

Mobile Support: No Longer an Option

With a long history of supporting desktop computers and laptop devices, information technology and technical support organizations often discount the need to offer services for mobile devices. This type of thinking can be dangerous. Here's why.



1 You think your users don't need support for mobile devices, or you think it's just a small percentage of users who do.

Think again – Demand is growing for remote support as a standard service. By forfeiting opportunities to add mobile support offerings, you're putting yourself at a competitive disadvantage and potentially losing revenue, not to mention hurting customer satisfaction.



2 You think support for mobile devices isn't a priority for your agents.

Nope – You're making it more difficult for your agents, who are forced to return to time-consuming, labor-intensive manual processes such as blind verbal walkthroughs, sharing screen shots or referring to detailed PDFs.



3 You think you're saving money by focusing on the established laptop and desktop market.

Untrue – By ignoring the growing contingent of mobile users, which is far outpacing PCs and Macs, you are reducing billable hours, cutting revenue and sacrificing opportunities to cross-sell and up-sell services.



4 You think a consistent customer experience is important only on larger-format devices.

False – Because customers expect to receive a consistent, engaging remote support experience on their preferred devices and platforms, providers that disregard mobile technology risk unhappy users and damaged brand loyalty.



5 You think treating remote support for mobile devices as an ancillary service is an efficient use of personnel resources.

Not a chance – By helping agents verify difficult user problems, mobile support tools create opportunities to get to the bottom of “no fault found” issues or uncover trending issues before they negatively affect user satisfaction or employee productivity.



6 You think bring-your-own-device is a nice-to-have feature for employees who want to check email on Saturdays.

Incorrect – Often the people who need mobile support the most are sales reps and C-level executives who need anytime, anywhere access to critical information. Remote mobile support is a low-cost insurance policy that helps you say “yes” to your most valuable employees.



7 You think your existing support offerings are sufficient to uphold your reputation for service excellence.

Way off – Customers who use mobile devices in all aspects of their lives expect top-notch mobile support. Offer anything less and they’ll view you as an out-of-touch vendor, not an innovator.

Learn more

Discover how easy it is to provide remote support for mobile devices. Visit LogMeIn at www.logmeinrescue.com/mobile

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