

# EXECUTIVE INSIGHT

EDUCATION  
SERVICES

FIELD  
SERVICES

MANAGED  
SERVICES

PROFESSIONAL  
SERVICES

SUPPORT  
SERVICES

## 2014 Remote Support Trends

Rapid Expansion of Device Coverage and Workflow Options Continues

---

*September 10, 2014*

*A Joint White Paper from  
LogMeIn and TSIA*

*TSIA-EI-14-020*

## Table of Contents

|  |          |
|--|----------|
| <b>Executive Overview .....</b>  | <b>2</b> |
| <b>Remote Support Has Cross-Discipline Appeal .....</b>                                  | <b>3</b> |
| <i>Figure 1: Remote Support Adoption and Planned Spending by Service Discipline.....</i> | <i>4</i> |
| <b>Expanding Capabilities Broaden Remote Support Appeal .....</b>                        | <b>4</b> |
| <b>Key Selection Criteria for Remote Support Technology .....</b>                        | <b>6</b> |
| <b>TSIA and LogMeIn Recommend .....</b>  | <b>7</b> |
| <b>About LogMeIn Rescue .....</b>  | <b>8</b> |

### Contact Information

TSIA  
17065 Camino San Bernardo  
Suite 200  
San Diego, CA 92127  
U.S.A.  
P: 858-674-5491  
F: 858-674-6794  
[info@tsia.com](mailto:info@tsia.com)  
[www.tsia.com](http://www.tsia.com)

LogMeIn  
320 Summer Street  
Boston, MA 02210  
P: 800-993-1790  
F: 781-437-1803  
[info@astea.com](mailto:info@astea.com)  
[www.astea.com](http://www.astea.com)

## EXECUTIVE OVERVIEW

Remote support technology, including remote control, desktop sharing, and web collaboration, is one of the most popular platforms used across TSIA service disciplines. Today's remote support solutions offer much more than just remote control for PCs, their functional footprint is expanding to include support for more devices and richer analytics for trend analysis and supervisor dashboards. Remote support solutions are typically well regarded by users, consistently delivering one of the highest average satisfaction scores in TSIA's annual Global Technology Survey. Service executives should acquaint themselves with the new features and capabilities being introduced by leading remote support platforms and find ways to leverage the capabilities beyond technical support. Field services, education services, professional services, and managed services are all increasing adoption of these tools to boost productivity and avoid on-site visits.

## REMOTE SUPPORT HAS CROSS-DISCIPLINE APPEAL

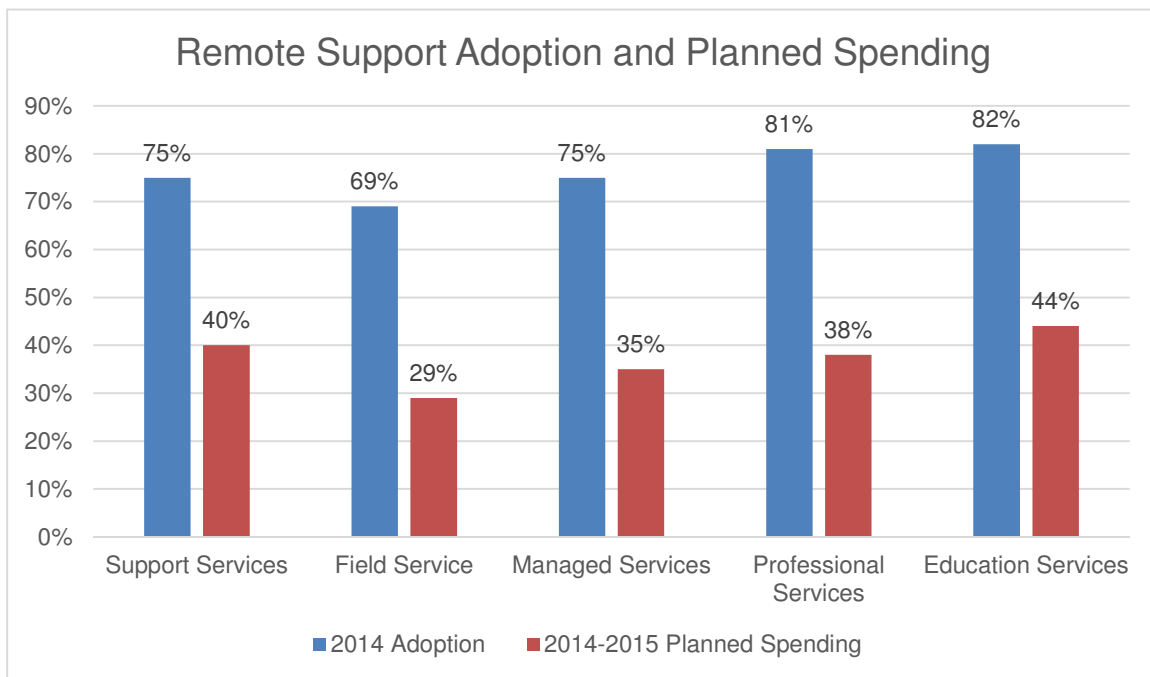
Though remote support tools got their start helping IT help desks and technical support organizations cut incident handling and resolution time when supporting customers, today's remote support platforms are used across service disciplines in a variety of use cases, including:

