



Data Sheet

Powerful Remote Support

**Deliver secure on-demand
remote support to PCs, Macs
and mobile devices.**

LogMeIn Rescue is a comprehensive web-based remote support solution that provides on-demand permission-based access to remote PCs, Macs and mobile devices. Helpdesks, contact centers and IT service providers use Rescue to deliver faster, more efficient incident resolution that yields higher customer satisfaction levels and lower support costs. Thanks to Rescue's patent-pending point-to-point technology, technicians can quickly and securely connect and control remote devices — without pre-installed software — from anywhere in the world.

Resolve incidents faster and improve helpdesk and contact center efficiency

Rescue is much more than remote control; it is purpose-built for support professionals. Featuring tools for both support technicians and managers; Rescue increases technician productivity and reduces the cost of providing support. The LogMeIn Rescue Technician Console is a web-based interface that technicians use to respond quickly to support requests, access support tools and connect to remote devices. The LogMeIn Rescue Administration Center gives supervisors powerful tools to monitor helpdesk operations, train staff and analyze customer satisfaction scores.

The Technician Console has an intuitive user interface that lets technicians manage unlimited support and chat sessions in a single window. The tabbed interface allows technicians to easily toggle between up to ten active sessions and “tear away” remote control session windows for organized viewing, a requirement for multi-monitor setups. Features such as Instant Chat, PC system information dashboard, and technician collaboration accelerate problem identification and resolution, which results in shorter call handle times. Remote device configuration, script deployment and device history help technicians resolve more issues remotely, reducing costly device returns and minimizing escalations to more costly level two and three support. Notes and session history tie incidents to specific devices, so technicians can gain a deeper understanding of past issues that may influence the current support session.

Rescue also helps support managers effectively manage their support teams and processes. The Administration Center provides managers with tools to configure Rescue to the specific needs of their support organization. Managers can use the simple online interface to create and assign permissions for administrators and technician groups. Additional features include technician monitoring, customer satisfaction surveys, customizable session queues, and auto-routing of support requests. Managers are able to centrally manage their support organization's remote support processes and create reports that give them the insight they need to monitor and assess technician productivity and improve customer satisfaction scores.

Key Benefits

- **Increase first-call resolution:** Multi-session handling, Instant Chat, technician collaboration and more help reduce escalations to level two support and solve more issues on the first call.
- **Decrease average call handle times:** System information dashboard and reporting tools accelerate problem identification and resolution.
- **Reduce costly device returns:** Script deployment, device history and remote device configuration help technicians resolve more issues remotely and reduce unnecessary returns.
- **Improve technician productivity:** Multi-session handling, Instant Chat and remote control enable technicians to solve more issues in less time.
- **Enhance employee productivity:** Fewer device returns and remote resolutions improve efficiency.
- **Reduce support costs:** Resolve more issues remotely with broadened support options, including mobile device support and unattended access.
- **Increase customer loyalty:** Offer responsive service and use dynamic customer surveys to analyze and improve customer satisfaction scores.
- **Showcase your brand:** Reinforced branding opportunities with a customized Calling Card applet.
- **Optimize helpdesk efficiency:** Granular management and control of Admin and Technician Groups, permissions and session queues.
- **Secure remote support:** 256-bit SSL encryption, permission-based access and auto-removal of access rights at session termination.

Whether you're an enterprise helpdesk supporting employees or a technology vendor or service provider operating a customer contact center, your service organization is an important touch point that directly impacts profitability, customer satisfaction and end user productivity. Rescue remote support aligns with the overall goal of many helpdesks and contact centers: to provide the highest quality support experience in the most efficient way possible.

Easy to provide, accept remote support

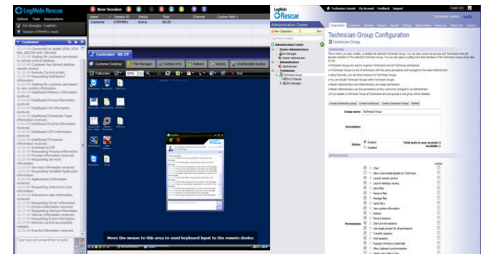
One of the more compelling features of Rescue, particularly when compared to basic "legacy" remote control tools, is the convenience and flexibility of connection. Rescue provides a number of connection methods that make it simple for end-users to request support. Web-based Instant Chat allows end-users to chat with a technician and begin the support process without starting a remote control session. This approach is simple for end-users and enables technicians to multitask and service more customers. At any time during a chat session, the user can request remote support and grant the technician temporary access to their device.

With the Rescue Calling Card, you can deploy a custom-branded icon on remote computers that end-users can click to request support – granting easy access to the right technician and ensuring repeat business. Alternatively, custom support channels allow you to embed support links on your website, enabling end-users to request help and be automatically routed to the most appropriate support representative. Once a remote session is initiated, the end-user is prompted to download a small applet that will enable a connection to the support technician. If enabled, Instant Chat allows end-users to chat with support technicians before downloading the applet. On mobile devices, end-users can initiate a remote session from a pre-deployed applet on their device, a website link or an SMS text message.

