



Whitepaper

A Shift to Remote IT Services Alleviates Support and Help Desk Headaches

LogMeIn Rescue offers the security and reliability in-house IT resources need to ensure end user satisfaction, freeing up time for new initiatives

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Given everything from new devices and security concerns to increasingly tech-savvy end users and the costs of supporting a sprawling infrastructure, there's no denying the growing complexity of the IT landscape. It comes as no surprise that IT professionals and support desk staffs are struggling to address these and other challenges.

But there's good news, according to an exclusive survey by IDG Research: Implementing remote IT support services can bring relief while also improving end user satisfaction and helping lower costs.

The list of challenges facing IT leaders and their staff continues to grow and evolve in complexity every day. Among the respondents to the IDG Research survey, 66 percent struggle with supporting new technology and new devices and 56 percent say they struggle with increasing end user expectations for availability and device support. More than half (52 percent) are challenged by the growing cost of supporting the sprawling infrastructure, and 48 percent are concerned about end user complaints regarding problem resolution.

The service desk staffs in those same organizations face their own challenges. Three concerns top their list: achieving high customer satisfaction levels (87 percent), decreasing operational and security risk (85 percent), and increasing the capacity of the support team by reducing time to resolution (81 percent).

Across the board, both IT and support desk professionals are struggling to resolve these issues, according to the survey. Only 10 percent of the respondents rated their ability to decrease operational and security risk as excellent, and a mere 5 percent ranked their success in lowering support costs as excellent. The reasons are varied, but no one would argue that managing security is getting any easier.

CIO magazine's *"2016 State of the CIO Survey"* echoes these findings: It's getting harder to be a CIO. Nearly nine out of 10 (88 percent) of the respondents said the role of the CIO is increasingly challenging, based in part on the need to balance innovation, operational efficiency, and security. IT must support remote and/or mobile users while preventing equipment and application outages and security breaches.

"IT is still typically the cost center in the mind of the business. It doesn't drive revenue," says Peter Zeinoun, director of products at LogMeIn.

Subhead: Remote IT Support to the Rescue

But there's good news: In a bid to help address issues and alleviate stress on the IT department—while also reducing costs, improving end user satisfaction, and freeing up IT staff for more-strategic work—CIOs are implementing remote IT support services such as LogMeIn Rescue.

One of the most significant objectives—cited as critical or very important by 87 percent of the survey respondents—is achieving high customer satisfaction levels.

This is the directive the National Multiple Sclerosis Society (NMSS) faced. The NMSS help desk supports more than 100 locations throughout the United States, with 1,200 employees and numerous volunteers—meaning that a remote support tool is essential. The group fields between 300 and 400 help requests per week, ranging from resetting a password to untangling complex application issues.

The NMSS support team's previous remote support tool was cumbersome and time-consuming, because it had to be installed on every end user device. After implementing LogMeIn Rescue, the organization achieved 90 percent first-touch resolution and improved handling times. Rescue also enables seamless transfer of support sessions, without the end user's having to repeat the problem to a new support person, meaning increased user satisfaction.

"Rescue is very easy to use," says Michael Armour, service desk manager at the NMSS. "For our end users, who are often in 'panic mode' when they call and who may not be that technically advanced, the ability for them to start the remote session by simply clicking on a link in an email is very valuable."

Rescue "lets the IT help desk ask the one question they've always been scared about asking in the past few years: 'May I help you with anything else?'" –

Peter Zeinoun, Director of Products, LogMeIn

Security is also at the top of the list for survey respondents. The reason: IT must ensure that user information is safe and secure while in transit to the remote site, verify that remote staff members are authorized, and eliminate the possibility of any data loss when the support session takes place, for example.

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“Rescue is a huge time-saver. And in this business, time is money.”

Steve Sherrill, IT Director, Money Concepts

For a financial planning and wealth management firm such as Money Concepts, security is essential. The company supplies software, Internet tools, market research, and compliance support to nearly 800 individual planners around the world while also supporting one company’s 2,000 remote devices. Any remote IT support tool that Money Concepts considered had to have a top-notch security rating to protect its clients’ sensitive financial data. The firm chose LogMeIn Rescue, in part because the product’s end-to-end, 256-bit SSL encryption offers the same security levels used by major banking institutions.

