Level up.

Pair ServiceNow with LogMeIn Rescue for even more power.

Next level incident support

Your support team is already using a leading incident management tool with **ServiceNow**, now make your team and that tool even more powerful by pairing it with **LogMeIn Rescue**.

With Rescue's **speed, intelligence, and simplicity** your support team can provide superior, seamless remote support for any customer request.

And Rescue's industry leading functionality is taken to the next level when connecting it to SeviceNow by:

- Taking advantage of smooth workflow from ticket creation in ServiceNow to a remote support session in Rescue

- Speeding up time to resolution by starting a remote session without leaving your ticketing tool.

- Maintaining a single source of record for reporting on team utilization and performance

Seamless workflow

Our ServiceNow connector links ServiceNow and LogMeIn Rescue, creating a seamless workflow from ticket generation to running a remote support session and back.

Once the ServiceNow/Rescue integration is set up, users will be able to:

✓ Easily generate a LogMeIn Rescue PIN in the ServiceNow interface

✓ Synchronize all chat dialog and session history from Rescue to ServiceNow

✓ Synchronize all notes from Rescue to ServiceNow

Connection time has been reduced from 2 minutes to less than 30-seconds, speeding up call time and increasing end-user satisfaction

now CERTIFIED

What our customers are saying:

"LogMeIn Rescue is a rock-solid, well-rounded solution that has no gaps. Its integration with ServiceNow has made a real difference for us. Another big plus is that it's cloud-based; freeing us up from having to worry about the time and risks associated with maintaining our own infrastructure. Overall, Rescue has been a tremendous solution for us."

Matt Niller
Research and Development Manager — **Virteva**

logmeinrescue.com   🐦 @logmeinrescue