LogMeIn Rescue



Data Sheet

Rescue + ServiceNow + Nexthink

The Complete IT Support Loop

When ServiceNow, Nexthink, and Rescue work together, IT support becomes a closed loop. Device issues are detected before tickets are opened, sessions launch in seconds, AI-powered diagnosis starts immediately, and every action is documented automatically. No handoff gaps. No tool switching. No lost context.

1. Detect

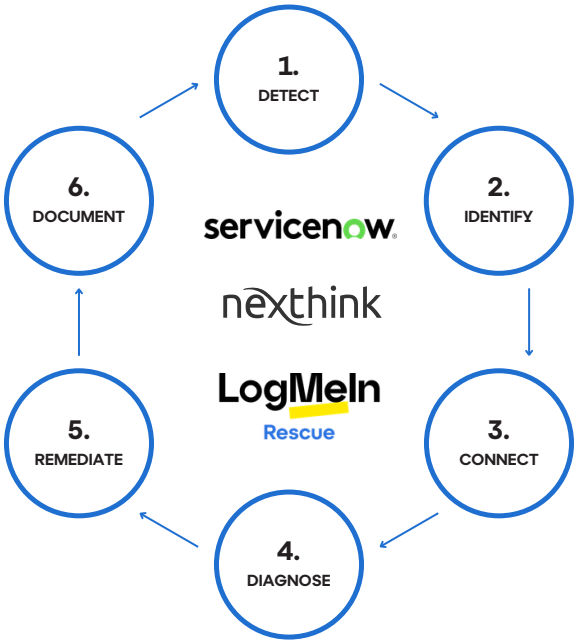
Nexthink telemetry flags a device issue, or a ticket opens in ServiceNow

2. Identify

Nexthink Amplify matches the ServiceNow ticket to the exact affected device

3. Connect

A Rescue session launches automatically from ServiceNow, zero end-user effort



4. Diagnose

Live device telemetry and AI-powered recommendations surface instantly in Rescue

5. Remediate

Nexthink Remote Actions and Rescue's full toolkit resolve the issue in one session

6. Document

Session summaries and actions post back to the ServiceNow record automatically

The Result

- Issues get resolved faster, with less back-and-forth
- Technicians arrive at every session already knowing what to fix
- Documentation happens automatically, every single time
- Nothing falls through the cracks between detection and resolution

Talk to our team of specialists to discover the power of Rescue + ServiceNow + Nexthink.

Request a Demo

©2026 GoTo Group, Inc. All rights reserved.