“Rescue adheres to all security standards and uses a secure connection during every remote session,” explains Zeinoun. “Our security includes the specific architecture of our infrastructure, all the security enhancements we make, the certifications we hold, and our encryption model. We employ the latest and best security standards, which are strong enough for our Fortune 500 customers.”

Besides this level of security, Money Concepts saw several other improvements after implementing LogMeIn Rescue: Resolution times were reduced from 20 to 30 minutes down to two to three minutes. What’s more, the remote service minimized the need to ship PCs to headquarters for repairs, thereby saving money by eliminating user downtime and boosting end user productivity. Rescue’s Admin Center and collaboration tools also provided the

support desk staff with insight into call volumes, a set of data that can be further analyzed for efficiency improvements.

“It’s great to be able to ask another technician or the CIO, ‘Come take a look at this,’” says Steve Sherrill, IT director at Money Concepts. “Rescue is a huge time-saver, and in this business, time is money.”

Subhead: Doing More with Less

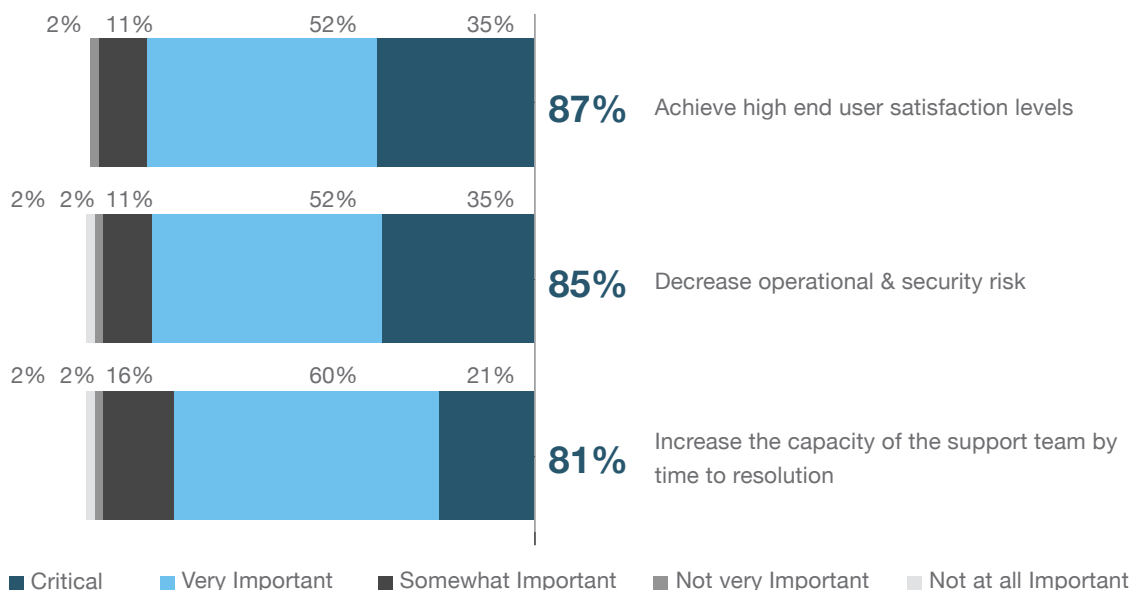
In today’s business world, most corporate departments are being asked to do more with less, and IT is no different. Survey respondents struggle with improving the capacity and efficiency of the support team, both to improve time-to-resolution and callbacks and free up staff to work on revenue-generating initiatives or hatch new ideas.

Meineke Car Care Centers was able to do much of the above—and cut its support incident times in half—by moving to LogMeIn Rescue. Meineke’s centralized technical help desk, which supports approximately 1,000 retail stores around the globe as well as 150 corporate employees, reduced call times to 20 minutes or less. This enabled the IT staff to recoup about 33 hours per week—almost the equivalent of a full-time employee’s hours. The phone bill savings more than made up for the cost of the Rescue seats, and the IT team now responds to and resolves 90 percent of incidents per week, up from 60 to 70 percent.

All of these objectives tie into another important goal: lowering costs, which was cited as critical or very important by 77 percent of the survey respondents.

