

Buyer's guide to choosing the right remote support tool

More and more organizations are looking to implement an intuitive remote support solution that gives support professionals on-demand productivity and provides quick resolutions to the ever-evolving set of pains that bedevil support teams today. But choosing the best remote support solution can be a challenge, especially as user expectations grow and systems become more complex and offer more options and features.

This buyer's guide can help you select the remote support tool that will work best for your organization. With more than 15 years of experience, LogMeIn delivers remote support solutions with key features and functionalities that make us the market leader in the remote support space.

How to choose a remote support solution

Based on experience working with tens of thousands of support professionals in organizations of all sizes worldwide, we have identified the five most important factors to consider when evaluating remote support solutions. We have designed the following guide to help you through the selection process.

1. Core functionality

Most remote support solutions provide remote control, remote screen sharing and file transfer, allowing agents to perform routine support tasks. But you should look for a solution that goes further and enables agents to perform more advanced support tasks via more sophisticated capabilities.

Quick diagnostics

Getting harried users to accurately describe what's happening on their computers, tablets or smartphones is a time-consuming and error-prone process. With quick diagnostic capabilities, agents can check essential technical data automatically, which speeds up troubleshooting and reduces frustration.

Unattended access

Being able to support both servers and users at any time is now a true requirement. Having the ability to access machines, even when users are not at their keyboards, will speed up the support effort, minimize user downtime and improve customer satisfaction.

Multiple session handling

The days of providing support to only one user at a time are long gone. A modern remote support solution requires an interface that enables agents to interact with customers online via chat while having multiple sessions running simultaneously. Thus, agents can work more effectively and solve problems quickly, which lowers support costs.

Mobility

Your organization must support a growing array of devices, not just PCs and Macs but also mobile devices. The ability to support these devices can be a benefit for your users, and the ability to support from these devices can be a business benefit

for you. Look for a remote support solution that will meet your mobility needs, both to and from mobile devices.

Integration with other systems

Most organizations use a multitude of tools to gather information and solve problems. The ability to integrate these tools will make it less time-consuming and frustrating for agents and users. Your remote support tool should integrate with your ticketing and customer relationship management tool and other complementary systems.

Collaboration

Not all agents are experts on all systems, but having the ability to collaborate with other agents or escalate the issues to an expert can help solve problems faster and on the first call. Techs can also gain excellent real-time training by observing other specialists as they resolve issues.

Administration

Managers need certain administration capabilities to run their departments efficiently. Your remote support solution should allow them to assign issues based on agent expertise, create escalation levels, monitor agents and conduct customer satisfaction surveys.

2. Usability

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

Fast connection

Faster connections reduce incident handling time and user frustration. While no hard-and-fast rules apply, establishing a connection should be quick and efficient to increase your customer satisfaction on every call.

Communication channels

Today's users expect to communicate with organizations the way they choose. Your remote support solution should allow them to request support through multiple channels, whether it be a website, a desktop icon, a mobile app or a supported device that does not require previously installed software.

Less effort

Users who aren't tech-savvy often find it difficult to follow requests from agents over the phone. Your remote support tool should allow support sessions to start with minimal steps for the user and enable agents to conduct triage steps without additional user involvement. The solution should operate even when a device is unattended – after the appropriate authorization is given – so users can get on with other tasks.

3. Security

Whenever an organization adds a new technology, security is a vital concern. Because remote support tools enable access to networked devices that often hold proprietary applications and confidential data, strong security is critical.

Communications and data transfer

Your remote support tool should use an end-to-end Advanced Encryption Standard solution for all communications to ensure that messages are exchanged confidentially, that transferred files cannot be hacked and that data at rest is protected.

Agent management/roles and permissions

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

4. Dependability

As your business grows, your technology infrastructure needs to scale to handle more agents 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 response times and offer high availability and minimal downtime, even when you can't anticipate the load.

Reliable uptime

Your customers or 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.

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 in an effort to maintain market share. If it's not a truly cloud-based offering, your customers are sure to deal with slow software, additional hardware maintenance and many other headaches.

Conclusion

Additional demands will inevitably be placed on support agents to solve more complex problems with fewer resources. If your remote support solution is lacking in functionality, or if your tool isn't providing the best customer experience, it's time to look for more.

LogMeIn offers sophisticated solutions that provide extensive capabilities for support agents and ease of use for end users. These solutions enable agents to address a wide range of problems far more productively while enabling customization, strong security, scalability, reliability and ease of deployment.

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 customers?
- Can we rely on this tool to be available when we need it?
- Does it take 20 seconds or less to initiate a support session?
- Can we remotely support devices without the user present, such as when an employee has left for the day?
- Can our support team optimize their time while seamlessly 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 generate 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, and those of our customers?
- Does the tool improve first-call resolution via agent collaboration, sharing of sessions or escalation when it's needed?
- Can we get users into sessions through multiple entry points, including email, direct links and browsers?
- Can we customize the support tool to show off our brand?
- Can we extend support beyond computers and mobile devices without being on-site?
- Does the support tool easily integrate with our existing business systems?