- **Managed Services.** For managed service operations, which take over the monitoring and maintenance for hardware and software at their customer sites, remote support tools help them diagnose and repair problems quickly and easily, without having to dispatch a field service agent. Beyond break-fix situations, they can also periodically access customer systems to monitor performance levels to ensure things are running smoothly.
- **Professional Services.** Using remote support tools, professional services consultants can access remote customer systems to configure new technology, or perform customizations or integrations. By avoiding travel to the customer site, consultants can complete projects more quickly and at a lower cost, boosting utilization rates and project margins.
- **Field Service.** Remote support allows field technicians to access customer equipment to troubleshoot problems before heading on site. In some cases, they may even be able to resolve the issue and avoid rolling a truck entirely. But at the very least, they are better informed about the problem, allowing them to research the issue and bring along all necessary parts to avoid having to make a second visit to complete the repair.
- **Education Services.** One of the hot trends in education services today is remote delivery. The desktop sharing and web collaboration features of remote support platforms allow an instructor to deliver classroom materials to multiple students via their desktop, avoiding the

cost of travel to a training facility, while keeping the personal touch and open communication that can be lost with online e-learning modules.

According to TSIA's 2014 Global Technology Survey, adoption levels of remote support tools are high across all service disciplines. *Figure 1* shows the percent of technology companies using a remote support solution by service discipline, as well as the percent of companies with budget earmarked for remote support tools in 2014-2015.

*Figure 1: Remote Support Adoption and Planned Spending by Service Discipline*



Source: TSIA 2014 Global Technology Survey.

Not only do all service disciplines show high levels of adoption for remote support, but planned spending is high as well. A total of 40% of support services organizations have budget for new or additional remote support capabilities in 2014-2015. Education services emerged as a real growth area, with 44% of education services teams investing in remote support in the next one to two years.

### **Expanding Capabilities Broaden Remote Support Appeal**

Remote support tools are best known for the ability to access a remote PC to check or adjust settings, as well as desktop sharing to demonstrate how to complete a process. However, leading providers continue to introduce more capabilities in each release. Support managers should continually monitor

emerging remote support functionality, and be sure your provider is offering the latest best-of-breed options. Following are some of the areas in which remote support platforms are extending capabilities:

- **Device support.** It used to be that accessing any remote systems other than a Windows personal computer was difficult. But today, device coverage has expanded to include Macs and even mobile phones and tablets. In fact, some remote support providers are targeting the digital home with access to security systems and other web-enabled technology. With the Internet of Things (IOT) driving more web-enabled devices for both the home and office, device support is a key area of differentiation as remote support vendors quickly expand platform coverage.
- **Management dashboards.** Now that more employees are working remotely, offering management dashboards so supervisors can monitor session activity is becoming a critical requirement. Using dashboards, managers can see how many remote support sessions are active, and the duration of each. If a session seems to be extending beyond average resolution times, the supervisor can drop into the session to observe, and make their presence known if the technician needs help.
- **Smarter workflows.** One of the latest features introduced in remote support platforms is smarter workflows for common problems, which can walk a technician through troubleshooting and resolving frequently occurring issues. Some providers include libraries of common workflows, and you can author your own for your specific product problems. These workflows can cut training time for new employees as well as impact key metrics such as resolution time and first-contact resolution.
- **Analytics.** Big data and analytics are enabling more application areas to improve business intelligence, and remote support technology is no exception. With embedded analytics, remote support platforms can perform trend analysis, identifying common problems across products or regions, as well as pinpoint particular issues with longer resolution times—an indication that additional training may be required.

## Key Selection Criteria for Remote Support Technology

In TSIA's annual Global Technology Survey, which covers 24 categories of tools and services, remote support typically receives one of the highest member satisfaction scores. In the 2014 survey, remote support tied with business consultants for the highest average satisfaction score in the survey: a 3.9 on a 5-point scale, with 1 being "highly unsatisfied" and 5 being "highly satisfied." Multiple individual products were rated higher than 4.0. Though companies are, in general, very happy with their existing tools, according to member inquiries, there are particular areas to pay attention to when evaluating solutions and checking customer references. Beyond the emerging functional areas listed above, be sure to ask about the following elements:

