




# How Three Remote Support Teams Improve End User Mobile Experience





Today, people live their lives through their mobile device — staying connected with work, family and everything in between. When their digital lives are disrupted, they expect fast and frictionless support.

That's why these leading support organizations use Rescue to deliver exceptional remote support services at any time on any device.





# Scaling to serve a growing customer base

## 1 Lenovo

Lenovo is a growing global personal technology company that serves customers in more than 160 countries around the world. Continued business acquisitions created a need for Rescue, including the mobile app and live video support, to help Lenovo more efficiently manage teams worldwide:

- Adding, training and managing techs quickly with an intuitive interface
- Scaling as the business grows
- Reducing per-incident costs with shorter customer interactions and faster time-to-service delivery

**“We use Rescue in every contact center we have around the world. The Rescue team has been very helpful as we look for ways to better manage all of our agents worldwide.”**

**Ronald Mitchell Director,**  
Worldwide Contact Centers,  
Lenovo

**\$1M**

**in annual savings from reduced handle time and lower time-to-service delivery**

**“Rescue changed the way we provide support for our associates who are on the move working out of global locations. Rescue makes our jobs easier and enables us to get more done in less time with fewer people.”**

**Parag Chaudhari**

Project Manager,  
Technical Infrastructure Management,  
Centralized Service Desk,  
Tech Mahindra

# Delivering faster, more effective support

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## Tech Mahindra

Tech Mahindra, a global managed services provider, needed to increase the efficiency of its centralized service desk, which supports nearly 100,000 workers using desktop and mobile devices. After evaluating multiple tools, the company chose Rescue to replace its legacy solution.

The intuitive interface, fast connection speed, mobile support and advanced administrative control helped the company:

- Reduce average handle time
- Improve first-call resolution rates
- Increase service desk efficiency





**“There’s no more wasted time. I can literally fix users’ devices while they are in a meeting so they are up and running and productive.”**

**John Hafemeister**

Telecommunications Specialist,  
Naval Postgraduate School

# Enlisting remote support for mobile users

## 3 Naval Postgraduate School

At the Naval Postgraduate School, help desk technicians have a huge task: supporting the devices of more than 5,000 users. And as on-campus staff and distance learners from around the world began to rely on mobile solutions, the school needed an easy-to-use remote support tool it could quickly deploy and secure.

After successfully using Rescue to support desktop computer systems, the Naval Postgraduate School turned to the solution for mobile devices so it could:

- Resolve mobile issues from technician computers, significantly reducing downtime
- Set up new users quickly and easily



Find out how Rescue can help simplify  
remote support, enhancing service  
and **boosting customer satisfaction.**



Rescue, built by GoTo.  
*Remote support made easy.*