

Success Story:

How Trycare Transformed IT Support and Service Delivery

Trycare is a Yorkshire-based distributor serving both the dental and podiatry sectors across the UK. With around 100 employees and a catalogue of nearly 30,000 products - from general consumables to specialist medical devices, Trycare prides itself on 98% stock availability for fast-moving items. Founded in 1996, the company is known for exceptional customer service and a “one-stop shop” ethos for healthcare professionals nationwide.

Leading IT operations is IT Manager David Myers, whose team supports multiple office locations and a predominantly remote salesforce, ensuring seamless operations across the organization



Challenges

As Trycare grew, so did the complexity of its IT infrastructure. Spread across office locations, mobile staff, and various loosely connected support tools.


- **Disjointed Tools:** A fragmented mix of ticketing, remote access, and mobile device management systems created inefficiencies and coverage gaps.
- **Poor User Experience:** Navigating multiple platforms slowed both users and IT staff, especially for remote and field-based teams.
- **Demand for Speed:** With a reputation for next-day delivery and exceptional service, IT needed to match that pace by delivering fast, reliable support across the board.
- **Manual Workload:** Routine tasks like patching or security deployments took significant manual effort, limiting time for strategic projects.



Solutions

Trycare partnered with GoTo and adopted LogMeIn Resolve, consolidating its IT operations into a single, integrated platform.

- **All-in-One IT Management:** LogMeIn Resolve replaced multiple legacy systems, streamlining ticketing, remote access, mobile device management, and execution tasks into one intuitive UI.
- **Rapid Remote Support:** The team can now move “from ticket to support session in one click,” allowing instant visual access to user devices, dramatically reducing downtime and user frustration.

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- **Enhanced User Relationships:** Front-line staff now receive fast, competent support, making IT a valued partner rather than a last resort. With a first-response goal of under one hour and a current average ticket close time of just 3 hours (well below the 8-hour standard for common issues), Resolve empowers the team to set and exceed best-in-class SLAs.
 - **Background Automation:** Features like Virtual Technician enable seamless deployment of security updates like BitLocker, letting IT handle complex, organization-wide tasks with just a click, and freeing up resources for urgent issues.
 - **Continuous Feedback Loop:** As an active member of the LogMeIn Insiders program, Trycare enjoys a direct line to product development, ensuring their needs help shape the future of the platform.

“Before using LogMeIn Resolve, we had various software and IT service management bits across various suppliers...having things ‘here, there, and everywhere.’”

David Myers

Trycare



Conclusion

With LogMeIn Resolve, Trycare has transformed its IT service culture and capabilities:

- **Boosted Efficiency:** By consolidating disparate tools and processes, the IT team can work smarter and faster, achieving measurable improvements in response and resolution times.
- **Improved User Satisfaction:** Staff now have confidence in IT support, feeling empowered to reach out and resolve issues with minimal disruption to their day, especially crucial for remote and customer-facing employees.
- **Strengthened IT-Business Relationships:** By providing rapid, high-quality support, IT helps frontline staff to ultimately enhance the overall customer experience, which is what Trycare pride themselves on above all else.
- **A Model for Others:** Any company dealing with fragmented IT solutions, remote staff, and a commitment to service excellence can apply Trycare’s successful approach with LogMeIn Resolve—elevating both internal operations and customer outcomes.

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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