

# 5 ESSENTIAL DATA POINTS

to consider when selecting a remote support solution

The better your engagement and support processes are, the more efficient and productive your business will be. But you need the right remote support tool – and choosing the best one for your organization is critical to success. Look not at just the solution's features but also at what it offers you in results. Many competitors and non-purpose-built support solutions won't give you the results you need to get the job done right and on time.

Consider these results as you investigate the use of a remote support tool.

## 74%

of organizations increased productivity and efficiency by more than 50%.



Time and cost savings are only the start. Remote support can do much more for your business, but your support tool must offer more than simple troubleshooting features. Not convinced? Have a brief chat with your agents and you'll quickly learn how a full-featured support tool can greatly improve their ability to solve problems.



## 70%

of organizations improved customer satisfaction by more than 50%.

If a remote support solution is not easy to use, you won't get the most out of it or be as productive using it. A positive and intuitive user experience is essential. It's critical that your solution offers the level of accessibility that customers – even those who are less tech-savvy – expect today.



## 73%

of organizations improved first-contact resolution by more than 50%.

Efficiency depends on speed. When a problem arises, it needs to be fixed – fast. When quick resolution is standard, you'll boost productivity and revenue. Speed is also preventive. When you can discern customer problems, you can solve them before they cause bigger headaches. Look for a tool that connects to the user in less than 10 seconds and helps solve problems quickly and efficiently.

Organizations experienced a

## 52%

decrease in support costs.



One of the essential elements of IT support is the ability to resolve issues on unattended servers and desktops. This means you can support all your computers and servers, even when no one is at the keyboard.

## 58%

of organizations decreased support-related travel costs.



These days, distributed teams aren't just a luxury for many organizations – they're a necessity. To keep up, the IT organization must be able to support the work-from-anywhere model, ideally without extra travel expenses. That means connecting remotely to your users or servers is a requirement.

Learn how GoToAssist can take your remote support to the next level.

Start your free trial today at <https://www.gotoassist.com>.