



# Zero Motorcycles

How Rescue helps overcome the challenge of growing a revolutionary new market.



**INDUSTRY:** Manufacturing (Electric Vehicles)

**HEADQUARTERS:** Scotts Valley, California

**NUMBER OF EMPLOYEES:** 125+

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We had just started a free trial of Rescue when a technician told me he was going to have to hit the road to fix a bike. I pointed him towards Rescue and he was able to fix the problem in ten minutes. This was enough to convince the CFO. No PO, no three different vendor evaluations. Rescue proved its value in the first ten minutes of the trial process.”

—CHRIS LANGLOIS

GLOBAL TECHNICAL TRAINING MANAGER  
ZERO MOTORCYCLES



## CHALLENGE

Zero Motorcycles — the only electric vehicle company producing fully-electric motorcycles in any quantity, with more than 125 dealers worldwide — is leading the pack. There's one roadblock to acceptance that was providing a significant challenge: a lack of dealership technicians who are familiar with electric cycles. These technicians were expert mechanics, with full knowledge of the inner-workings of gas engines. But most had never gotten their hands on an electric vehicle. As a result, Zero Motorcycles support technicians, after trying to talk someone on the other end of the line through a repair, often had to hit the road. This was proving costly in terms of both travel expenses and lost productivity.

## SOLUTION

In choosing a remote support solution to meet this challenge, Zero Motorcycles looked no further than LogMeIn Rescue, which proved its value at the outset of a free trial period. Zero Motorcycles selected Rescue because of its reliability and ease of connection. Features that Zero support techs take greatest advantage of include screen sharing, reboot, and the ability to have first-level support invite a higher level technician join the call.

## RESULTS

With Rescue, Zero Motorcycles is:

- Able to save tens of thousands of dollars in annual travel costs (and lost productivity) by no longer sending its expert technicians to make on-site repairs throughout the world
- Better able to train and support mechanics in its dealerships, most of whom are experts in gas-powered motorcycles but are unfamiliar with electric cycles
- Decreasing the average time spent on a support call, improving customer and dealer satisfaction

LogMeIn Rescue: helping Zero Motorcycles scale operations and achieve a higher level of global success in a market that's poised to take off.