



Uplevel your enterprise remote support: The complete guide

Eliminate 4 common obstacles to
seamlessly support today's digital workplace





The digital workplace is transforming. Is your remote support strategy keeping pace?

The workplace has undergone massive changes in recent years, with companies adopting cloud technologies at record rates, shifting to remote or hybrid work environments, and creating digital workplaces to improve the employee experience (EX). This transition has elevated the importance of getting the digital workplace right, with many IT organizations repositioning themselves to support improved business outcomes. In fact, **77% of digital workers** report an IT specialist partner within their business unit, which helps to ensure the needs and goals of the team are being considered and met when it comes to their technology.

However, Gartner data shows that **60% of digital workplaces are still modernizing** their infrastructure and only a few have achieved a satisfactory digital EX.

So, what's standing in the way? IT teams must overcome four primary pain points to provide the high-quality, on-demand remote support businesses need - and users expect today.

**1**

Prove value and ROI amid economic uncertainty.

The threat of slashed budgets and company-wide layoffs looms large. Today's economic uncertainty also pressures IT teams to delay less time-sensitive initiatives and focus on business-critical projects. Amid increased scrutiny on spending, IT leaders must prove the short- and long-term value of any proposed solutions or implementations. Communicating a return on investment (ROI) means comparing a new solution's benefits (cost savings, revenue increase) to the total investment (hard and soft costs of deployment, onboarding, and ongoing use).

As a premium-priced product, enterprise-grade remote support solutions should be able to prove the value and return on investment. Third-party research, such as a commissioned Forrester Total Economic Impact (TEI) study, can highlight key statistics on a solution's ROI.

For example, **Forrester's TEI study** for remote support solution LogMeIn Rescue by GoTo revealed a three-year 395% ROI, a 57% reduction in time spent on IT support, and more than \$2.6 million in benefits over three years. Customers achieved full payback on the cost of purchasing Rescue in less than six months based on cost savings.

Three-year

395% ROI

57%

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Unlock more value

Don't be surprised if the cheapest option isn't the best option in terms of value. It may be worth paying for a premium solution to achieve a faster ROI with greater long-term returns. Top solutions will also often have valuable capabilities that pay back dividends, including:

- A variety of connection methods that fit your unique business needs and make getting into a session fast, easy, and secure.
- Flexible multi-platform support that allows you to provide instant tech support to absolutely any device.
- Enterprise-level functionality that's actually easy for techs to use to decrease onboarding expenses and increase productivity.
- Robust admin and reporting capabilities that let you tailor the solution to the needs of your business while providing transparency into tech performance.
- Integrations and open APIs so the solution works with your workflow, no matter what your workflow is today or in the future.
- Customizability to add your branding and build trust with your end users.
- Advanced security with features like granular permissions, end-user controls, and session validation measures.
- Live translation services to service global customers without additional headcount.

2

Tackle cybersecurity concerns.

In a **recent report**, 61% of chief information security officers (CISOs) believe their organizations are unprepared to cope with a targeted cyberattack, and 63% consider human risk (including negligent and malicious employees) their most significant vulnerability.

CISOs have good reason to be worried. Sophisticated phishing attempts **were up 356% in 2022**. Plus, increases in ransomware and malware continue **to pose significant concerns**. IT leaders must stay vigilant and ensure the tools they use help protect the organization and end users from malicious actors.

Overall, IT teams can lessen the risk of sensitive data exposure and breach when employees only have access to the data relevant to their role and authorization level.

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Lock down cybersecurity risks.

While the cybersecurity risks of remote work are real, your remote support solution shouldn't be another vector for breaches. Consider how your remote support solution is locking out malicious actors and shutting down opportunities for sensitive data exposure. Ensure your solution sets a high bar for security and can help plug potential phishing holes with capabilities like:

- Granular permissions and controls that allow a customized deployment and provide safeguards based on role-based permissions.
- Session validation measures, like IP or company PIN code restrictions, that help prevent malicious actors from luring end users into fraudulent sessions.
- Flexible and customizable data storage policies that let you control where, how, and if information is stored to ensure compliance with data regulations.
- Integration with Identity and Access Management (IAM) solutions, SSO, and AD Sync to help manage onboarding, offboarding, and access in a streamlined, secure way that reduces the risk of unauthorized users.
- Detailed auditing and reporting that provides full account visibility, like tracking every in-session activity, offering insights, and alerting in real-time when particular events like unsuccessful logins occur.

