LogMeIn Rescue

Datasheet

Mobile Support:
No longer an option for IT help desks

The shift to flexible work models has required organizations to expand their Bring Your Own Device (BYOD) polices. Now IT help desks must accelerate their mobile support capabilities to keep up with a new way of working. Here's why:

1 Personal property isn't only personal responsibility

71% of companies are now more accepting of employees using personal devices for work.* That means IT help desks need to keep employees up and running regardless of the device they're on, personal or corporate.

2 BYOD isn't just for checking email

As businesses embrace flexible work, employees are staying more connected to coworkers and work responsibilities at all hours, every day of the week. Employees use mobile devices for collaboration, file sharing, two-factor authentication and more.

3 Mobile extends desktop and laptop functionality

Give field service teams access to a lifeline. Senior support teams and product experts can remotely see what's happening for themselves and share their expertise on the spot. Issues are solved faster, and less experienced techs have the opportunity to learn more.

4 A consistent employee experience is important across devices

Employees don't just expect to be able to use their preferred devices and platforms, it's a critical element in their job satisfaction. 86% of IT pros recognize the need for quality and ease of accessing IT support for all technologies that employees need to do their work.** Organizations that disregard mobile technology risk unhappy employees and lost productivity.

5 Existing support offerings aren't sufficient to support everyday business

IDG found that only 37% of companies currently offer guided mobile support with remote support tools.** Yet employees who use mobile devices to get work done expect you to offer top-notch mobile support to keep them up and running. Offer anything less, and they'll see you as an out-of-touch employer, not an innovator.

6 Mobile support is a priority for technicians too

Help desk techs want to be able to answer the call with the capability to support whatever device the employee needs help with. Without mobile support, they are forced to return to time-consuming, labor-intensive manual processes when assisting end users with their mobile devices.

Discover how easy it is to provide remote support for mobile devices.

Learn more