



What Matters Most in a Remote Support Solution

When it comes to whether someone will recommend a product to others, certain attributes matter more than others. A recent online survey of those using remote support tools* found that these considerations mattered most.

*In the fall of 2014, SSI, the sampling and research experts, sent a sponsored online survey on remote support software to a panel of IT decision makers and influencers from across the U.S. All respondents, which represent a broad range of industries, currently use a remote support solution, the vast majority deploying Bomgar, Citrix GoToAssist, LogMeIn Rescue, TeamViewer, or WebEx Support Center. The survey had nearly 500 respondents.

User Interface (UI): For those recommending a remote support product, UI was rated the most important attribute. This comes as no surprise. After all, if a UI is difficult to navigate, the product won't get used. And whatever applications they're supporting, your helpdesk technicians have plenty on their minds without their having to deal with complex workflows. Ease of use is important for those on the receiving end of support, too. End users don't want to grapple with learning how to **get** support – and they shouldn't have to. They need a UI that's intuitive and non-intrusive.

Professional Services & Training: This was second in importance on the remote support users' list, and it's a consideration that covers a lot of ground. The range of services should include implementation assistance, integration, customizations, help with scripting, and technician and admin training. For remote support, integration with other systems, especially with CRMs, is also critical. For any solution, having the right professional services available can make the difference between a successful deployment and a solution that sits there on the shelf, solving nothing.

Security: Security is top of mind these days, as each day seems to bring yet another story about a major hacking incident or cloud vulnerability. Organizations have to take special care when introducing new software or new devices that they don't inadvertently open themselves up to a security breach. Remote support solutions are accessing internal systems and desktops. So they need to be rock-solid, security-wise, when it comes to technician operations and the end-user experience.

Initial System Setup: Once an organization has made the decision to deploy a solution, they're always eager to get it up and running right away. After all, they've no doubt made their investment to solve a problem. Why wait? For a remote support solution, initial system setup – any installations that are required, getting the helpdesk organized, setting up technicians, configuring technicians, enabling support channels, provisioning firewall rules, integrating with a CRM – needs to be accomplished as quickly (and painlessly) as possible. Professional services may be required, but things do need to move fast.

Administrative Capabilities: Whether a helpdesk is large or small, supporting internal or external end-users (or both), the remote support solution's administrators have many tasks to take care of. The structure of the helpdesk needs to be established and maintained. Granular permissions need to be set – by geography, technician group, or even individual technician. Tasks need to be assigned. Technicians need to be monitored. Reports need to be run. A remote support solution must provide capabilities that fully support its administrators.

Connection Speed: Let's face it, no one has the time or the patience to put up with slow connections – especially in a support situation, where the end user in need of help is already likely to be feeling stressed out and frustrated. So connection speed matters, and it matters wherever the person looking for support is located, and whatever device they're using. Support – time to connect, chat response, remote control – needs to be done in as close to real time as possible.

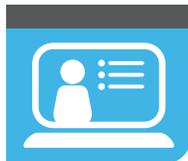
Delivering on What Matters Most in a Remote Support Solution

When it comes to what matters most to those who recommend remote support products, LogMeIn Rescue gets high marks. In fact, in a recent survey, Rescue consistently achieved the highest rating for each of the top considerations. Here are a few of the reason why:



User Interface: LogMeIn Rescue has an intuitive, easy-to-navigate interface, but Rescue's simplicity doesn't compromise when it comes to a full and rich set of capabilities. End users can easily initiate a support session via pin entry (delivered via e-mail, SMS, or web link), Calling Card, or chat channel. The interactive chat feature offers the end user a detailed session history, prompts to permit or deny technician access to all functions, file transfer, and the ability to stop remote control or disconnect at any time.

Rescue is built for technician by technicians, so the Tech Console is designed to give technicians easy access to the features and functions that matter most. With Rescue, technicians can toggle between multiple sessions and functions using the familiar tabbed layout common in Windows applications.



Professional Services/Training: LogMeIn offers a wide array of services to help you get started, and continue your success on an ongoing basis. Services include scripting assistance, training for groups and individuals, customization (e.g., branding your support), and integration help (above and beyond integrations with salesforce, zendesk, ServiceNow, BMC Remedy, ConnectWise PSA, Autotask, Freshdesk and more). LogMeIn's VIP program offers 24/7/365 support.



Security: With LogMeIn Rescue, end users are secure. They must permit a technician to use each LogMeIn Rescue function, and can choose to terminate the session at any time. LogMeIn transmits files via 256-bit SSL encryption. Once a session is complete, all traces of the Customer Applet disappear from the remote device. With LogMeIn Rescue, you can securely manage your technicians, with granular level permission definition, the ability to view details of technician activity, and session auditing. And LogMeIn Rescue is hosted in state-of-the-art, secure datacenters.



Initial System Set Up: LogMeIn Rescue's SaaS platform allows for seamless, easy installations that customers can typically manage on their own, with no overhead deployment costs.



Administrative Capabilities: Setting up the organization, assigning permissions, setting up support channels, controlling how sessions are started and managed, monitoring and interacting with sessions and with the technician's desktop, creating surveys, setting up chat, handling customizations... Administrators use Rescue's intuitive online interface to easily manage a broad range of tasks.



Connection Speed: With LogMeIn Rescue, it takes less than a minute (typically 20 seconds or less) to connect to devices anywhere in the world – without pre-installing any software. Initial connections are fast because of the efficient workflows that LogMeIn has built in. Ongoing connections stay fast, courtesy of LogMeIn's patent-pending point-to-point technology.

Want to learn more about LogMeIn Rescue and the features that matter?

● Go to www.logmeinrescue.com