

# Time is of the essence

Fast, effective remote support boosts productivity, cuts costs and keeps customers happy



Remote support teams often feel the need – the need for speed. When called upon for help, they might have to quickly access the computers of customers around the world and provide live, secure resolutions. And the faster the better because a rapid return to normal operations is critical. Downtime is not good for the bottom line.

These are the stories of three companies that discovered a way to deliver faster, more effective remote support and drive performance throughout their organizations.



# O'Neill boosts productivity

## Challenge

O'Neill, the legendary surf, snow and clothing brand, was struggling to provide reliable help-desk support to its many factory employees, office workers, retail staff and remote employees around the world.

## Solution

GoToAssist offered a fast, reliable hosted solution that requires no hardware or software installed on-site.

## Benefits

2

Number of hours it took O'Neill to get the entire company up and running with GoToAssist.

140

Number of factories worldwide where workers now receive remote diagnostics and repair work from one central location.

66

Number of O'Neill retail stores and regional offices that now use GoToAssist to increase their productivity.

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*"With other solutions, the user has to be there and watch us do our work, which is time-consuming and disruptive. But with GoToAssist, we can take the necessary corrective action while users go off and do other important tasks, making more effective use of their time."*

Peter Maljaars, Global IT Services and Infrastructure Manager, O'Neill

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Read the full [case study](#).



# Marketron reduces costs

## Challenge

Marketron Broadcast Solutions was grappling with the task of providing quick, effective support to the more than 7,500 television and radio stations that license its revenue management and audience engagement software.

## Solution

For Marketron's TV and radio clients, time is money. With GoToAssist, Marketron can now quickly initiate a support session, see exactly what's going on with the customer and swiftly resolve any problems.

## Benefits

50%

Cost reduction in remote support that Marketron achieved by switching to GoToAssist.

0

Number of times Marketron paid overage charges since moving to GoToAssist (previous remote support vendor charged a penalty for higher use of its product).

PRICELESS

Value of the customer satisfaction Marketron has achieved now that its support technicians can provide clients with immediate help.

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*"I'm really impressed with the speed and ease of use of GoToAssist. It is considerably faster than our previous product. It's easy to get into a support session, look at the data and fix whatever we need to fix. That's a huge time-saver for us."*

Lee Roquet, Director of Client Services, Marketron

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Read the full [case study](#).

# IRESS achieves higher client satisfaction

## Challenge

IRESS provides technology solutions to the financial services sector and needed to speed customer support by eliminating what it calls “tennis play” – the volleying back and forth of multiple calls and responses between the support team and the client.

## Solution

The company’s six support offices now use GoToAssist to resolve issues faster, more completely and more securely.

## Benefits

1

Number of days it takes to resolve issues that used to take weeks to troubleshoot.

0

Number of trips that IRESS support staff now makes to clients’ offices as opposed to previously when it made about four on-site visits each month.

50%

Increase in speed that gives IRESS programmers the time to find better ways to resolve technical issues and develop new features.

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*“How do you put a value on elite service? The real return on investment is that GoToAssist helps us meet the expectations of our clients.”*

Mathew Alvaro, Support Manager, IRESS

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Read the full [case study](#).



# Right remote support tool solves issues

The business world is constantly moving at the speed of light. Survival depends on resolving problems before they become bigger issues and productivity and revenue suffer.

Look for a remote support solution that enables you to

- **Handle advanced problems with ease** – The tool should be intuitive enough to help new agents get up to speed quickly, while providing advanced capabilities to handle complex support problems.
- **Connect quickly** – Faster connections reduce incident handling time and minimize user frustrations. A good rule of thumb is that connections should take no more than 20 seconds.
- **Rely on a secure connection** – Support is all about the now because when you can't connect, you can't do your job. Your remote support solution provider should be able to demonstrate the ironclad reliability and security of its connections.
- **Minimize user involvement** – Users who aren't tech-savvy often find it difficult to follow requests from agents over the phone. With the right remote support tool, agents should be able to access a user's desktop, collect system information and transfer files – all with minimal end user involvement.

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[Learn how GoToAssist can take your remote support to the next level.](#)

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