Rescue by LogMeIn

PC Paremedics.it

An integrated solution for superior results.

PCParamedics.it⁺

INDUSTRY: MSP – computer & network security services

HEADQUARTERS: Cannock, Staffordshire, UK

NUMBER OF EMPLOYEES: 20

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"We get about 250 calls a week so we save more than four hours a week, which adds up to an annual saving of approximately 220 hours. These efficiencies grow exponentially as we add new clients. Agents are also more accountable since the system records everything they do with their time."

– **PAUL DADGE**, *Senior Consultant and Owner, PC Paramedics.it*

CHALLENGE

PC Paramedics.it is an MSP that delivers IT support to 35 to 50 customers, each with two to 250 employees, in the security, distribution and healthcare industries. The company needed to deliver top-quality IT support to all of its clients. To this end, PC Paramedics.it relied on both Autotask and LogMeIn Rescue. However, while excellent individually, together these solutions created inefficiencies.

- Agents had to toggle between the different systems, increasing call times and diminishing productivity.
- Managers had to enter both systems to see interaction statistics.
- The lack of compatibility caused significant user frustration.

SOLUTION

Paul Dadge, Senior Consultant and owner of PC Paramedics.it, discovered the existence of an integration between Autotask and Rescue. Support agents could now use Livelink, a drop-down menu that makes it easy to use third-party products within Autotask, including Rescue. This allows support personnel to easily make use of both solutions without redundant data entry or being forced to leave one to enter the other. Managers also gained much easier insight into client interactions.

RESULTS

The user experience improved in every capacity once PC Paramedics.it embraced the integrated solution.

- The company shaved an average of one minute off each of their 250 weekly calls, saving 220 hours annually.
- PC Paramedics.it can now support a greater number of users without adding personnel.
- Agent accountability increased, as system records became more comprehensive.