

Datasheet

Extend LogMeIn Rescue's proven Reliability

Expand Your Trust From IT
to Customer Experiences

Your customers expect responsive, expert support whether they're across the street or across the globe. LogMeIn Rescue gives professional services and consulting firms the edge to deliver exceptional remote support, streamline onboarding, and resolve technical challenges fast—without increasing costs or compromising on service quality.

Elevate Client Satisfaction & Trust

Deliver precise, transparent, high-touch support that builds customer confidence.

1 Tailored Customer Experience

Cross-device remote support and innovative visual engagement arm technicians with tools to deliver the right services for the unique circumstances.

2 Faster Onboarding

Streamline client onboarding with co-browsing and annotated screen shares, reducing ramp-up time and ensuring consistent, high-quality experiences.

3 Proven Results

Customers using Rescue have seen a boost in customer satisfaction scores of up to 28%.



Accelerate Troubleshooting & Boost Productivity

Maximize efficiency and empower your team—even when handling complex technical issues.

1 **Rapid Issue Resolution**

Resolve support tickets 50% faster with AI-powered support, remote diagnostics, background file transfers and automated script execution.

2 **Collaborative Support**

Enable multi-expert sessions and leverage specialist input for the toughest challenges, all in a secure and auditable environment.

3 **Powerful Integrations**

Integrate with existing ticketing tools and support systems for unified support and single source of customer information

Optimize Operations & Scale with Confidence

Meet growing business demands—while maintaining service excellence.

1 **Scale Without Headcount**

Handle greater case volumes and global client support without increasing staff, leveraging AI-powered session features and automation.

2 **Scalability & Flexibility**

Manage high-demand periods—like software launches or regulatory deadlines—confidently.

3 **Smart Documentation**

AI-powered session summaries deliver consistent, reliable documentation so business can learn easily and improve future support.

Security Data Handling for Compliance & Trust

Safeguard trust with industry-leading security and privacy controls

1 Granular Permissions & Access Controls

Prevent exposure of sensitive client data and ensuring every session respects confidentiality requirements.

2 Comprehensive Audit Trails

Generate detailed technician activity reports and AI session summaries, delivering a complete trace of all actions.

3 Client-Driven Permission Management

Empower your customers to set access levels and deployment options

Reduce Costs & Unburden Staff

Deliver more value without straining resources

1 Remote-First Expertise

Solve most issues virtually, cutting down travel, on-site visits, and associated costs.

2 Empower Non-Technical Users

Visual tools turn any user into a problem solver, reducing reliance on highly technical staff.

3 Automate Tedious Tasks

AI-based session summaries and reporting free up technicians to tackle more cases.

Powerful Integrations and APIs

Unlock the full potential by connecting Rescue with your existing ecosystem, offering unified support experiences that drives successful outcomes.

1 CRM Integrations

Launch sessions directly from cases and track all support history for better, faster service.

2 Ticketing & Service Desk

Start & manage sessions within tickets; capture all session details and notes directly in the support ticket.

3 Collaboration

No need to switch apps to start a remote session and monitor status of sessions

4 Custom Workflows & In App Support

Out-of-the-box APIs & SDKs – fully integrate Rescue into your ecosystem to offer direct support inside existing apps.



[Get a Demo](#)