

Datasheet

Win with LogMeIn Rescue:

Your remote support bar is high. So is ours.



Elevating the standards of remote support isn't easy. It just seems that way with Rescue. Here's a closer look at how Rescue's advanced features set it apart from the competition, redefining what you can expect from a remote support solution.



Make LogMeIn Rescue your own

Powerful integrations, customizable configurations and workflows, and technician and session insights allow leaders to tailor the support experience to meet end users' needs.

The competition:

- Lack of customization and branding
- Limited customization around connection methods
- Reporting lacks most relevant insights
- Limited customization around post-session surveys
- Integrations available for an additional fee



Ease of use

Rescue delivers enterprise-level functionality, without a steep learning curve for techs. With the most variety of connection methods and the most robust support for core OS - PC, Mac, Android, Linux, Chromebooks, and iOS - Rescue can meet the unique needs of end users for a seamless experience.

The competition:

- "Slow, clunky & unintuitive," according to users
- Busy user interfaces and a steep learning curve



Security

Rescue features upleveled, banking-grade security with granular technician and admin permissions, end-user controls, and session validation measures. With the highest security protocols available for remote support tools, Rescue ensures users and your business stay equally protected, no matter what.

The competition:

- Vulnerable connection methods.
- SSO or idP integrations available only on some tiers or for an additional fee
- Reported scams and security incidents
- Lack of granular permissions



Ongoing support

Rescue offers award-winning 24/7 support, with ongoing training to help you get the most from the platform at no extra cost. With Rescue, you'll also receive a dedicated customer success team.

The competition:

- Self-service onboarding or additional costs for onboarding support
- Chat-only or self-service support
- No dedicated customer success manager



Cloud vs. on-prem

While many remote support providers require you to self-host or have retrofitted cloud-based solutions, Rescue has been purpose-built for the cloud since day one.

The competition:

- No cloud-based offerings, making you responsible for keeping up to date with new releases to avoid vulnerabilities
- Lack of experience with cloud



Built-in camera sharing

See it, solve it. Instant camera share functionality for iOS and Android devices allows you to be on site virtually with customers and remote employees. Solve physical device or environment issues without the guess work and remove friction with an interactive camera share session.

The competition:

- Camera share function available as a paid add-on
- Lack of features in comparison to LogMeIn Rescue Lens

395%

Total ROI-Payback on investment in less than 6 months

50%

Less time to complete service tickets when technicians use Rescue

35%

Faster customer issue resolutions when support agents use Rescue



“Rescue is compatible with our IT landscape and seamlessly integrates with our ecosystem applications, which helps in automation of our helpdesk operations. Reporting and dashboards helped analyze, summarize, and enhance the daily agent productivity.”

Saravana Kumar

**Head – Endpoint Engineering
& Server Management, Wipro**

Number of Employees
250,000+

“We use Rescue in every contact center we have around the world. The Rescue team has been very helpful as we look for ways to better manage all our agents worldwide.”

Ronald Mitchell

**Director, World Wide Contact
Centers, Lenovo**

Number of Employees
60,000

“Rescue was so easy to integrate within Supportwave, and the GoTo team gave excellent support throughout the whole process. As we continue to build the company, Rescue has provided an essential piece in the puzzle, tying everything together into a neatly wrapped package that enables our IT professionals to deliver consistently high service standards worldwide.”

Darren Strydom

CTO, Supportwave