

LogMeIn Rescue

Connect. Diagnose. Solve.™

Brought to you by LogMeIn, Inc., providers of industry-proven and leading remote support solutions since 1999, LogMeIn Rescue is a web-based, on-demand remote support solution that provides temporary, permission-based access to remote PCs for faster, more efficient incident resolution that yields higher customer satisfaction levels and lower overall support costs.

Customers have come to expect high-level technical support, and IT support organizations are realizing the significant benefits of being able to provide it. A 2005 study indicated that nearly 80% of customers consider the quality of technical support a major factor when deciding to purchase, and 85% claim that a poor service experience will cause them to switch providers.

LogMeIn Rescue enables real-time remote control of a customer's computer – anywhere in the world with an Internet connection, without being blocked by corporate firewalls or requiring administrative rights to install software on the remote PC. No previous relationship with the system is required, but permission from the end user is – LogMeIn Rescue is specifically designed for “attended” support of remote PCs. The result is a secure, on-demand solution that gives support organizations the ability handle more incidents more quickly, thus reducing overall support costs and delivering higher service levels.

Faster Incident Resolution & Reduced Costs

According to industry analysts, support and maintenance contracts have been the mainstay of vendor profitability, contributing to an average of 60% of profits. Yet additional research shows that over 80% of the cost of delivering support comes from resolving customer issues. To maximize profitability, you need to improve the customer support process, yet still maintain tight control over costs. LogMeIn Rescue provides you with hands-on access to a customer's system for quick diagnosis and problem resolution.

LogMeIn Rescue increases first-call resolution and thereby limits escalation to more costly level 2 and 3 support. The need for phone-assisted support or on-site visits is drastically reduced, because you gain the same – if not better – insight, just as if you were physically at the machine.

The average customer must call a company 2.3 times before having his issues resolved, and future purchase intent drops from 76% to 55% with the second contact

LogMeIn Rescue's fast and easy deployment allows you to be up and running in just minutes, for high-impact incident resolution that translates into rapid ROI.

Improved Customer Satisfaction & Loyalty

LogMeIn Rescue sessions are initiated through a web-based Support Channel, either by end users or as directed by support personnel, at which point a small applet is downloaded to their system that enables temporary remote access – if they explicitly grant permission to support personnel (through a Chat session) to do so.

Once connected, LogMeIn Rescue provides a snapshot view of system information, so you can easily spot-check system health and status. A robust set of incident resolution tools provide you with all the resources you need to address end user issues quickly, including File Transfer, URL Push, White Board and Chat.

Notes and History recordings tie incidents to specific machines, so you gain a deeper understanding of past issues that may influence the current support session. An intuitive, tabbed user interface lets you manage unlimited support and chat sessions in a single window, and to easily toggle between up to ten active sessions.

Key Benefits

- Fast deployment – be up and running in minutes for immediate ROI
- On-demand remote support with service levels equivalent or better than being on-site
- Reach all of your customers all of the time – no admin rights required to install software on the remote PC
- Increased productivity for both technicians and the end users they support
- Reduce costs with capacity to handle more support sessions in less time with fewer resources
- Increased customer satisfaction and loyalty
- Start and finish customer issues in one call, with fewer escalations to more costly Level 2 and 3 support
- Granular control of Admin and Technician Groups, permissions, and session channels
- Flexible session management – connect customers directly with technicians, or queue them for next available rep
- Secure, with 256-bit SSL encryption, permission-based access, and auto-removal of access rights at session termination



Key Features

Rapid Incident Resolution

- Manage ten (10) active sessions at once with multi-session remote control
- Gain a snapshot view of system info such as startup programs and processes
- Transfer files & push web pages to end user desktops
- Copy/paste relevant information quickly with two-way clipboard
- Capture, view and export History/Notes from support sessions
- Be alerted when a customer has entered the Queue with sound alerts
- Receive alerts by email if no technicians are logged in when a session enters the Queue
- Reboot and reconnect to remote PCs for seamless support sessions, even in Safe Mode or when PCs are unattended
- Start, stop, save, and force screen recordings of support sessions
- Use Whiteboard for enhanced communications
- Run the Tech Console in Internet Explorer, Firefox, Mozilla and Netscape

State-of-the-Art Security

- End-to-end, 256-bit SSL encryption for compliance with HIPAA, Sarbanes-Oxley and other federal and local legislation
- Multi-level, permission-based access
- Auto-revocation of access rights when session is terminated
- MD5 Hash for enhanced security and traceability of file transfers
- Hosted at a leading, carrier-grade data center with restricted, secured access, redundant power, dual HVAC, fire detection systems, and 24 x 7 network monitoring

Easy for Your Remote Customers

- Chat Applet is easier to use than an instant messenger program
- Chat Applet downloads in 20 seconds or less, and automatically uninstalls at session termination

System Requirements

For the remote computers that you will support:

Windows 98, 2000, XP or Server 2003
Optimal performance over broadband Internet connection (i.e., T1, cable modem, ISDN, or DSL); 28K dial-up supported

About LogMeIn, Inc.

LogMeIn offers innovative secure remote access, collaboration and remote support solutions that reduce support costs and improve productivity.

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Fast Time-to-Connect

- Web based, for anytime, anywhere access without pre-installing software
- Multiple ways to connect customers to technicians: PIN Code, links on your web pages or by email
- Fast-loading Chat Applet downloads in < 20 seconds
- Technicians receive advance notice of incoming sessions when download of the Chat Applet is initiated
- Custom, predefined replies save time when responding to common requests
- Ultra-fast remote control with patent-pending, point-to-point technology handoff
- Firewall-friendly technology requires no network changes

Powerful Administration Center

- Create Administrators and Technician Groups
- Assign and manage permissions at a granular level
- Predefine Support Channels and assign to specific Technician Groups
- Generate reports of technician activity
- Monitor Customer Feedback reports (from integrated, post-session evaluation form)
- View all sessions that "timed out" in the Queue when no technician picks them up

Ensure Requests Reach the Right Techs

- Auto-route requests to a specific Technician Group
- Distribute requests through a Global Queue for handling by next available technician
- Transfer active sessions to alternative technicians, along with Notes and Chat text

Custom Branding

- Integrate LogMeIn Rescue links or forms into your web site
- Integrate PIN Code entry point into your web site (or use LogMeIn123.com)
- Display your company name and logo in the Chat Applet
- Create custom post-session surveys
- Enable direct download of the Chat Applet, or route users to an interim web page

For the technician's PC:

Windows 2000, XP or Server 2003
Internet Explorer
Broadband Internet connection (i.e., T1, cable modem, ISDN or DSL)

