



Buyer's guide to choosing the right remote support tool for a remote workforce

As businesses worldwide embrace a work-from-anywhere (WFA) model, IT help desks are looking to remote support solutions to become relentlessly helpful to employees, keeping them highly productive and empowered, even as technicians work remotely themselves. But choosing the best solution can be a challenge, especially as BYOD policies expand and the need to support any and all remote workstation equipment increases.

This buyer's guide can help you select the remote support tool that will work best for your organization to address the demands on IT today. With more than 15 years of experience, LogMeIn delivers remote support solutions with the key features and functionalities that solve your primary challenges and pain points.

How to choose a remote support solution for today's challenges

Based on our experience working with businesses like yours and helping them successfully navigate remote work during this challenging time, we have identified the five most important factors to consider in a remote support solution for today's new WFA reality.

1. Core functionality

Most remote support solutions provide remote control, remote screen sharing and file transfer, allowing techs to perform routine support tasks. But to keep your organization running productively while working from anywhere, you should look for a solution that goes further and enables technicians to perform more advanced support tasks via more sophisticated capabilities.

Quick diagnostics

Techs may not be familiar with the BYOD device they're supporting, so you need to ensure they can quickly diagnose issues regardless of the device or system. With quick diagnostic capabilities, technicians can check essential technical data automatically, which speeds up troubleshooting and reduces frustration when supporting any computer, tablet or smartphone.

Unattended machine access

Being able to remotely support both servers and end users at any time is now a true requirement. Employees must be able to untether from their workstations to maintain work/life balance. Having the ability to access machines, even when end users are not at their keyboards, will minimize user downtime, speed up the support effort and improve employee satisfaction.

Multiple session handling

With your entire workforce working remotely, the need for tech support will increase. Ensure that you can meet employees' needs in the moment, without necessarily increasing head count, by running multiple sessions simultaneously. Techs can work more effectively and solve problems quickly.

Mobility

Due to expanding BYOD policies, your organization must support a growing array of devices, not just PCs and Macs but also mobile devices. Your

employees depend on them now more than ever, as work moves beyond the office walls. Look for a remote support solution that can support both iOS and Android OS, configure devices, pull diagnostic information and more.

Integration with other systems

Most organizations use a multitude of tools to gather information and solve problems as part of their day-to-day workflow. Your remote support tool should integrate with your ticketing tool and other complementary systems. The ability to integrate these tools will make it less time-consuming and frustrating for techs and end users.

Collaboration

Since help desk employees are working remotely, techs are unable to pop by a colleague's desk to ask their advice or collaborate on a fix. Ensure your solution supports technician collaboration, wherever they are. Consulting another tech, escalating an issue to an expert and observing specialists as they resolve issues for real-time training opportunities should be effortlessly enabled.

Administration

Managers need certain administration capabilities to run their departments efficiently. Your remote support solution should allow them to assign issues based on technician expertise, create escalation levels, set permissions to ensure compliance, monitor techs and conduct satisfaction surveys.

2. Usability

Now that we've outlined the capabilities that help IT pros work more effectively, let's address the needs that also affect the end user.

Fast connection

When employees are struggling with IT issues remotely, they need an immediate lifeline to the help desk. Faster connections reduce incident handling time and user frustration. Establishing a connection should be quick and efficient, allowing techs to start solving immediately and getting employees back to productive work.

The right connection method

Your remote support solution should allow technicians and employees to securely connect to sessions without disrupting workflow. It could be through a one-click desktop icon, an intranet page link or form, a mobile app or a technician-generated PIN code. A choice of connection methods lets you decide which is best for your specific needs.

Less effort

Users who aren't tech-savvy often find it difficult to follow requests from IT over the phone. Your remote support tool should enable technicians to conduct triage steps without additional user involvement. Employees can simply kick back while their issue is being solved.

3. Security

Unfortunately, malicious actors are trying to hack remote support solutions and scam end users into fraudulent support sessions in the WFA era. The right solution will offer multiple security measures to stop them in their tracks.

Communications and data transfer

Your remote support tool should use a TLS 1.2 transport security and AES-256-bit encryption, as well as two-step verification logins to ensure that messages are exchanged confidentially, transferred files cannot be hacked and data at rest is protected.

Additional Enterprise Security Layers

Look for a solution that goes beyond core security measures. You should be able to choose to host your own PIN webpage, block unwanted traffic, restrict access to only users in your company and control how PIN codes are generated and accepted – all as you see fit.

Agent management/roles and permissions

Your administrators should be able to manage technician access by defining the roles and permissions that techs will need to do their jobs. The solution should include capabilities that allow administrators to define permissions for different tech groups and get real-time usage reports.

4. Dependability

As your business grows and the need for remote work shifts and changes, your technology infrastructure needs to scale to handle more techs and users without eroding reliability, availability or performance.

Reliable session loads

Support loads can vary widely based on many factors. A remote support solution must be able to handle a maximum load while maintaining high performance and fast response times, and offer high availability and minimal downtime, even when you can't predict the load.

Reliable uptime

Your users rely on your support tools being available. Take a close look at uptime when considering a solution. Anything less than 99.9 percent availability is unacceptable.

Flexible licensing

Be ready to scale, grow and flex with the changing demands of remote work. You should be able to continually optimize your remote support solution to meet growing needs for the long term.

5. Deployment model

Make sure your solution provider is offering real cloud-based technology. As the market continues to trend toward cloud solutions, some on-premise providers may attempt to host their solutions and sell them as cloud-based offerings to maintain market share. If it's not a truly cloud-based offering, your users are sure to deal with slow software, additional hardware maintenance and many other headaches.

Conclusion

As workplaces continue to trend virtual, additional demands will inevitably be placed on remote IT help desks to solve problems without missing a beat. If your remote support solution is lacking in functionality, or if your tool isn't providing the best experience for employees and IT, it's time to look for more.

Your remote support checklist

Whether you are investigating remote support solutions for the first time or you're unhappy with your current remote support tool, this checklist will help you compare various solutions so you can more effectively weigh your options and choose the tool that best meets the unique requirements of your organization:

Is this tool easy enough for not-so-tech-savvy end users?

Can we rely on this tool to be available when we need it?

Does it take 20 seconds or less to start a support session?

Can we remotely support devices without the user present, such as when an employee has stopped work for the day?

Can our support team optimize their time while effortlessly managing multiple remote support sessions at once?

Can we access information about a user's system without remote control to help resolve issues faster?

Does the tool support iOS and Android mobile devices? Can you pull system information, remote view and control the device, and push configurations?

Does it offer scripting to save time and automate commonly performed tasks on an individual end user's machine?

Does the tool generate agent performance reports based on agent statistics and activity, as well as user satisfaction levels?

Does the tool meet the rapidly expanding security standards of our organization?

Does the tool improve first-call resolution via tech collaboration, sharing of sessions or escalation when it's needed?

Can we get users into sessions through multiple entry points, desktop application and intranet portals?

Can we customize the support tool with our branding, so employees know they're in the right place for support?

Does the support tool easily integrate with our existing business systems?

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