

# Technology & Beyond

Enabling efficient customer support with remote access



- Industry: Technology
- Headquarters: Arlington, TX
- Number of employees: 11-50

*“Nothing was as clean and strong and powerful as LogMeIn. Hands down the ease of use, functionality, and flexibility have far outweighed any other solution we could provide to our customers.”*

– Mike Maendler, CEO,  
Technology & Beyond

## Challenge

Technology & Beyond began as a traditional break/fix company that offered ad hoc service updates and troubleshooting to customers across a range of industries. Before long, the company needed a more efficient way to grow the business and provide support to customers, without the extensive time and high costs of sending a technician to customers’ offices. Technology & Beyond’s biggest challenges were:

- **Flexibility:** Both technicians and customers needed anytime, anywhere access
- **Scalability:** With over 3,000 end points, Technology & Beyond needed a solution to help them scale and grow
- **Proactive Support:** Automating updates and performing routine maintenance to stay ahead of potential issues

## Solution

With LogMeIn Central, Technology & Beyond was able to transition from a simple break/fix company to a highly functional and efficient managed service provider. Technology & Beyond relies on Central’s remote access so their technicians can remote into client machines, automate updates with One2Many, and maintain security standards such as PCI compliance with the help of Anti-virus management, and User and Group Permission policies. In addition, they allow clients to install Central on their own computers, which has turned into an additional selling point for the company.

## Results

Central is critical to Technology & Beyond’s day-to-day business and allows the company to offer exceptional customer support. The business impact that Central has on Technology & Beyond is clear:

- Limited remote environment truck rolls to just 5% without the need for constant onsite maintenance
- Reached 95% remote mediation and reduced costs on vehicles, fuel, insurance, labor hours, and travel time
- Enhanced managed service offerings by offering remote access for end-users at the businesses they support

