

One step to transform your support processes

IT is at the heart of every organization, supporting employees and ensuring their devices are secure and working properly.

But with customer data scattered across multiple tools and systems, representatives spend money and time searching for data that could be spent solving problems.

Feeling the stress of an unintegrated process?

According to a recent IDG survey, technicians found these challenges around unintegrated systems:

71%

Ability to provide access to real-time data

Ability to work seamlessly across user devices and channels

62%

62%

Integrating with existing and/ or legacy systems

Having a 360-view of customer information

61%

Bringing your systems together lets you do more.

Reduce handle time through synchronizing data across systems

Create a central system of record to track support requests and resolutions

Reduce documentation and logging errors

Improve team optimization

Amplify your support processes through integrations.

Start a free trial of Rescue at logmeinrescue.com.