeIn. All of the people we've worked with have been very responsive to our needs. LogMeIn provides excellent support — and at Arise we know all about excellence in support."

—ALLEN MCCLURE, *Service Desk Manager, Arise Virtual Solutions*

CHALLENGE

A leading provider of outsourced customer service solutions for many of the world's largest consumer-facing companies, Arise Virtual Solutions relies on a network of more than 5,000 self-employed home-based agents in the U.S. and Europe. To deliver high-quality service for all of its clients, Arise needed to replace its reliance on phone support and limited remote control tools with the best customer support solution available.

- The solution need to be deployed to thousands of remote workers, which demanded simplicity, flexibility and ease of use.
- Arise needed to offer immediate remote support to these personnel.
- The company required a means of monitoring outsourced agents' performance.

SOLUTION

Arise turned to LogMeIn Rescue for its remote support needs. Rescue is extremely reliable, minimizing dropped connections and latency. Unlike other options on the market, Rescue offers a variety of advanced capabilities that other options can't match, such as the ability to access the remote system even if the VPN connection is off. Rescue supports both Macs and PCs, which is essential considering the diverse solutions used by Arise's home-based employees. And thanks to its simplicity, Arise is able to help these agents resolve technical issues quickly, maximizing productivity.

RESULTS

By deploying Rescue, Arise reduced its resolution times, increased its agents' customer service capabilities and significantly cut costs.

- The first-call resolution rate increased by 23 percent, while the number of repeat callers decreased by 33 percent.
- Support requests have increased 268 percent, while support staff grew by only 80 percent.
- Arise saves approximately $48,000 per month in support costs thanks to improved support staff productivity.