Rescue

Four remote support teams that keep IT simple and succeed

An easy customer experience is the hallmark of today's most successful support organizations.

That's why these four top-notch organizations use Rescue to help their support agents elevate the customer experience while keeping IT simple.

Supporting customers where they are

1 **Motorola**

Motorola supports customers around the world using mobile devices, applications and services. Yet language differences and customers' inability to fully explain and visually show their technology problems make it difficult to provide fast, responsive service.

With the remote support capabilities of Rescue and instant camera sharing using a live video feed, support personnel see exactly what the customer is experiencing. They quickly and efficiently resolve issues without worrying about communication gaps and, in turn, Motorola can:

- Decrease average handle time

- Reduce the number of device returns due to no-fault-found issues

- Increase service consistency by linking the entire global support team on one platform

12% **decrease in no-fault rates**
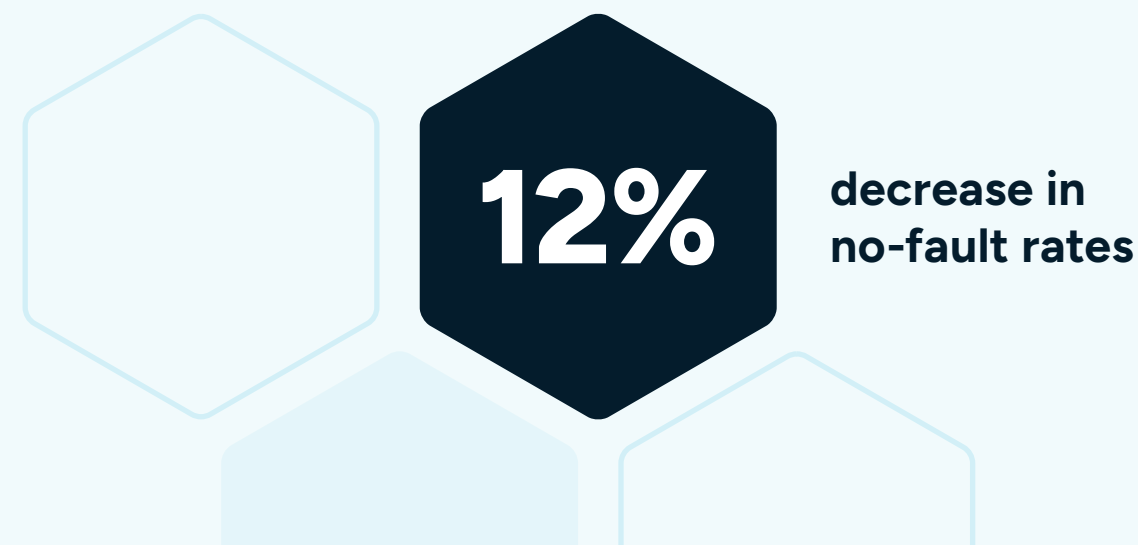
"We're able to go above and beyond for our customers by supporting any issue related to Motorola — their phone, Wi-Fi, applications, software, hardware — even when they're unable to relay exactly what they're experiencing."

Theo Koufalias,
Global Content Manager, Motorola

Raising the score on customer service

2 Optus

As the second largest telecommunications company in Australia, Optus serves more than 9 million customers. To complete its move to a customer-centric organization, the company deployed Rescue to provide web-based remote support.

By delivering a fast, easy way for support technicians to connect to mobile customers and quickly resolve issues, Optus can:

- Improve key customer-service metrics

- Enhance customer loyalty

- Increase contact center efficiency

- Reduce the cost of operations

"Rescue has provided the Optus customer care group with a tool that greatly enhances our operational effectiveness, and the team has seen a significant improvement in the Net Promoter Score."

Gus Cerezo
Vice President of Operations, Optus

2.8X increase in Net Promoter Score

30% improvement in first-contact resolution rate

Raising the bar with intuitive, always-on support

3 **Law School Admission Council**

Law School Admission Council administers the Law School Admission Test, or LSAT, to 140,000 prospective students each year and works with more than 200 law schools in the United States, Canada and Australia. The organization selected Rescue for easily initiated remote support for law school applicants and administrators:

- Reducing the time to install software from four hours to as little as 20 minutes

- Shortening support sessions

- Saving thousands of dollars per year over the cost of its legacy support solution

"Just by replacing our previous remote support solution with Rescue, we've saved money... not to mention having a product that we actually want to use."

Robert Jung
Senior Technical Analyst,
Law School Admission Council

75% reduction in the length of the average support session, from more than 40 minutes to less than 10

Boosting customer satisfaction with faster issue resolution

4 **Arise Virtual Solutions**

Arise Virtual Solutions has a staff of 5,000 home-based techs who deliver support to large consumer-facing companies. Replacing its legacy phone support solution, Arise chose Rescue to deliver immediate support to remote workers and monitor the performance of outsourced support teams:

- Increasing the number of issues resolved on the first call

- Allowing access to the remote system even when the VPN connection is off

"Rescue provides excellent support — and at Arise we know all about excellence in support."

Allen McClure
Service Desk Manager,
Arise Virtual Solutions

$48K per month in support cost savings due to higher agent productivity

23% increase in first-call resolution rates

33% decrease in number of repeat callers

Find out how Rescue can help simplify remote mobile to enhance service and boost end user satisfaction.

GoTo

Rescue, built by GoTo.
Remote support made easy.