

SUCCESS STORY: ARISE VIRTUAL SOLUTIONS



Challenge

A leading provider of outsourced customer service solutions for many of the world's largest consumer-facing companies, Arise Virtual Solutions relies on a network of more than 5,000 self-employed home-based agents in the U.S. and Europe. To deliver high-quality service for all of its clients, Arise needed to replace its reliance on phone support and limited remote control tools with the best customer support solution available.

- The solution needed to be deployed to thousands of remote workers, which demanded simplicity, flexibility and ease of use.
- Arise needed to offer immediate remote support to these personnel.
- The company required a means of monitoring outsourced agents' performance.



Solution

Arise turned to Rescue for its remote support needs. Rescue is extremely reliable, minimizing dropped connections and latency. Unlike other options on the market, Rescue offers a variety of advanced capabilities that other options can't match, such as the ability to access the remote system even if the VPN connection is off. Rescue supports both Mac and PC, which is essential considering the diverse solutions used by Arise's home-based employees. And thanks to its simplicity, Arise is able to help these agents resolve technical issues quickly, maximizing productivity.



Industry

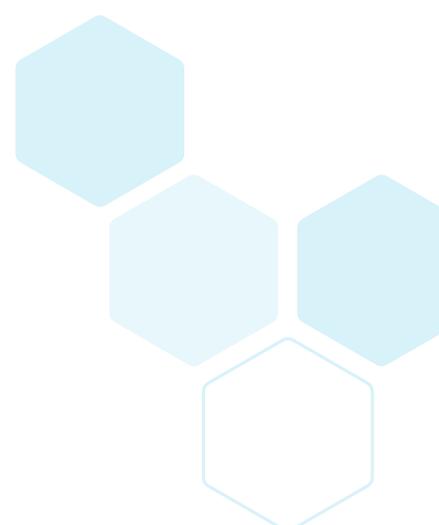
Outsourced Technical
Support Services

Headquarters

Miramar, FL

Number of Employees

5,000





Results

By deploying Rescue, Arise reduced its resolution times, increased its agents' customer service capabilities and cut costs significantly.

- The first-call resolution rate increased by 23 percent while the number of repeat callers decreased by 33 percent.
- Support requests have increased 268 percent, while support staff grew by only 80 percent.
- Arise saves approximately \$48,000 per month in support costs thanks to improved support staff productivity.

“Rescue is a breath of fresh air. All of the people we’ve worked with have been very responsive to our needs. GoTo provides excellent support – and at Arise we know all about excellence in support.”

ALLEN MCCLURE

Service Desk Manager, Arise Virtual Solutions



Rescue, built by GoTo.

Remote support for every essential connection.

Reduce resolution times, maximize productivity, and cut costs with Rescue.
Learn more at logmeinrescue.com or call +1 (833) 564-4357.

[Learn More](#)