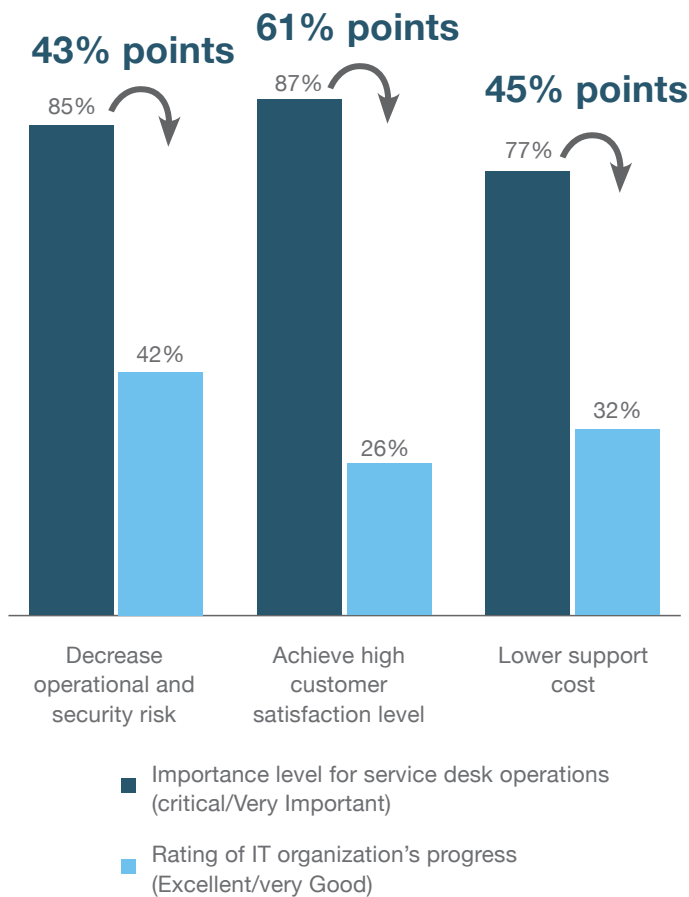
Another Rescue customer—Make-a-Wish®—was able to cut IT staff travel costs by using remote support. The nonprofit’s IT team of 10

Support Desk Challenges Run the Gamut



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Slow Progress Toward Eliminating IT Pain Points



professionals supports 150 employees at its national office and provides web services; help desk ticketing; and hosting for email servers, websites, databases, and applications for more than 2,500 volunteers at 60 chapters located throughout the United States.

Chapters are independently managed, however, and IT can't preinstall software on machines it doesn't own. It needed a solution that offered on-demand remote control and training capabilities.

Since implementing LogMeIn Rescue, six years ago, Make-a-Wish no longer sends as many technicians out into the field. Rescue enables help desk staff members to run multiple sessions simultaneously, meaning they can optimize their time. Most support issues can be handled remotely, eliminating airfare and hotel costs. As a bonus, those IT staffers can spend their time on other tasks.

"Rescue changed the way we manage support at Make-A-Wish," says Daniel Rivera, technical support specialist at Make-A-Wish. "It makes our jobs easier and enables us to get more done in less time with fewer people. IT is always an expense, but what we have saved with Rescue goes back to granting wishes."

Remote IT services such as LogMeIn Rescue address key IT issues—cost reduction, resource allocation, and innovation—and enable support desk professionals to achieve their overall goals. "Rescue helps you do more with less and make your customers happy, all in a secure fashion," says LogMeIn's Zeinoun. "It also helps with the current complex landscape, since the service is available for iOS as well as 85 percent of Android devices."

Rescue "lets the IT help desk ask the one question they've always been scared about asking in the past few years: 'May I help you with anything else?'" says Zeinoun. When the support staff can resolve multiple issues at once, end users are happy—and that makes the enterprise happy.

To learn more about LogMeIn or LogMeIn Rescue, visit logmeinrescue.com to request a free demo or start your free trial today.

About LogMeIn Rescue

The LogMeIn Rescue service uses a single remote support tool to service computers and mobile devices on demand, anywhere, anytime.

Rescue combines three modules in one: a technician console, a customer applet, and an administration center.

- The technician console is the technician's online interface for conducting remote sessions. Using the tool, technicians can respond to user session requests and/or start their own sessions by reaching out to users.
- The applet—which automatically removes itself from the remote location at session conclusion—enables users to chat with technicians.
- Finally, the administration center enables admins to create and assign permissions for other administrators, technicians, and groups. Administrators can also create support channels or web-based links that automatically connect customers to technicians—and assign them to specific groups.