Rescue | Connection we solve IT

PRODUCT OVERVIEW

ENTERPRISE-GRADE REMOTE SUPPORT FOR SEAMLESS RESOLUTIONS



With powerful remote support features, advanced security capabilities, and ample customization options, LogMeIn Rescue has everything large enterprises need to deliver fast, frictionless support to your customers and employees.

Easy to use

Provide fast ad-hoc support that reduces IT complexity. Connect to any device in seconds and have everything you need to solve issues at your fingertips.

Unrelenting security

LogMeIn Rescue boasts bulletproof security measures, including protected connection methods, government-approve TLS 1.3 transport security and AES-256-bit encryption, and two-step authentication that makes credential attacks extremely difficult.

Simple administration

Admin and management tools let you centrally manage tasks such as creating and assigning technicians and groups, monitor technicians in real time and easily track key performance indicators to identify productivity issues quickly.

Purpose-built for:

Organizations with advanced needs and workflows

Customer care and support organizations

Large business and enterprise help desks

At a glance:

- Easy to deploy
- Desktop and mobile remote support
- Highly customizable UI
- Advanced administration
- Built-in integrations and APIs
- Localized support
- 99.99% uptime

FAST RESOLUTIONS MADE EASY

Multi-Platform Support	Provide instant support to any mobile device or computer (PC, Mac, iOS, and Android).
Quick Connections	Customers or technicians can quickly and easily initiate a remote session using multiple connection methods that fit your support model.
Integrations & APIs	Create a seamless workflow by leveraging pre-built, zero-cost integrations with leading ticketing and CRM providers like ServiceNow and Salesforce, and plug LogMeIn Rescue into any existing system or process with open APIs.
Mobile Support	Technicians can quickly pull system information, remotely control Android devices, and push device configurations when supporting users on mobile. LogMeIn Rescue can also integrate into your iOS or Android apps, making it faster and easier for customers to get access to support.
Behind-the-Scenes Access	With features like system info, scripting, and unattended access, technicians can quickly identify and solve problems without interrupting an end user's workflow.
Camera Sharing	Gives technicians instant visibility into any piece of equipment using the camera on an iOS or Android mobile device.
Customization & Branding	From connection methods, chat and in-app support, nearly every facet of the LogMeIn Rescue interface can be customized to your business needs and brand standards.

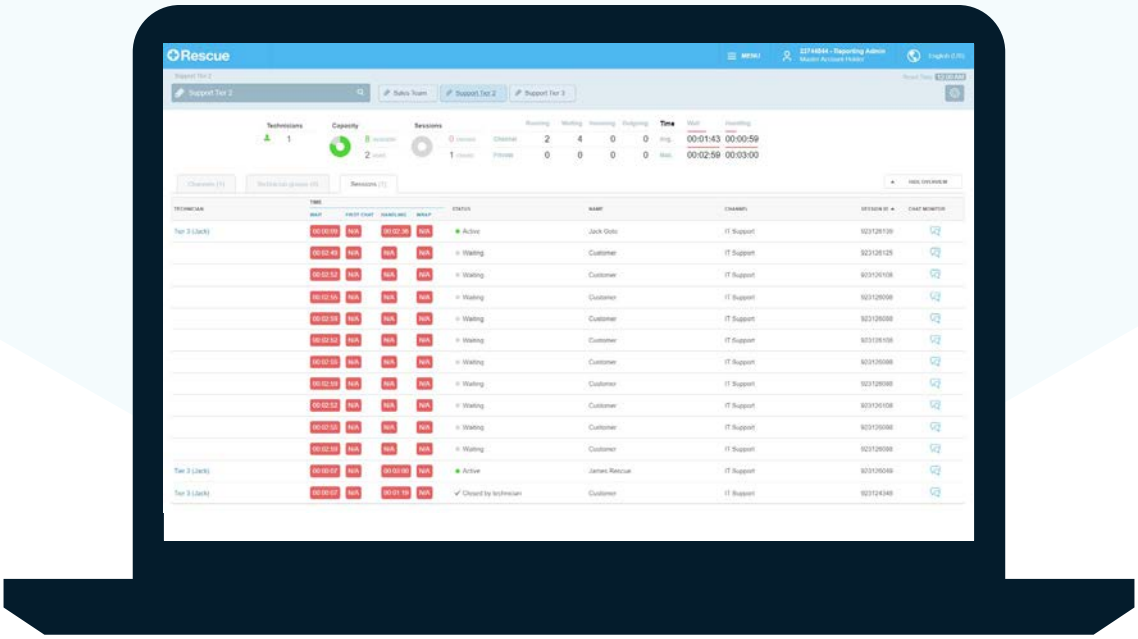


LogMeIn Rescue's Calling Card is a one-click desktop shortcut to support. Customize the desktop icon, text, logo, image, and colors to reflect your brand.

ABOVE AND BEYOND SECURITY

Permission-Based Security	Ensure end users consent to each LogMeIn Rescue function for extra peace of mind. You can also add custom terms and conditions for end users to accept before each session begins.
Two-Step Verification	Add an extra level of security with the LastPass Authenticator app to defend against credential attacks with time-based codes or a simple one-tap prompt on your smartphone.
SSO (Single Sign-On)	Technicians can securely sign in with the same identity used for other enterprise applications, saving time and reducing frustration.
Restricted IP Access	Control how technicians access LogMeIn Rescue, ensuring they sign on from within an approved network or list of IP ranges.
Restricted Access Package	Ensure internal employee support stays internal by restricting support to only devices within a specified IP range or by restricting employees within an IP range to receive support only from your technicians.
Company PIN Validation	Blocks malicious activity by preventing PIN codes generated outside of your account from working on your support page. You can also lock your PIN codes to only work on one approved site.
Domain Validation	Use a company ID validated gateway for your end users to connect to sessions, ensuring there is virtually no possibility of malicious actors connecting to your end users.
Restricted Domain Access	Use a LogMeIn Rescue URL specifically for vetted enterprises and block your traffic from using the public LogMeIn Rescue domains available to general users.





LogMeIn Rescue's Command Center lets managers see real-time technician productivity data and current live session status so they're always in the know.

ROBUST YET SIMPLE TO MANAGE

Command Center	Generate and analyze performance data to determine usage patterns, optimize resource allocation, and identify problem areas in your organization. With insights on performance, you can monitor technicians and provide coaching.
Azure Active Directory	Automatically sync users to eliminate duplicative work and the need to manage users in multiple systems.
Bulk User Upload	Admins without Active Directory can onboard hundreds of technicians at once with just a few clicks.
Precise Controls & Insights	Create and assign administrators and technicians to specific groups, set up permissions at a granular level, and monitor sessions in real time.
Reporting	Record every session for auditing and compliance, export all session data to any URL, and run the reports you need for full visibility.

Trust LogMeIn Rescue to make seamless support simple.

Flexible-Work Software
Connect and support your employees and customers from anywhere, any way, on any device.

VIP Support
Rely on a dedicated support team with tailored onboarding and engagement options.
(Available as an add-on.)

Onboarding and Training
Available in product, and on-demand.

Ecosystem Invested
We make your life easier with integration partners like ServiceNow, Salesforce, and Microsoft, and a global channel partner network.



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