LogMeIn Resolve



Product Overview

All-in-one IT Management for Today's Support Challenges

Be in control of today's IT challenges with the all-in-one IT solution that combines remote access, support, and monitoring with ticketing, automation, and so much more.

Streamline your IT support

No more jumping to different platforms, remembering portal URLs and support email addresses, or hunting through an inbox. LogMeIn Resolve includes your go-to tools.

Flexible for today's work systems

LogMeIn Resolve is built to meet the needs of each organization and use case with support for all systems.

Security never compromised

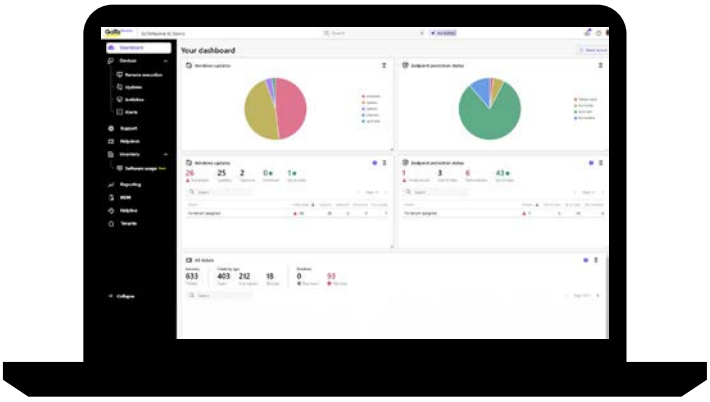
It's no secret that cybersecurity threats are growing along with flexible and remote work. LogMeIn Resolve is built with a security-first architecture.

Minimize employee downtime

Bring IT support to your employees in your messaging platform, and access computers to provide support when no one is there.

LogMeIn Resolve unifies:

- Device access and support for PCs, Macs, Chromebooks, and mobile
- Intuitive remote monitoring and management (RMM) tools or proactive problem solving
- Integrated, streamlined hardware and software asset management)
- Modern incident management with MS Teams integration
- Live end user camera streaming for equipment and hardware
- Automated remote execution with AI-assisted scripting
- Productivity-driving AI features including interactive AI assistant (GoPilot)



Dashboard: Quick overview of the status and health of your devices and helpdesk tickets across your environment.

Streamlines Support for Faster Resolutions

- **Easy RMM:** With an all-in-one RMM solution, LogMeIn Resolve customers can leverage a single platform for maximum productivity and efficiency – whether that is to set up alerts, get the latest antivirus definition, install a patch, and more.
- **Consolidated toolkit:** With unified remote support, RMM, helpdesk, and asset management support, agents no longer need to switch between app windows and logins to capture and solve problems.
- **AI-powered assistant:** Increase productivity and achieve better results by infusing AI into daily workflows. Free up resources for higher-value projects by saving time on routine tasks like system diagnostics, note taking and summaries, troubleshooting, and more.

Flexes to Fit Your Needs

- **Right-fit support:** Agents can choose zero-download remote view for fast support or launch remote control when they need to dive deeper.
- **Support any device and platform:** Meet any user on any device – PC, Mac, iOS, Android, and Chromebook – and provice support from any device or platform (desktop, web, or mobile).
- **Helpdesk options:** Make the solution your own with choice of conversational and/or traditional ticketing, and a desktop agent console, web console, and/or mobile app. Plus expand the power of ticketing to other teams like HR and finance.
- **Free and paid versions:** Use the features that matter most to your business and change tiers as needed.

Secures Your Business

- **Secure architecture:** Permission-based support is backed by end-to-end data encryption using government-approved 256-bit Advanced Encryption Standard (AES) and Transport Layer Security (TLS).
- **Zero trust access:** The industry's first zero trust identity-based access control protects managed devices from malicious actors.
- **Multifactor authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.
- **Endpoint Protection:** Safeguards IT infrastructure against malware, viruses, and other cyberattacks. Powered by Bitdefender.
- **MDM capabilities:** MDM add-on allows admins to control, secure, and enforce policies on smartphones, tablets and other mobile endpoints.

Minimizes Employee Downtime and Disruptions

- **Background access:** Address problems when the time is right. Pull system diagnostics, complete administration tasks, and view and transfer files without interrupting the end user.
- **Zero-download camera sharing:** Expand the range of what your team can support to include disconnected devices, home Wi-Fi, printers, and more.
- **System diagnostics:** See the current status of an end user's device to identify problems without interrupting their work.
- **Remote execution:** Eliminate repetitive tasks, install software, and push files to multiple computers at once, no scripting knowledge required.

Streamline the agent and employee experience.

Monitoring and Management

- GoPilot AI Assistant
- Dashboard
- Device Monitoring
- Windows Updates
- Application Updates
- Antivirus Management
- LogMeIn Resolve Endpoint Protection Software powered by Bitdefender
- Remote Execution
- AI-Scripting
- Automation Scheduling
- Remote Terminal Access
- Background File Manager
- Device Quick View
- Self-Healing Alerts

Remote Session

- Mass Deploy (MSI)
- Pin-Based Clientless Romote Support (Direct link, SMS, or email)
- Unattended Remote Access (Windows, Mac & Android)
- Multi-Session Handling
- Admin Mode
- Session Transfer
- Multi-Agent Collaboration
- File Transfer
- Guided Agent Flow
- Multi-Monitor Support
- Screen Blanking
- Reboot & Reconnect
- Session Recording
- Agent Screen Sharing
- Agent Mobile App (iOS & Android)
- Camera Share Support Session

* Available on MSP tier

Helpdesk

- Web Helpdesk Console
- Incident Management
- Customer portal
- Integrations
- Email Ticket Submission
- Integrated Remote Support
- AI-powered self-service channel
- Remote Support Session History
- Unlimited Helpdesk Services (for IT, HR, Finance, and other teams)

Asset Management

- Unlimited Hardware Assets
- Import Hardware Assets
- Automated Software Discovery
- License Contract Management
- License Compliance Notifications
- Software Usage
- Unlimited Custom Categories, Fields and Labels
- Reminders
- Attachments
- Activity Log
- Integrated User Management
- Sort, Filter, & Search
- Export

Account Administration

- Unified GoTo Admin Center
- Active Directory Connector (ADC)
- Session & Helpdesk Reporting
- Multi-tenancy*

Architecture/Security

- Zero Trust Identity Based Access Controls
- TLS/AES Encryption
- Multi-Factor Authentication (MFA)
- GDPR Compliant

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