Rescue by LogMeIn

Remote support: Where performance counts

Today's enterprises demand remote tech support that's quick, easy and effective. And yet a surprising number of solutions are still slow, cumbersome and incomplete — and organizations that use them are losing time, loyalty and money.

Here are the key performance requirements your remote support solution really needs.
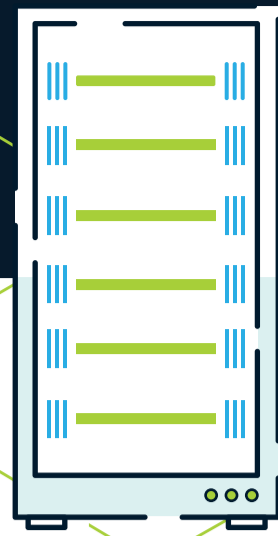
1 Fast connectivity

Slow remote support means lost productivity. Your tool should be able to **establish a connection in**

30 seconds or less.

And once established, that connection should be strong and stable.

LogMeIn Rescue connects **90% faster on PCs, just 22.5 seconds.** One competitor takes almost 40 seconds to connect.

Rescue connects **100% faster on Macs** – just 21.2 seconds, compared to a key competitor that clocks in at 43.2 seconds to connect.

2 Ease of use

A remote support user interface should be **accessible and easy to navigate.** It should be intuitive enough for less-experienced agents and users, while still providing advanced capabilities.

LogMeIn Rescue is **twice as easy** for users. Initiating a session takes just **three steps vs. six steps** for a key competitor.

Rescue has a **more intuitive design**, more streamlined navigation and more ways to connect.

Rescue **supports multiple customers** at once, while keeping all users and processes well-organized.

3 Quick resolution
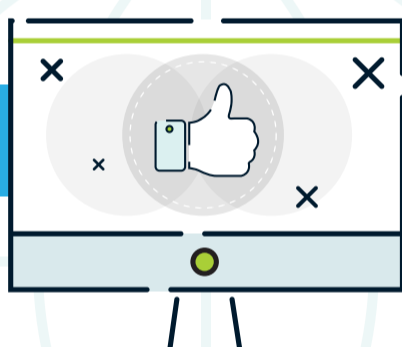
When called upon for help, your agents must be able to **quickly troubleshoot and provide secure resolution**, anytime, anywhere.

LogMeIn Rescue file transfer is **131% faster** than a key competitor.

Rescue **reboots faster** – no need to manually kill the support app on a customer's computer with every reboot.

Rescue enables **easy session transfer and collaboration**, with smoother processes than competitors.

4 Mobile support

These days, virtually all employees use mobile devices for some part of their jobs. This means support teams must be able to **remotely support mobile devices.**

LogMeIn Rescue's technician-facing mobile UI is the **most robust and useful** on the market.

Rescue boasts a **67% faster** Android connection time: **12 seconds vs. 20 seconds** for a competitor.

Rescue's iPhone app is **more capable than competitors**, with better presentation and organization.

5 Strong security

Because remote support tools enable access to networked devices that often hold **proprietary applications and confidential data,** it's vital that they're equipped with strong security.

LogMeIn Rescue uses the same security levels as major banking institutions: **Transport Layer Security 1.2 with 256-bit Advanced Encryption Standard**, as well as two-step verification logins.

Rescue features **better session reporting and auditing**, ensuring secure management of your help desk.

In today's highly competitive business world, the performance of your remote support tool can make a significant difference in your competitive advantage. **Learn how** LogMeIn Rescue offers the fast, secure and seamless remote support you require to keep your workforce optimized and your business applications running smoothly.