Rescue

Build a rock-solid business case for best-in-class remote support:

3-year 395% ROI with payback in less than 6 months

About the Study

Executive Summary: A commissioned study conducted by Forrester Consulting, "The Total Economic Impact™ Of Rescue Built By GoTo: Cost Savings And Business Benefits Enabled By Rescue," July 2023.

Forrester interviewed four IT executives and surveyed 34 respondents about their results with LogMeIn Rescue, built by GoTo, to demonstrate the financial impact and benefits customers can achieve when they start using Rescue. The results were so impressive, we at GoTo asked them to run the numbers twice. By using Rescue remote support, the study found a three-year 395% ROI with payback in less than six months.

GoTo commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study to provide a framework for evaluating the potential financial impact of its enterprise remote support solution, Rescue.

Forrester aggregated the experiences of interviewees and survey respondents, combined the results into a single composite organization, and measured that company's savings across key areas of support to help other IT leaders understand and make a business case for the value Rescue can offer. Compare your organization to the composite case study.

Key Findings

395% ROI

$2.61M Benefits PV

$2.09M NPV

<6 Months Payback

Benefits (Three-Year)

Enhanced end-user efficiency
$892.7K

Improved help desk productivity
$583.4K

Reduced site visit costs
$422.6K

Improved customer support productivity
$583.4K

How can companies achieve a 3-year 395% ROI with payback in less than 6 months?

Here are the top 4 ways Rescue saves.

1 End-user Efficiency

68%

report increase in employee productivity due to shorter IT wait times

Employees at all levels across the organization who are increasingly likely to work remotely experience less downtime on their devices when help desk technicians are able to diagnose and resolve their issues faster. Rescue helped decrease downtime and increase productivity for the composite organization, adding approximately $893,000 in productivity back to the organization.

Benefit: Enhanced end-user efficiency

Year 1	Year 2	Year 3	Total	Present Value
$358,948	$358,948	$358,948	$1,090,866	$892,651

Before Rescue, interviewees and survey respondents reported end-user frustration and wasted time due to the time-consuming process of talking through a problem to get to a diagnosis and trying to follow directions on different approaches to resolve it, a process that took more time than it would have if the technician could see what the user was seeing.

The growth of remote work increased this frustration as end users could no longer just bring their devices to the IT department for help.

"We have a goal of 12 hours of MTTR [mean time to resolve], but we're currently functioning around the 5- to 6-hour timeframe for our tickets. [Rescue] reduces the time it takes to provide solutions for employees when they contact my team. [Without Rescue,] time to resolve could have been tripled."
– **Rescue Customer**
Senior Manager of IT Operations, technology industry

With Rescue:

- Remote workers began to experience improved support and less frustration because technician visibility into their screen and increased automation made it easier and faster to get support even though they weren't on site.

- Remote employee productivity increased due to lower downtime and shorter help desk wait times. On average, an employee lost 90 minutes of productivity between queue and resolution time for computer issues before Rescue. Using Rescue, technicians cut this in half. The results are similar for mobile devices, with a reduction of 25%.

- Executives recognized these productivity gains as an essential benefit to the employee experience and improved employee retention.

Lost productivity time for computer issues between queue time and resolution time:

Before Using Rescue

90min

With Rescue

45min

50% **faster**

Lost productivity time for mobile issues between queue time and resolution time:

Before Using Rescue

2hr 15min

With Rescue

1hr 50min

25% **faster**

2 Help Desk Productivity

57%

faster IT support for laptop & desktops

When technicians can diagnose and resolve issues for employees more quickly on any device, it leaves them free to assist more employees daily and contribute to other priority tasks and projects. Rescue helped boost help desk productivity for the composite organization, resulting in approximately $583,000 in value.

Benefit: Improved help desk productivity

Year 1	Year 2	Year 3	Total	Present Value
$234,584	$234,584	$234,584	$703,752	$583,375

Before using Rescue, help desk technicians found it difficult to visualize what end users were describing. This led to time-consuming troubleshooting, frustration, and the need to escalate tickets, which sacrificed the ability to focus on strategic initiatives that could help move the business forward.