- **Deployment model.** Talk to your IT department about any preferences or company policies regarding deployment options. SaaS solutions are extremely popular today and certainly have advantages, including reduced deployment time and lower initial costs. Business users should seek appropriate IT involvement regardless of the deployment model—at some point you may need to integrate your remote support platform to another system, and IT will not be happy if they find out you made a technology decision without their input.
- **Connection time.** According to TSIA members, one of the main reasons for evaluating a different remote support product is slow connection time. If it takes more than a few seconds for the employee to connect and access the remote system, not only is the customer hanging on the line, but average incident handling time rises. Even a few seconds on each remote session can add up over a year. Be sure to ask references about average connection times and if they ever experience extended waits for the connection to be made.
- **Security features.** When employees are accessing customer systems, security should be a concern. TSIA members have reported issues such as customers complaining that a support technician accessed or uploaded personal photos during a remote session. In health care companies, access to data must be carefully monitored for HIPAA compliance. Remote support vendors have various approaches to ensure security, including blocking what actions an employee can take or what content they are allowed to view on external systems. Some cloud vendors offer hack-proof session audit trails on the server, and some providers are even auto-recording a video of the remote session which can be viewed later if there is any question of impropriety.

## TSIA AND LOGMEIN RECOMMEND

Dozens of case studies provided by remote support vendors clearly document that adoption of remote control capabilities can have dramatic impacts on key support metrics such as resolution time, first-contact resolution, and even customer and employee satisfaction. Outside of support there are ROI components such as avoiding on-site travel and increasing employee productivity through web collaboration. To maximize the potential of your remote support solutions, consider these recommendations:

- **Evaluate alternatives as requirements expand.** The remote support tool you selected three or five years ago may not be the “best fit” tool for you today. As functionality and device coverage expands, be sure that the product you are using meets all of your current requirements. Some products even offer a free limited trial, which is a good way to compare newer versions with your existing tools.
- **Beware of homegrown tools and shareware.** Basic remote support capabilities are imbedded in some networking and infrastructure products. While these tools may meet the needs of some internal help-desk operations, they do not have the sophistication or device coverage of best-of-breed solutions. Additionally, freeware or shareware tools will not have the security to protect your company when accessing remote customer equipment, so don't let your IT department force you into a decision you will regret in the long run.
- **Train, incent, and reward to promote adoption of remote support tools.** Lack of user adoption is the biggest cause of project failures. Simply put, the technology can't pay for itself if no one uses it. Be sure to include links to launch remote support from within the agent desktop used for incident tracking, and update knowledgebase articles to advise agents to initiate remote support sessions where applicable. Also, monitor agent use of remote support tools (usage reports included with remote support platforms), and provide additional training and coaching for low adopters.

## ABOUT LOGMEIN RESCUE

LogMeIn Rescue delivers powerful on-demand remote support anywhere, anytime, and to more devices than any other remote support solution. This intuitive, innovative and customizable remote diagnostic tool provides a seamless user experience s, enabling technicians to tackle both simple and complex issues easily and effectively. Rescue is an enterprise-grade cloud platform, built with the power, security, scalability, and reliability a large professional help desk expects, with 99.99% uptime. Start a free trial now! Visit [www.logmeinrescue.com](http://www.logmeinrescue.com).

“Rescue changed the way we manage support at Make-A-Wish. It makes our jobs easier, and enables us to get more done in less time, with fewer people. IT is always an expense, but what we have saved with Rescue goes back to granting wishes.” – **Daniel Rivera, Technical Support Specialist, Make-A-Wish®**

“Connection speed and reliability are the words that come to mind when I think ‘Rescue.’ And nothing could be more important to us in a support solution.” – **Robert Gabriel, founder and CEO, Microwize Technology**

“I am convinced that our seven-year relationship with LogMeIn and our long-term use of Rescue is why ABC Financial is #1 in our industry.” – **Jeff Estes, Technology Implementation Manager, ABC Financial, Inc.**

“There’s no more wasted time. I can literally fix their BlackBerry [devices] while they are in a meeting, so they are up and running and productive.” – **John Hafemeister, Telecommunications Specialist, Naval Postgraduate School**

“All I can say is going with Rescue is a no-brainer. Any service-oriented IT company should have this product in their arsenal at all times.” – **Jon Diamond, Director of IT Solutions and Applications, DEX imaging**

“With LogMeIn, Telenor is now able to support PCs, Macs and mobiles through a single application. LogMeIn Rescue is an easy-to-use and secure cross-platform support solution for the modern helpdesk environment. We were so impressed with LogMeIn Rescue that we replaced all of our legacy remote support solutions.” – **Lars-Erik Monsvik, Project Manager for Telenoreksperthen, The Telenor Group**

“With LogMeIn Rescue, we’ve been able to improve first-call resolution and have shortened the time it takes to resolve those issues. I can’t overemphasize how important it is to our employees and, in turn, our patients.” – **Travis Crain, Systems Engineer, Saint Luke’s Health System**