



# Overview

SaaS-based remote support for PC's, Mac's, mobile devices, and more. Purpose-built for helpdesks, call centers, and support organizations.

#### BENEFITS:

Industry leading companies choose LogMeIn Rescue to:

- Decrease cost-per-incident
- Improve first-call resolution (lowering call volume)
- Reduce overall support costs
- Heighten customer satisfaction
- Increase support technician productivity



We had just started a free trial of Rescue when a technician told me he was going to have to hit the road to fix a bike. I pointed him towards Rescue and he was able to fix the problem in ten minutes. This was enough to convince the CFO. No PO, no three different vendor evaluations. Rescue proved its value in the first ten minutes of the trial process.

#### —CHRIS LANGLOIS

GLOBAL TECHNICAL TRAINING MANAGER  
ZERO MOTORCYCLES

Whether you're providing technical support to your employees, your customers, or both, you need a remote support solution that's fast, reliable, flexible, easy to deploy, and easy to use. LogMeIn Rescue was developed by support technicians, for support technicians, with these critical capabilities in mind.

#### LOGMEIN RESCUE IS FAST

Rescue's powerful infrastructure lets technicians connect to any device in seconds. Technicians can then chat with customers and remotely control their PC, Mac or mobile device for fast resolution.

#### LOGMEIN RESCUE IS ENTERPRISE-GRADE

All sessions run over a 256-bit SSL-encrypted connection, with access granted via secure pin or link. End-users must permit a technician to use each function. When the session is over, Rescue automatically uninstalls the small file that enables connection.

#### LOGMEIN RESCUE IS RELIABLE

LogMeIn's enterprise-ready cloud platform is built with the reliability professionals require. Hosted in multiple LogMeIn datacenters, enabling failover where needed, Rescue has continuously delivered 99.99+% uptime.

#### LOGMEIN RESCUE IS FLEXIBLE

With just one tool, technicians can resolve simple and complex issues across multiple platforms – PC's, Mac's, and mobile devices. And with its new video-streaming capability, agents can now support virtually any product.

#### LOGMEIN RESCUE IS EASY TO DEPLOY

Because Rescue is SaaS-based, LogMeIn takes care of deployment and maintenance. By providing a truly online solution, with no hardware, infrastructure, or software to maintain, deployment is fast and easy. You can bring new technicians on with the flip of a switch and quickly expand from 1 to 25,000 licenses or more with ease.

#### LOGMEIN RESCUE IS EASY TO USE

Rescue's interface puts everything a technician needs at the forefront. Agents can transfer files, perform diagnostics and take control with just one click. And, with multiple ways to initiate a support session and communicate during it, Rescue is easy on your end users, too.

#### CONTACT

320 Summer Street, Boston, MA 02210  
866.478.1812 rescue@logmein.com



**Hong Kong**  
Tel : (852) 2893 8860  
Email : sales@version-2.com.hk

**Taiwan**  
Tel : (886) 02 7722 6899  
Email : sales@version-2.com.tw