



Success Story:

ZS Associates

How LogMeIn Rescue Helped ZS Associates Simplify Global Remote Support and Strengthen Security

ZS Associates is a consulting firm specialising in life sciences, supporting around 18,000 employees and 19,000 endpoints across a highly mobile, globally distributed workforce.

"LogMeIn Rescue simplified everything and provided a lot more security."

ALAN KLACKNER

IT Manager, ZS Associates



Challenge

With teams spread across the globe and embedded at client work sites, ZS Associates had always faced a complex support challenge. Their previous peer-to-peer solution offered no centralized management, placing the burden squarely on employees — who had to know how to locate and share their own technical information, such as IP addresses, just to initiate a support session.

The process was technical, time-consuming, and difficult to scale. As the organization grew, it needed a remote support platform that could keep pace — one that was easy to manage centrally, secure, and capable of connecting technicians to anyone, anywhere, without friction.



"GoTo and LogMeIn is really dedicated to adding features and enhancing its offerings. They're a great partner."

ALAN KLACKNER

IT Manager, ZS Associates



Solution

ZS Associates selected LogMeIn Rescue after evaluating several alternatives. The decision came down to a combination of cost-effectiveness, ease of management, and confidence in LogMeIn as a long-term partner committed to continuously improving its product.

Rescue connects ZS's IT support teams with a workforce that is mobile and dispersed across time zones and client sites around the world. The platform replaced a fragmented, employee-dependent process with a streamlined, centrally managed support experience.



Results

Since implementing LogMeIn Rescue, ZS Associates has seen meaningful improvements across its support operations:

- **Simplified support workflows:** replacing a technically demanding peer-to-peer process with a centralised solution that requires no technical knowledge from the end user to initiate a session.
- **Stronger security,** with centralised management giving the IT team greater oversight and control across all remote support activity.
- **Smarter support with AI:** ZS Associates actively leverages Rescue's AI session summaries to enrich ticketing, and AI-powered technician suggestions to improve the quality and speed of support engagements.
- **A platform built for the future,** with LogMeIn's ongoing investment in AI-driven features — including pattern recognition and issue identification — helping ZS Associates reduce ticket volume and solve recurring problems at scale.

For Alan, the message to other organisations still running on legacy systems is clear: "the technical debt will catch up, and digital friction does not go away on its own. The time to evolve is now."

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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