



# 4 Traits of Effective Remote Support Tools

An IT Buyer's Evaluation Guide for Higher Education



# Tech support needs among colleges and universities have surged in response to the COVID-19 pandemic.

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As these communities expand beyond campus walls into remote and hybrid learning environments, students, faculty and staff increasingly rely on new technology. Each has their own set of devices that they depend on. And campus IT is expected to keep it all up and running.

For too long, help desks have relied on low-tech meeting tools and outdated remote support tools—neither of which are designed to support today's complex higher ed environments.

As a result, end users endure long resolution times and lose confidence in the ability of the help desk to support their needs. Some end users opt for insufficient workarounds, like articles found on Google, that may ultimately eat up more time and still not resolve their IT issues. There's a better way to support this community—with the help of the right remote support tool.

While every campus help desk is unique, they all share some common needs. We've identified the top four characteristics to look for when evaluating remote support tools for higher education.



## Shows ROI in multiple ways

Don't let cost be the only consideration. Often, lower up-front cost is cannibalized by long-term maintenance and upgrades. Consider three important factors when weighing ROI:

### Measure what matters.

The right tool will begin to reduce resolution times within the first month. Expect noticeable efficiencies within three months, if not sooner.

### Get your head in the cloud.

On-premise tools rely on your hardware and infrastructure. They are cheaper initially, but long-term maintenance and upgrades can prove costly. A scalable cloud solution takes care of your back end and lets you focus on customizing the solution in line with your school's needs, drastically reducing future expenses.

### Your data matters. Don't overlook it.

A remote support tool should aggregate session data like recordings, session length, participant IP addresses, and more, in real time, to help monitor and manage support teams. This data should be used to ultimately improve efficiencies.

2

## Stops fraudsters and hackers cold

As remote learning increases, unfortunately, so will malicious activity. Put everyone's mind at ease with secure remote support. Look for these features:

### Bank on financial-grade protection:

Your remote support tool should use TLS 1.2 transport security and AES-256-bit encryption, the same level of security used in the financial industry, to prevent transfer hacks and protect data at rest.

### Connect securely:

End users should be certain they're getting help from you, not a malicious actor. Look for the ability to customize support entry points with your school's branding. And add optional security measures like PIN code validation, which allows only PINs generated from your account to work, and domain validation, which prevents anyone from setting up a "dummy" page with scraped HTML.

### High-level support without security concerns for 4,000 staffers?

Fordham University sought to provide support to 4,000 staff members and their university-issued computers. Faculty were extremely protective of privacy due to the confidential nature of their intellectual property. To balance support and privacy needs, a remote support solution was employed that automatically eliminated access rights and software from the remote machine immediately after each session.

The tool enabled Fordham to drastically reduce response times without raising privacy concerns for staff. **It improved same-day resolution rates from 40 percent to 75 percent**, and immediate tech support replaced what was previously a one- to three-day turnaround for help requests.

3

## Scores an “A” for ease of use

We expect speed and simplicity in our digital lives. Expect the same from your remote support tool, and demand that it gets top marks in the following areas:

### Fast connection time:

Less than 30 seconds for end users. This is the starting point for improved resolution speed.

### Technicians access device specs quickly:

This allows for enhanced speed-to-diagnosis, and ultimately solves the issue sooner, too.

### You can't improve what you don't know:

Administrators benefit from robust reporting including session histories, recordings, technician activity, and other critical analytics needed to implement changes that reduce resolution times, offer insight into training needs, and improve end-user satisfaction.

4

## Brings seamless mobile support capabilities

Today, end users are more reliant on mobile devices than ever. Ensure that you can support any device running iOS and Android. Choose a remote tool that allows you to:

### Remote control & view:

Take over your end user's device to perform tasks as if you were there in person or view their device to see what they see. Even browse side-by-side in the same window.

### System information:

Pull diagnostic information from the mobile device for easier troubleshooting.

### Device configuration:

Save time by pushing quick configurations, such as email, network and Wi-Fi settings, passcode requirements, restrictions, and web shortcuts.

### Clearly communicate:

Communicate simply and transparently using mobile chat.



## Remove barriers to academic success

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While many campus help desks may no longer offer in-person support, your team still plays a vital role in your community. A robust remote support will help technicians fix problems faster and get students and professors back to class. Period.

With the right remote support tool, not only can your help desk be there to support your academic community during its moment of need, but you can also support your school's ability to stay resilient and secure through future challenges. A flexible, responsive, and secure remote support solution makes this all happen.

**See Rescue in action.**

