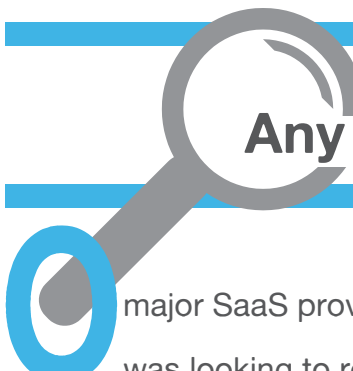# Any way you look at it, "Rescue's way better!"

A major SaaS provider was looking to replace their current remote support tool, GoToAssist. Naturally, they wanted to take a close look at LogMeIn Rescue. They had a team of analysts spend two weeks giving Rescue a thorough workout, piloting it in actual customer situations, before ultimately selecting LogMeIn Rescue . Here is their story…

Here's why they went looking:

One large SaaS provider is committed to providing an excellent customer experience, and to providing their support analysts with a solution that will help them deliver that experience. Their old tool, GoToAssist, was proving inadequate in a number of key areas.

- ⊙ Connection speed was below the desired benchmarks
- ⊙ Support for mobile devices and end-user Macs was limited
- ⊙ Essential features – file transfers, remote reboots, reconnecting after reboot, or typing remotely (the customer has to do it for them) – weren't up to the job
- ⊙ Technicians couldn't easily work on multiple sessions concurrently

And users couldn't log in as a service (an extremely important feature when someone needs to log into a computer with an administrator account).

In fact, the company had been having so much trouble getting GoToAssist to work on their computers, they tried to fill in some gaps by using GoToMeeting. That did little to improve things.

Here's what they were looking for:

In addition to wanting a solution that doesn't have the limitations – like connection speed and mobile and Mac support – they'd experienced with GoToAssist, this SaaS provider wanted a solution that could:

- ⊙ Scale with the team and the customer base
- ⊙ Support many systems and devices
- ⊙ Provide reporting and audit history
- ⊙ Connect on LAN

Offer features – like chat – that they might want to add in the future were also of interest.

Here's what they were looking to do (and how they wanted to do it)

They wanted to contribute to their customers' success by:

- ⊙ Increasing first call resolution by taking advantage of additional features and through better mobile support
- ⊙ Decreasing average handle time with feature like file transfers, remote restart with reconnect, locking keyboard/mouse, enter commands
- ⊙ Making it easier for their customers to connect and interact with support analysts, improving the overall experience in each session

✚ Rescue by LogMeIn

What you find when you take a look at LogMeIn Rescue.

Here's what they found with LogMeIn Rescue

When compared to the week before the pilot, the SaaS provider found that, with Rescue, they were able to:

- Decrease average time to resolution by approximately one day per analyst over the week
- Decrease average phone handle time for the week by approximately two minutes per analyst (which really adds up over hundreds of support analysts)
- Increase first contact resolution by three percent for the week
- Enable their technicians to work on multiple sessions

Here's what the analysts – and the company's customers – had to say about LogMeIn Rescue

- "Super-fast and friendly!"
- "Works very well and easy to setup, easy to make a connection to user"
- "Great console interface loaded with features."
- "Mobile support!"
- "Way better than GoToAssist."

No wonder they stopped looking and chose LogMeIn Rescue at their remote support solution.

LogMeIn's multi-channel customer engagement solutions simply connect people, data and devices with the security and reliability you need to build better customer experiences.

About LogMeIn Rescue

LogMeIn Rescue delivers powerful on-demand remote support to users and devices anywhere, anytime, and from more devices than any other remote support solution. Intuitive, innovative, and customizable remote diagnostic tools provide a seamless user experience and enable technicians to tackle both simple and complex issues easily and effectively. Rescue is an enterprise-grade cloud platform, built with the power, security, scalability, and reliability a large professional help desk expects, with 99.99% uptime. To learn more or start a free trial, visit www.LogMeInRescue.com.