

# Solve everything.

Solve problems securely and reliably with Rescue by LogMeln.

Rescue customers frequently see results like these:

+23%

More efficient agents drive up FCR

+15pts
Happier customers mean higher NPS scores





## 4 Reasons to Choose Rescue

#### **Multi-Platform Remote Support**

A single access point to all leading platforms: PC, Mac, IoS, Android — even unconnected devices using interactive video with Lens.

#### Simple to Use

Solve problems faster with every tool a technician needs — run diagnostics, take control, and transfer files with a single click.

#### **Built Secure**

Rescue is committed to security with annual audits, AES-256-bit encrypted connections and permission-based functionality.

#### Reliable

Rescue has continuously delivered industry leading 99.9% uptime.

### **Support Essentials**

- ✓ Out-of-the-box integrations & APIs
- ✓ Seamless connections from your website
- ✓ Customizable workflows
- ✓ Configurable group & agent permissions
- ✓ Real-time monitoring
- Robust reporting

What our customers are saying:

"Rescue changed the way we manage support at Make-A-Wish. It makes our jobs easier, and enables us to get more done in less time, with fewer people. What we have saved with Rescue goes back to granting wishes."

#### **Daniel River**

Technical Support Specialist — Make-A-Wish Foundation of America