



# Vodafone

Evolving customer support service with remote support.



**INDUSTRY:** Telecommunications

**HEADQUARTERS:** Newbury, UK



We have been able to reduce the number of on-site technicians we send into the field, shorten the time it takes to resolve an issue and have received very positive feedback from happy customers at the same time.

—MARKUS BAUMHAUS, *Project Manager for Customer Experience, Vodafone Germany*



## CHALLENGE

One of the world's largest telecommunications companies, Vodafone provides service to millions of customers around the globe. With such a large and geographically diverse customer base, Vodafone needed a flexible, efficient remote support solution to provide IT assistance.

- The solution needed to support smartphone users remotely.
- Vodafone wanted a tool that could increase its first-contact resolution rate, while decreasing call times.
- The support solution had to be easy for customers to engage with.

## SOLUTION

To achieve its goal of providing first-class customer support in a convenient and fast manner, Vodafone turned to LogMeIn Rescue. Rescue allowed Vodafone to achieve all of its remote support goals, reducing the need for on-site visits and improving resolution efficiency and speed. Critically, Rescue delivered all of these benefits in a single tool, increasing simplicity for both company technicians and end users.

## RESULTS

Rescue proved to be the ideal remote support solution for all of Vodafone's needs.

- With Rescue, Vodafone can provide PC-quality support to smartphone users.
- Rescue enables support specialists to share sessions, which is critical as smartphones become increasingly complex.
- By providing support with a single tool, Rescue allows Vodafone to train agents only once while addressing a wide range of issues.
- Vodafone decreased resolution times, reduced on-site visits and received more positive feedback from customers.