3

Close the talent gap in the IT workforce.

According to a **recent report**, 81% of large enterprise chief information officers (CIOs) expect to grow their IT teams to support their organization's digital workplace transformation. But the demand for IT talent is outpacing the supply. Due to an aging IT workforce heading into retirement, fewer new workers coming into the space, and a revolving door of IT employees, tech talent is in short supply for most positions. On top of that, 70% of **IT leaders have indicated** that a skills shortage prevents their organization from keeping pace with industry change.

How are IT leaders supposed to move their organizations forward when the numbers don't add up? Your remote support solution can go a long way in alleviating some of these talent issues. While a tool isn't a substitute for talent, it can help organizations train new technicians, maximize talent, and bridge talent gaps.



How a tool can support talent.

A high-quality remote support solution can offer IT a robust toolset that optimizes available resources, speeds up training junior IT technicians, and reduces overall ticket resolution times. Equipping IT teams to do more in less time while reducing stress and providing an improved experience ensures better outcomes for the IT organization and the company. Here are a few examples:

- Multi-use case remote support capabilities that empower techs with the right tool for the right approach, whether it's solving the problem live with the end user present, at a later time with unattended access, or with camera sharing for troubleshooting offline devices and environments.
- In-session background features that make techs feel like support magicians, such as silently transferring files, pulling system info, rebooting machines, and running scripts.
- Technician collaboration capabilities that facilitate learning opportunities for less experienced techs as they watch experienced leaders solve issues.
- Seamless session transfers that let techs easily hand off sessions to the right person (internal or external) to solve the issue with less frustration and greater productivity.
- In-session performance readouts that give admins insights for learning and growth opportunities.



4

Make the tech stack work harder and smarter.

Despite ongoing efforts, enterprise IT teams continue to have to manage and work with legacy systems that do not integrate with the rest of their toolset. But because the process of modernizing and moving off old solutions is time-consuming and comes at a cost (budget and resources) which are in limited supply, there is often ongoing friction when evaluating new tools. The process can be so cumbersome, it can stop innovation in its tracks.

Additionally, IT teams are often navigating the waters of competing tools that have been deployed in pockets. This results in additional overhead for ongoing management and training, along with added security risk for the business.



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of businesses say that reducing the burden on IT is critical

Make every day easier.

The key is to not burn out IT staff while resolving technical debt. A recent GoTo study reveals that 92% of businesses say that **reducing the burden on IT is critical** when choosing new IT software. A new remote support solution can make their lives easier with capabilities such as:

- Out-of-the-box integrations that create a more seamless experience, reduce overhead, and improve workflows by connecting to other solutions like ticketing tools, ServiceNow, or Salesforce.
- Robust open APIs that allow for custom integrations and data access to fit into nearly any ecosystem.
- Cloud-based architecture that offers many advantages over an on-premise solution, like greater scalability, increased flexibility and adaptability, better accessibility, and improved reliability.

Conclusion: ***Demand more from your tools to solve top pain points.***

IT teams must seamlessly and effectively support a remote or hybrid workforce in today's fast-paced digital workplace. But IT organizations frequently encounter the challenges of demonstrating the ROI of new tools, managing cybersecurity risks, and dealing with talent and tech debt. A flexible, responsive, and secure remote support solution can help IT teams overcome these challenges to provide frictionless technical support, wherever and whenever needed if it has the right capabilities in place.



You're unstoppable with Rescue.

Rescue is an enterprise-grade solution for fast, efficient IT support with powerful in-session features, advanced security capabilities, and ample customization options. It's more than a time- and battle-tested tool: it's your complete IT command center with 99.99% uptime, over a billion sessions completed, and an ROI payback in less than 6 months. With Rescue in your corner, there's nothing you can't handle.

[Learn more](#)



Rescue, built by GoTo
Remote support made easy.