Once connected, Rescue provides the support technician with a snapshot view of remote system information, so the technician can easily spot-check system health and status. The technician can then request the ability to remotely control the end-user's device. A robust set of incident resolution tools provide important resources needed to address end-user issues quickly, including Script Deployment, Remote Reboot, Log-in as Administrator, File Transfer, URL Push, White Board and Chat. At the end of a support session, the lightweight customer applet will automatically unload from the end-user's computer.

On average, customers must call a company 2.3 times before having their issues resolved, and future purchase intent drops from 76% to 55% with the second contact.

For Technicians For Managers



LogMeIn Rescue's Technician Console and Administration Center deliver an easy-to-use integrated support experience for support technicians and managers.

Key Features

Support Tools for Technicians

Give your support representative easy and secure ways to support PCs, Macs and smartphones – and resolve more issues faster.

- **Mobile Device Simulation:** Rescue simulates the mobile device screen and keypad on the technician's console.
- **Remote Diagnostics:** Gain a snapshot view of system information in a straightforward dashboard with visibility into processes, services and applications. For smartphones, view system info such as memory, battery life and software version.
- **Drag and Drop File Transfer:** Drag and drop multiple files and folders through a dual-pane file transfer option.
- **Reboot and Reconnect:** Reboot and reconnect to end-user systems, even if these systems are unattended, for uninterrupted support sessions. Connect to systems even while in “safe mode.”
- **Session Transfer and Collaboration:** Technicians can transfer sessions, along with notes and chat text, to other technicians or work simultaneously to resolve an issue together.
- **Unattended Access:** Automatically collect end-user login credentials or leverage administrator credentials to access a machine when no one is present. Connect on LAN gives one-click access to machines on a local network.
- **Log-In as Administrator:** Run the rescue applet as a Windows System Service or MAC OS X daemon for administrator rights on a remote computer.
- **Support Session History:** Input notes for retrieval during future sessions and view history captured from previous support sessions.

Tools for Managers

Support managers have access to easy-to-use training tools and visibility into support interactions to help build a productive and cost-effective helpdesk that's focused on customer satisfaction and results.

- **Technician and Administrator Management:** Create administrators and technicians or technician groups, and assign permissions at a granular level. Assign administrators and technicians to specific groups.
- **Predefined Support Channels:** Predefine support channels for specific issues or escalation levels, and assign to specific technician groups.

System Requirements

For the remote devices that you will support:

- Windows 8, 7, XP, Vista, Server 2003, Server 2008 (including 64-bit versions of each); Windows 98, ME and 2000
- Macintosh OS X 10.9 (Mavericks), 10.8 (Mountain Lion), 10.7 (Lion), 10.6 (Snow Leopard), 10.5 (Leopard and 10.4 (Tiger)
- Broadband connectivity to the Internet

For the local computers you will use to provide support:

- Microsoft Windows 8, 7, XP, Vista, Server 2003, Server 2008 (including 64-bit versions of each), Windows 2000
- Macintosh OS X 10.9 (Mavericks), 10.8 (Mountain Lion), 10.7 (Lion)
- Internet Explorer 10, 9, 8, 7, 6 or Firefox 3.6 or higher
- Broadband connectivity to the Internet

For the mobile devices that you will support:

- Android 2.3+
- Apple iOS 5.0+
- Blackberry OS 4.2.3 to 7.x
- Windows Mobile 5.x to 6.5
- Symbian 0+ (UIQ) and 7+ (S60)

- **Support Session Recording:** Record sessions through either forced screen recording or technician-enabled screen recording.
- **Technician Monitoring:** Supervisors can monitor sessions in real-time, including the technician's entire desktop.
- **Technician and Customer Satisfaction Reporting:** Generate reports of technician statistics and customer satisfaction levels. Customizable post-session customer surveys include questions you create, and you can even use self-hosted or third-party surveys.

Customization

Customize your remote support to deliver a unique customer experience and enhance your service brand.

- **Calling Card Desktop Icon:** An easy, one-click, zero-download desktop icon you can pre-install on remote desktops for easy access to the helpdesk. Brand the Calling Card with your corporate image and add dynamic content to market services or promotions.
- **Custom Support Channels:** Incorporate support links into your website and create up to ten different support channels based on subject matter or complexity that route customer to specific technicians or technician groups.
- **Custom Chat Window:** Display your company name and logo in the customer chat applet.
- **PIN Code Web Page Integration:** Incorporate the PIN Code entry form directly into your company's website support pages (or use www.LogMeIn123.com or www.RescueMobile.com).
- **Helpdesk Software Integration:** Leverage out-of-the-box integration with third-party helpdesk software solutions such as Salesforce, Zendesk, Autotask and ConnectWise to streamline IT processes for remote support. Use Rescue's API to exchange information between Rescue and other CRM and ticketing solutions.

