✚ Rescue

10 REASONS
WHY RESCUE BEATS COLLABORATION TOOLS FOR REMOTE SUPPORT

Online meeting and screen-sharing tools are often essential for remote collaboration, but not for providing remote support in an ever-changing and complex IT environment. Here are the top reasons why you should never co-opt a meeting tool for support tasks and why Rescue, GoTo's purpose-built remote support solution, is a better fit.

🔒 Security

Remote support is sensitive business. Personal and corporate data, privacy, permissions, encryption, connection methods, reporting, and audit trails must all be considered to protect end users and businesses.

Meeting tools aren't designed to cover the gamut of security concerns inherent in remote support sessions. Rescue is.

1. Banking-grade security
Rescue goes beyond the basics. It is built with AES-256 encryption, SOC 2 compliance, GDPR/HIPAA support, domain/IP restrictions that control who can get into a support session, customizable connection methods, and authentication through SSO and MFA, among other safeguards.

2. End-user and agent permissions
With Rescue, Admins can set granular permissions to give individual or groups of agents access to the features they need to do their work — and nothing more. Plus, end users can give their permission for each and every action taken by the agent.

3. In-session audit trails
Every activity performed by the agent in the session, from start to finish, can be logged, recorded, and made available to IT administrators to maintain security compliance. Managers can monitor sessions in real time and run reports for full visibility.

Security

User Experience

Agent Productivity

User Experience

IT support should not impact user productivity. Unfortunately, meeting tools require the end user to be always present at the machine for IT break-fix work, and their feature sets don't provide agents with proper troubleshooting tools. It's a waste of time for both parties.

As enterprises move from service level agreement (SLA) to experience level agreement (XLA) measures, they need solutions that deliver a great support experience, not a subpar one.

4. Convenient & in-depth support

When using meeting tools, end users must be present, and even then, the level of support the agent is able to provide is based on the end user's level of admin rights on that machine. Rescue gives agents unattended access so they can perform IT tasks on machines when end users are offline, and the User Account Control (UAC) feature allows agents to perform admin-level tasks, like installing and uninstalling software, running scripts, and more.

5. Multi-platform support

End users switch between personal Bring Your Own Device (BYOD) and professional devices to work on the go. Rescue is compatible with all commonly used operating systems and device types (iOS/Android/Windows/Mac) and is accessible from the cloud.

6. Video support

Sometimes support goes beyond connected devices to include physical workstations, equipment, and field services. Rescue Live Lens offers instant camera-sharing (no download required for end users) with on-screen annotations to guide fast resolutions without sending an agent onsite.

Agent Productivity

Solving IT issues with a tool that's not built for IT support is a time-consuming manual process.

Rescue doesn't skimp on features that make the support team's day-to-day work easier and more effective.

7. Task automation
Rescue encourages a diagnose-first, remote-second approach to solving all IT issues. Agents can see background diagnostic info to understand the device's health, before remoting into the machine. And they can leverage scripting to automate commonly performed tasks without the need to start a session.

8. Integrations & APIs
A streamlined workflow contributes to faster resolutions and shorter wait times. Rescue integrates with solutions within the support ecosystem, such as ServiceNow, Salesforce, and others. For integrations not available out of the box, Rescue's open APIs close the loop.

9. Multi-agent collaboration & multi-session handling
Rescue gives agents the power to solve more issues faster. Agents can invite internal and/or external licensed technicians to a live session to support the user. And one agent can manage up to 10 active sessions simultaneously.

10. Performance insights
Meeting tools are not going to give you insights into support effectiveness or efficiency. Rescue's Command Center lets you monitor your helpdesk and evaluate technician performance. Keep track of key performance indicators, identify productivity issues, and resolve problems in real-time.
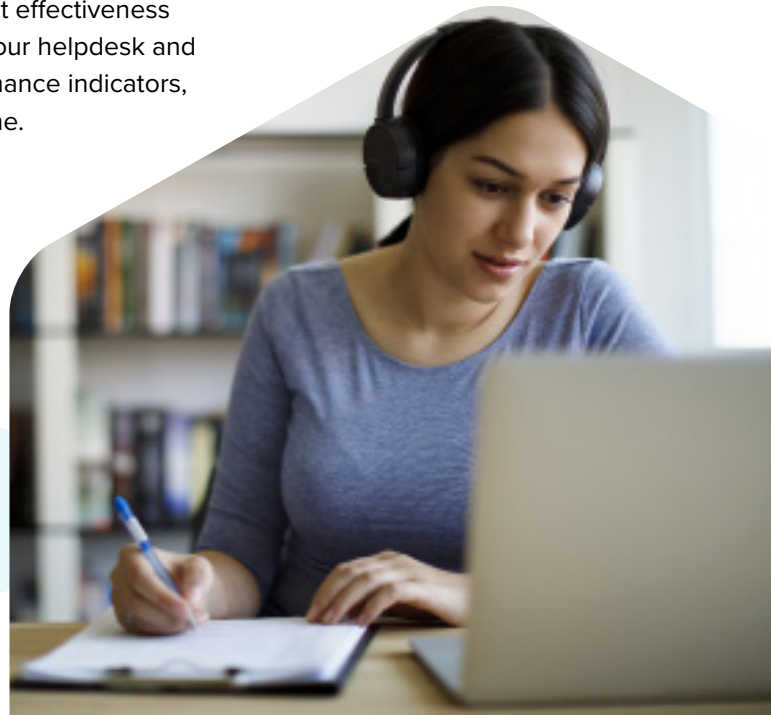
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