



Law School Admission Council

Raising the bar for support.



INDUSTRY: Education

HEADQUARTERS: Newtown, PA

NUMBER OF EMPLOYEES: 200+



Just by replacing our previous remote support solution with Rescue, we've saved money...not to mention having a product that we actually want to use."

—**ROBERT JUNG**, Senior Technical Analyst,
LSAC Technical Support Services



CHALLENGE

The Law School Admission Council (LSAC) administers the Law School Admission Test (LSAT) to an average of 140,000 prospective law students each year, and more than 200 law schools in the US, Canada and Australia are LSAC members. LSAC provides IT support to both groups, but its existing support tool couldn't meet the group's needs.

- The previous support tool was convoluted, slow and expensive, and so only used in emergency situations.
- LSAC's clients face stressful situations – applying to law school or managing admissions and testing deadlines.
- The group needed a support tool that was intuitive, inexpensive and always available.

SOLUTION

LSAC soon discovered that LogMeIn Rescue was the ideal solution. Critically, Rescue offered ease of use, a speedy connection and remote startup. It enabled LSAC technicians to provide near-instantaneous support to both law school applicants and administrators. Rescue also provided a number of bonus features, including reporting capabilities, file transfers, the ability to use a laser pointer within sessions and more.

RESULTS

Rescue's robust functionality, reliability and speed helped LSAC to meet and then surpass its IT support goals.

- Average support session time dropped from 40+ minutes to fewer than 10 minutes for candidates and 20 minutes for administrators.
- Law school software installation time decreased from 4 hours to 20-30 minutes.
- LSAC has saved thousands of dollars per year since replacing its old remote support solution with Rescue.
- The ease of initiating remote support sessions and troubleshooting issues directly created a much more positive experience for both users and technicians.