Organizations that already used another remote support tool faced similar frustrations and time challenges when that tool did not allow access to all platforms or device types.

"Before we started using Rescue, we had one help desk technician per 100 employees. Now we have one per 150."
— **Rescue Customer**
    CIO, healthcare company

With Rescue:

- Rescue enabled technicians to complete tickets more quickly: on average 23% faster for mobile devices and 57% faster for desktop/laptop issues.

- Technicians reported that being on the same screen as the employee experiencing the problem, regardless of the device type, was critical in improving resolution times.

- Faster resolution times enable help desk personnel to handle more cases, enabling organizations to provide effective support with fewer technicians.

- These time savings had positive implications for cost savings and staff flexibility, enabling organizations to grow their technical employees' skill sets and focus on other important technology-related projects.

Average time to resolve computer issues:

Before Using Rescue

123min

With Rescue

53min

57%
faster

Average time to resolve mobile issues:

Before Using Rescue

4hr 15min

With Rescue

3hr 17min

23%
faster

Ratio of help desk employees to end users:

Before Using Rescue

1:100

With Rescue

1:150

7

3   Reduced Site Visits

45%

cost reduction for in-person IT support

Benefit: Reduced site visit costs

Year 1	Year 2	Year 3	Total	Present Value
$169,920	$169,920	$169,920	$509,760	$422,566

Before using Rescue, organizations had an overreliance on senior level technicians and field visits to resolve issues. When help desk technicians were unable to resolve an issue remotely, they were forced to send field technicians, generally more senior technicians, on site visits to resolve issues.

These site visits were particularly costly because they involved both the salaries of the highly paid senior technicians and the travel costs of sending them to remote work sites.

"Since we started using Rescue, in-person visits by our technicians have decreased by at least 30%."
— **Rescue Customer**
    CIO, healthcare company

With Rescue:

- Rescue increased the likelihood that less expensive help desk technicians could solve problems remotely, reducing the need to escalate common problems to senior technicians who had to travel to the site to restore service.

- Once on site, technicians found the troubleshooting performed was more extensive and accurate than before, reducing on-site time and support costs.

- With 15% fewer on-site visits needed and a reduction in cost of nearly 50%, on-site support costs were significantly lower using Rescue.

Average cost per on-site visit:

Before Using Rescue

$825

With Rescue

$450

45% less

On-site visits per yer over the 3-year study:

Before Using Rescue

480

With Rescue

408

15% less

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4 Improved Customer Support Productivity

21-28%
increase in customer satisfaction scores[1]

Benefit: Improved customer support productivity

Year 1	Year 2	Year 3	Total	Present Value
$287,938	$287,938	$287,938	$863,813	$716,058

Before using Rescue, organizations that provide external support to help customers resolve their issues often took the form of chat and email, making it challenging and time-consuming to resolve issues over multiple interactions with the customer.

Customers who are frustrated by their support experiences could have a negative effect on future sales and brand reputation.

"It used to take us an average of 10 interactions [with a customer] per issue, each taking 20 to 40 minutes. Now, that is down to seven interactions — down 30%."
— **Rescue Customer**
   Program Manager, tech company

With Rescue:

- Customer support agents were able to resolve customer issues 35% faster for desktop/laptop issues and 25% faster for mobile issues while using Rescue.

- The ability to securely connect to an external customer's device and troubleshoot issues makes the customer support team's interactions as efficient and effective as possible.

- This decreased customer frustration while increasing customer service technician's capabilities.

Average time to resolve customer's computer issues:

Before Using Rescue

1hr

With Rescue

39min

35% faster

Average time to resolve customer's mobile issues:

Before Using Rescue

40min

With Rescue

30min

25% faster

Average CSAT score

Before Using Rescue

57

With Rescue

69

21% improvement

Ready to be unstoppable?

Rescue's solid results demonstrated by Forrester's TEI study make it the remote support solution of choice for many leading enterprises. Download the full study for all the details. Want to see how Rescue works for yourself? Get a personalized demo today.

Download the Study

GoTo

Rescue, built by GoTo

Remote support made easy.

1. Base: 7 survey respondents whose organization uses Rescue for external customer support