

Success Story

Bravo

LogMeIn Resolve enables Bravo to provide more efficient, proactive and customer-friendly remote IT support

Bravo provides IT and AV solutions that remove friction across meeting rooms, networks, digital signage and Microsoft 365. The company believes technology should work for people, not the other way around. As a managed service provider, Bravo delivers complete IT management, maintenance and remote support services for businesses across Norway and Sweden. www.bravosteps.com



Challenge

With its IT support business growing rapidly, Bravo wanted to find a more capable IT management tool to improve its service delivery for customers.

Dan Flauring, Digital Workplace Manager at Bravo, says: “The remote IT management system we were using didn’t allow us to see all of our customers’ computers on a single screen. The remote access process required multiple steps and was difficult for many customers to navigate. We wanted to find a tool that would make it easier for us to maintain all of our customers’ systems through a single interface.”

Bravo asked ALSO, one of Europe’s biggest IT industry technology providers, to recommend alternative IT management platforms that could improve the company’s remote support performance and capabilities.



Solution

Bravo extensively tested five different solutions to determine which could provide all the functionality it needed at the right price. LogMeIn Resolve emerged as the clear favourite. This all-in-one IT management tool incorporates remote monitoring and management, remote access and support, ticketing, automation and a host of other functions.

LogMeIn Resolve enabled the Bravo team to view all customer devices in one place, making it easy to track their status and prioritise critical actions, updates and security fixes. During testing, Bravo found the platform to be straightforward and easy to use. They liked the fact that alerts could be set on customer devices to trigger notifications and prompt timely interventions. The unattended remote access function also made it easy to fix issues and carry out technical troubleshooting without the customer being present.

Dan says: “One feature that we especially liked was the camera-share function. This allows us to connect to a customer’s phone camera so we can talk them through physical processes, such as setting up a new printer or connecting new hardware. It’s also very useful for supporting our technicians in the field.”



Results

LogMeIn support teams helped Bravo to set up LogMeIn Resolve and transfer its customers onto the new platform. Bravo now uses LogMeIn Resolve as its single remote IT management tool for all managed service customers. The company also uses the platform internally to support employee computers and meeting room devices across the business. Since switching to LogMeIn Resolve, Bravo has expanded its licences and bought three extra add-ons to enhance its service offering.

Dan says: “LogMeIn Resolve has delivered all the capabilities we were looking for, enabling us to work more efficiently and productively. It’s so easy to use and saves us a lot of time, while improving the support we can provide to managed service customers. We’ve now built a close working partnership with LogMeIn, who are always so responsive and quick to provide assistance whenever we need it.”

“LogMeIn Resolve has made our IT management services more efficient, targeted and accessible for customers. By allowing us to view all our customers’ devices on a single screen, it enables us to monitor, manage and maintain them more easily and plan proactive interventions far more effectively than we could before.”

Dan Flauring

Digital Workplace Manager, Bravo



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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