



USABILITY OVERVIEW

HOW POWERFUL REMOTE SUPPORT EMPOWERS YOUR ORGANIZATION



SAAS-Based remote support for PCS, MACS, Mobile devices and more. Purpose-built for help desks, call centers, and support organizations.

Whether you're providing technical support to your employees, your customers, or both, you need a remote support solution that's fast, reliable, flexible, easy to deploy, and easy to use. Rescue was developed by support technicians, for support technicians, with these critical capabilities in mind.

Rescue is Fast

Rescue's powerful infrastructure lets technicians connect to any device in seconds. Technicians can then chat with customers and remotely control their PC, Mac or mobile device for fast resolution.

Rescue is Enterprise-Grade

All sessions run over an AES-256-bit encrypted connection, with access granted via secure pin or link. End-users must permit a technician to use each function. When the session is over, Rescue automatically uninstalls the small file that enables connection.

Rescue is Reliable

Rescue's enterprise-ready cloud platform is built with the reliability professionals require. Hosted in multiple Rescue data centers, enabling failover where needed, Rescue has continuously delivered 99.99+% uptime.

Rescue is Flexible

With just one tool, technicians can resolve simple and complex issues across multiple platforms – PCs, Macs, and mobile devices. And with live camera-sharing, agents can support virtually any product.

Benefits

- Decrease cost-per-incident
- Improve first-call resolution (lowering call volume)
- Reduce overall support costs
- Heighten customer satisfaction
- Increase support technician productivity

Rescue is Easy to Deploy

Because Rescue is SaaS-based, the deployment and ongoing maintenance is taken care of, no additional action required. By providing a truly online solution, with no hardware, infrastructure, or software to maintain, deployment is fast and easy. You can bring new technicians on with the flip of a switch and quickly expand from 1 to 25,000 licenses or more with ease.

Rescue is Easy to Use

Rescue's interface puts everything a technician needs at the forefront. Agents can transfer files, perform diagnostics and take control with just one click. And, with multiple ways to initiate a support session and communicate during it, Rescue is easy on your end users, too.

A decorative graphic consisting of several light blue hexagons of varying sizes and orientations, some overlapping, arranged in a cluster on the left side of the page.

“Rescue proved its value in the first ten minutes of the trial process 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.”

CHRIS LANGOIS

Global Technical Training Manager, Zero Motorcycles



Rescue, built by GoTo.

Remote support made easy.

Find out more about Rescue today.

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