



The Telenor Group

Smart support for smartphones.



INDUSTRY: Telecommunications

HEADQUARTERS: Fornebu, Norway

NUMBER OF EMPLOYEES: 10,000



“With LogMeIn, Telenor is now able to support PCs, Macs and mobiles through a single application. LogMeIn Rescue is an easy-to-use and secure cross-platform support solution for the modern helpdesk environment. We were so impressed with LogMeIn Rescue that we replaced all of our legacy remote support solutions.”

– **LARS-ERIK MONSVIK**, *Project Manager for Telenoreksperter, The Telenor Group*

CHALLENGE

Telenor Group provides mobile, broadband and TV telecommunications services worldwide from Central Eastern Europe to Asia. Once Norway’s national telephone service company, Telenor Group has grown into the world’s seventh largest mobile provider, with a mobile subscriber base of 159 million. In an effort to revitalize and upgrade its customer service, Telenor needed a new remote support solution.

- Telenor’s premium support department, Telenoreksperter, needed to provide immediate, 24/7 access to customers.
- The support team had to provide assistance for a wide range of technical issues, including Internet access, networking and Wi-Fi setup problems.
- Telenor needed a remote solution that worked for PCs, Macs and mobile devices.

SOLUTION

Telenor introduced a new customer service offering featuring LogMeIn Rescue’s mobile capabilities. Immediately, Telenor improved the extent and speed of its remote support capabilities. Even as the customers’ devices and technical issues became more complex, Rescue enabled the company to meet and even exceed support expectations.

RESULTS

The high degree of control offered by Rescue significantly improved Telenor’s support capabilities, leading to impressive results.

- By taking control of users’ devices (with their permission), the customer experience became more satisfying, more convenient and less frustrating.
- Since 2008, Telenoreksperter has handled more than 160,000 customer requests with Rescue.
- Rescue’s management console provides precise control over the support session, increasing efficiency and effectiveness.

