

SUCCESS STORY: EVALUSERVE



Challenge

As a global enterprise, Evalueserve has multiple offices for their teams across geographies. A robust internal setup meant that any system hiccups are quickly resolved through physical intervention. But the work-from-home scenario faced around the globe brought a shift in the day-to-day operations.

The over dependence on remote IT support for employees working from home got challenging for the firm, as employees and customers from all over the world needed to be served consistently. An increase in the number of tickets raised and recurring IT concerns pushed Evalueserve to seek a reliable solution for seamless remote support for team members and clients – one that also offered reliability, security, and operational efficiency.



Solution

Rescue emerged as an ideal solution to tackle these challenges, with a unique combination of system integration and communication features. Rescue's solution also offered value-added support services such as multi-platform assistance and tailored customer experience for users.

Rescue's integration and unattended access features enabled seamless communication between teams and systems. Rescue also allowed hassle-free integration between multiple platforms – allowing quicker resolution of issues and more efficient operations by eliminating unnecessary steps towards troubleshooting.

The solution ensured the security of client and business data by providing industry-standard security against cyber threats. This was enhanced through deep security controls and permission-based access.



Industry

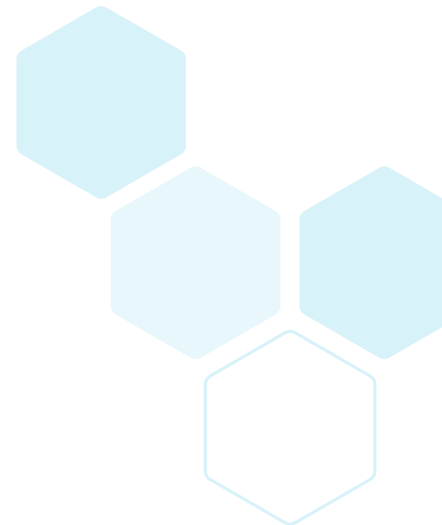
Global Analytics Services

Headquarters

Zug, Switzerland

Number of Employees

5,000+



Rescue allows quick diagnosis of system issues to provide a detailed summary of the processes, services, and actions – accurately diagnosing any roadblocks. Rescue bulletproofs the confidentiality of businesses and their customers with the help of enterprise-grade security measures. Rescue ensures improved efficiency with its unattended access feature, that connects and resolves issues during user downtime.



Results

Rescue resulted in increased customer satisfaction – promising reliability, security, and ease of resolution for the employees. The tool served as a trusted solution during these challenging times by connecting employees seamlessly.

- With the implementation of Rescue, Service Level Agreement (SLA) stayed intact at 95% even during the work-from-home period.
- Rescue enabled remote and seamless troubleshooting, whereas earlier they were required to be present in the office physically.
- Resolved tickets more efficiently by reducing the bandwidth required – as only the end-user and technician are involved in the process.
- Rescue fixed bottlenecks even at reduced network speeds.
- Rescue also allowed leveraging of stronger control over remote access, compared to other portals.

“Thank you for Rescue-ing us. The GoTo team has been very supportive and responsive to our requirements during critical times.”

ANUJ JOSHI

VP Information Technology, Evalueserve



Rescue, built by GoTo.

Remote support for every essential connection.

Increase customer satisfaction, reduce bottlenecks and enable remote and seamless troubleshooting with Rescue.
Learn more at logmeinrescue.com or call +1 (833) 564-4357.

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