

LogMeIn

Resolve



Wolters
Kluwer

Success Story:

Wolters Kluwer Elevates Technical Support Efficiency with LogMeIn Resolve

How a Global Professional Services Provider Streamlined Remote Support, Documentation, and Knowledge Sharing



Challenge

Wolters Kluwer is a global provider of professional information, software, and services across the legal, tax, accounting, financial, and compliance sectors. Its technical support team plays a critical role in helping legal professionals successfully use cloud-based solutions.

Benito Tedesco, a Technical Support Specialist who has been with Wolters Kluwer since 2017, supports lawyers daily by troubleshooting issues directly on their systems. In addition to frontline support, he works on complex data migration projects involving SQL scripting, database management, and Python automation.

For Benito and his team, remote access is not optional — it's essential. "Remote access tools are the most important part of our daily work because they allow us to support clients safely and efficiently."

Previously, the team relied on GoToAssist for remote support. However, as workflows evolved and collaboration between support tiers and development teams became more critical, they needed a more modern, stable, and feature-rich solution — particularly one that improved documentation, efficiency, and accountability.



Solution

After evaluating alternatives, Wolters Kluwer transitioned to LogMeIn Resolve. The decision was driven by several key factors:

- A more modern and faster platform
- Automatic recording for every remote session
- Stability and reliability during testing
- Built-in AI-powered capabilities



"I tested Resolve for several weeks and never experienced any issues or interruptions. It's a very stable software — and now we are very satisfied with this choice."

Benito Tedesco
Wolters Kluwer

AI Session Notes: Transforming Documentation

One of the most impactful features for the team has been AI Session Notes. Before implementing AI-generated notes, technicians manually documented every step taken during a support session. This process was time-consuming and required significant effort — especially when escalating tickets across first-, second-, and third-level support teams.

Now, the process is simple:

1. AI automatically summarizes the session
2. Technicians copy and paste the notes directly into Salesforce
3. Information can be instantly shared across teams

“Previously, we manually entered all the steps into a ticket. Now it’s very simple — copy and paste into Salesforce. This saves us time and is very important for us.”

The impact goes beyond convenience — it improves accuracy, reduces effort, and accelerates collaboration.

Benito shared two powerful examples of how AI Session Notes made a measurable difference:

Resolving Disputes with Confidence

After one remote session, a customer claimed that the support team had created a network issue on their PC.

Thanks to AI Session Notes, the team could provide a complete, detailed summary of every action performed during the session. This transparency helped clarify the situation and protect the team.

“It was very useful to indicate all the steps that took place during the remote session.”

Knowledge Base Creation in Seconds

Another major benefit of AI Session Notes is the ability to rapidly generate knowledge base content.

Previously, creating internal or customer-facing documentation was a manual and time-intensive process. Now, session summaries can be transformed into structured knowledge articles almost instantly.

“You can create a knowledge base in seconds. Before this, we created everything manually — and it took more time. Now we work more efficiently and faster.” This has strengthened internal knowledge sharing and improved customer self-service resources.

Faster Escalations to Development

When transferring cases to the development department, detailed documentation is critical. AI-generated notes allow the team to provide accurate, structured information immediately — reducing back-and-forth communication and accelerating root cause analysis.

“We now have more efficiency and accuracy when transferring scenarios to our developer team — saving hours and improving quality.”

“You can create a knowledge base in seconds. Before this, we created everything manually — and it took more time. Now we work more efficiently and faster.”

Benito Tedesco
Wolters Kluwer

GoPilot: Real-Time AI Assistance During Support

In addition to AI Session Notes, the team has embraced GoPilot. During live remote sessions, technicians can ask GoPilot questions and receive immediate, accurate answers — particularly helpful in complex or unfamiliar scenarios.

“When someone is in a remote session with a client, they can type a question into GoPilot and receive a correct answer, especially in difficult cases.”

GoPilot supports both internal collaboration and customer-facing assistance, helping technicians resolve issues faster and with greater confidence.

Results

Since implementing Resolve, Wolters Kluwer’s support team has experienced measurable improvements:

- Faster documentation and ticket updates
- Improved accuracy when escalating cases
- Reduced manual effort
- Stronger internal collaboration
- More time available for high-value activities

“With more time available, we can focus on other valuable activities — like creating more training for our customers or giving dedicated assistance.”

The efficiency gains internally translate directly into better outcomes for customers — including faster resolutions, clearer communication, and higher service quality.



“With more time available, we can focus on other valuable activities — like creating more training for our customers or giving dedicated assistance.”

Benito Tedesco
Wolters Kluwer

Looking for secure, scalable remote support that allows your technicians to provide assistance from anywhere and for any device? Visit logmein.com to learn more.

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