

Success Story:

Zylpha

GoTo Resolve gives Zylpha support analysts 'eyes on the screen' to improve query resolution for legal sector clients

Founded in 2004, Zylpha is the UK's leading innovator in secure electronic document bundling (e-bundling). Its intuitive solutions have won widespread acclaim for transforming the legal landscape and for 'making lawyers' lives easier'.



Challenge

Every e-bundling software licence sold by Zylpha is backed up by technical support from a team of highly trained and knowledgeable analysts. The technical support and operations team provide a wide range of services, from testing and installing products to fielding technical or user queries, helping customers install the software and resolving technical issues.

Debi Davies, Operations Manager at Zylpha, says: "We can resolve many of the queries we receive quickly with an email or phone call. For others we need to be able to see the issue for ourselves on the screen, so we can identify the right solution."

Zylpha was using GoTo Assist IT support software from GoTo to enable support analysts to access users' screens remotely and talk them through the process of rectifying their problem.



Solution

When GoTo launched its new all-in-one IT support tool, GoTo Resolve, the company approached Zylpha to see if it wanted to switch to the new product. GoTo Resolve provides all the same remote support features as GoTo Assist, but with the addition of device management, background access, automation and enhanced security architecture.

Debi says: "We carried out a short pilot of GoTo Resolve and identified some additional benefits for our support analysts. Most usefully, GoTo Resolve provides a console on screen that shows the analyst what steps the customer has taken during the connection process. It means we can better support users when they are joining the screen-sharing session, because we can see exactly what they are doing."

“There’s no substitute for being able to see the user’s problem when you need to resolve a software issue. Often, the real problem can be different to the one that has been reported. GoTo Resolve is so useful because it allows us to get onto the customer’s screen and actually see the problem for ourselves.”

Debi Davies,
Operations Manager, Zylpha



Zylpha switched to GoTo Resolve as its primary remote IT support tool. Using this system enables support analysts not only to view the user’s screen, but also to access various computer logs that can help to identify issues and resolve problems more effectively.

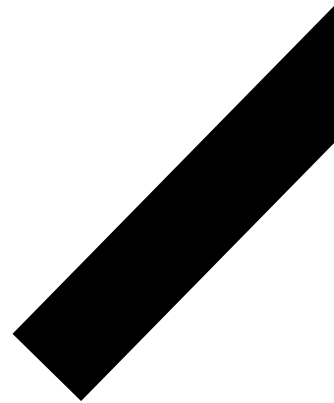


Results

Zylpha has more than 2000 active clients located all around the world. GoTo Resolve enables its operations team to provide reactive and proactive support, no matter where the user is located.

Debi explains: “GoTo Resolve is so easy and intuitive to use that customers have no problem connecting with us and sharing their screens. The file transfer and chat functions are extremely useful too.”

“Our customers in the legal profession are always juggling lots of documentation and are usually up against strict deadlines. They can’t afford for IT issues to hold them up. GoTo Resolve plays an important part in enabling us to provide a high standard of customer support so that we can rectify issues quickly for our time-pressured clients.”



In need of a remote support solution that saves time, money, and resources?
GoTo Resolve. All-in-one IT support software, made simple.

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