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Bonnie Napier
Kiosk Operations
Rug Doctor, LLC

 **Challenge**

Rug Doctor, LLC has kiosks located in thousands of stores, and it’s crucial for the success of the business to have ongoing connectivity, seamless uptime and continuous sales data recorded. The IT team at Rug Doctor, LLC needed a simple, intuitive and secure endpoint management solution that would allow them to **remote into each kiosk computer from any location** and proactively address concerns before issues occurred.



Rug Doctor, LLC develops carpet cleaning machines and solutions that are easy to rent or buy and have cleaning power comparable to the pros – at a fraction of the cost. Rug Doctor, LLC has kiosks located at major retailers like Walmart, Stop N Shop and Shaw’s, and its kiosks function like a Redbox for carpet cleaning. www.rugdoctor.com

 **Solution**

Rug Doctor, LLC researched and tried various solutions, and some performed well for internal network needs, but they were not user-friendly and had limitations around the number of computers and users. For the thousands of computers the company has in the field and for the large number of users it has connecting to all of these machines, LogMeIn Central had the most robust functionality and was the most intuitive and user-friendly solution to meet its needs.

Proactive remote control is one of the most utilized features, but the IT team at Rug Doctor, LLC also utilizes One2Many to automatically update multiple systems simultaneously and the advanced reporting functionality to stay on top of user logs, software deployment, length of each session and the users who accessed each machine. “We have a lot of call center technicians who provide tier 1 support, and implementing a solution that is not complex or overly convoluted was extremely important,” says Bonnie Napier who heads up the Kiosk Operations team. **“LogMeIn Central is intuitive and very easy to use**, which allows us to have our call center agents fully trained and up and running in one to two weeks – the shortest training session out of any product we use!”

 **Result**



Improved kiosk system uptime



Reduced theft



Time and cost savings

Implementing LogMeIn Central to securely manage all endpoints vastly benefits Rug Doctor, LLC:

- **Increases connectivity and ensures all kiosks are up and running properly**
- **Reduces theft by allowing technicians to remote in and ensure machines are installed correctly**
- **Saves time and money by automating routine IT tasks and resolving issues without interrupting end users**

A positive customer experience is the key to success for Rug Doctor, LLC, and LogMeIn Central enables the company to remotely monitor and manage all of its endpoints proactively for a **seamless customer experience**.

Want to learn more about LogMeIn Central? Call us toll-free at **1 866 478 1805** or visit www.logmein.com/central.