



LogMeIn Rescue Lens: Let the Camera Do the Talking

March 31, 2015 - IDC Link

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In March 2015, LogMeIn [announced](#) the release of Rescue Lens, the latest edition to its Rescue remote support service portfolio. Lens allows a real-time video stream between technicians and end-user customers via their Android or Apple smartphone cameras to quickly identify technical issues that may otherwise be difficult to describe over the phone. Once a session is initiated, the user and technician can stay in constant contact while the technician looks over the problem using the customer's mobile device camera. Once the problem is identified, the technician is then able to instruct the customer or onsite technician on how to best resolve the issue. In addition to being able to see what the customer sees, the technician can also draw on the screen to identify key components or problems for the customer. This ability is a powerful tool that extends its usefulness far beyond the IT world, lending itself to any number of use cases. For example, if a customer is having trouble identifying the correct wires while installing a ceiling fan, the support technician can initiate a remote viewing session to identify which wires need to be connected, specifically indicating them with persistent on-screen whiteboarding capability. Lens enables technicians to troubleshoot issues as if they were physically onsite themselves or to collaborate with other team members if they themselves are onsite. This feature also allows customers to solve issues that they would otherwise have to call a professional to fix, saving them time and money. These features add a great deal of benefit to both the technician and customer alike. These benefits include:

- Reduced time needed to diagnose or troubleshoot issues that may be difficult to explain over the phone and provide guided instructions such as wiring procedures, model and serial number locations, or assembly instructions
- Persistent on-screen customized prompts that enable technicians to identify specific components or problem areas quickly to the customer
- Record and log sessions for later reference
- The ability to assist a larger volume of customers in a shorter period of time not only increasing technician productivity but also reducing customer wait times potentially increasing customer satisfaction

LogMeIn Rescue Lens is a smart and natural evolution of the Rescue remote support portfolio and will be initially made available for iOS, iPad, and Android devices in April 2015. Extending remote viewing support capability through the use of mobile devices provides support technicians with a broader set of options when assisting customers or onsite technicians. It is not surprising that LogMeIn has included this feature into Rescue given its success in the desktop remote support market, and it underscores LogMeIn's "Support of Things" campaign as an extension of its Xively IoT platform. The whiteboarding capability of Lens gives LogMeIn a leg up on its competitors with similar offerings, but it should stay aggressive and consider adding Windows support to Lens on the horizon of the Windows 10 release. Nevertheless, Rescue Lens is an innovative and useful remote support tool and is a thoughtful addition to the ever-growing IoT market, solidifying LogMeIn as an early innovator in this space.

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