

## Success Story:

# Fullsteam

## How Fullsteam unified remote support across multiple subsidiaries with LogMeIn Rescue

Fullsteam is a software company specializing in payment processing and point-of-sale solutions across multiple vertical industries.

“LogMeIn Rescue is the 'go-to' product for remote support if you want enterprise-grade tooling with small-business pricing. Their focus on customer experience, features, and security is industry-leading.”

**CHRISTOPHER TELLEZ**

Manager, Endpoint Engineering, Fullsteam



### Challenge

As a parent company to several subsidiary businesses, Fullsteam's remote support infrastructure had become increasingly fragmented across its business units. Each business relied on different tools, making it difficult to monitor performance, ensure consistency, or maintain centralized oversight across the organization. As its subsidiaries needed to maintain their own customer-facing identity, it was critical for Fullsteam to find a single platform capable of supporting multiple branded instances under one corporate agreement.

Fullsteam needed a solution that could unify its support operations without erasing the individuality of its business units. The platform also had to deliver advanced technical capabilities — including unattended access, multi-platform support, and robust session analytics — while being flexible enough to scale across a complex, multi-brand organization.



## Solution

Fullsteam selected LogMeIn Rescue as its organization-wide remote support platform, deploying it across Enterprise IT, corporate offices, and several subsidiary businesses. Rescue's brandable Calling Card feature was a key factor in the decision, enabling each subsidiary to present a familiar, professionally branded interface to its customers — preserving trust and continuity across business units.

In daily operations, Rescue supports two primary workflows: internal IT support and customer-facing support. IT teams use it to manage, troubleshoot, and maintain Windows and macOS devices, while specialized customer support teams assist end users across Fullsteam's various software products and verticals. The platform handles both attended and unattended sessions, allowing agents to guide users in real time or perform scheduled maintenance and system updates off-hours without disruption.



## Results

Since adopting LogMeIn Rescue, Fullsteam has significantly reduced tool sprawl, simplified training and onboarding for support staff, and standardized procedures across all teams. The consolidated platform has lowered costs and improved efficiency, while session recordings, automated scripts, and detailed reporting now provide actionable insights to identify recurring issues and implement proactive fixes.

Rescue's built-in script deployment, multi-system monitoring, and cross-platform compatibility have made support workflows faster, more consistent, and more scalable. Features such as chat auto-translation have also addressed the needs of international customers and contractors, reducing communication delays and misunderstandings.

Customer experience has also improved noticeably. Clients across Fullsteam's subsidiary brands encounter a more polished, professional support interface, which reinforces trust in the company's products and services. Rescue's robust reporting and analytics give the team full visibility into session durations, bottlenecks, and resource allocation — capabilities that were not available with previous tools.

Rescue's flexible concurrent licensing model, full iOS and Android support, including full-screen sharing, and enterprise-grade security, make it a practical and scalable solution as Fullsteam continues to grow.

Looking for secure, scalable remote support that allows your technicians to provide assistance from anywhere and for any device? Visit [logmein.com](https://logmein.com) to learn more.

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