

Before & After

How Rescue customers achieved
395% ROI over a 3-year period with
a payback in less than 6 months

How can LogMeIn Rescue drive financial benefits for your organization? GfK commissioned Forrester Consulting to conduct a Total Economic Impact® study to find out.

About the Study

The results are based on a composite organization created from aggregated interview and survey responses.

Composite organization

\$1.5B
Multinational
Enterprise

5,000
Employees

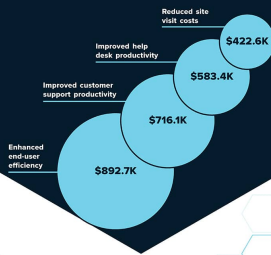
50
Internal Support
Technicians

60
Customer Support
Technicians

Key Findings

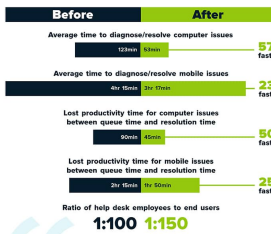
395% ROI
\$2.61M Benefits PV
\$2.09M NPV
<6 Months Payback

Benefits (Three-Year)



How Rescue Solves and Saves

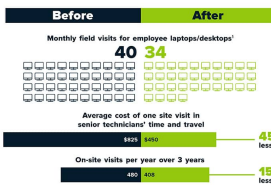
Pain Point Frustration and wasted time for end users and support technicians when problems arise with remote devices.



"We have a goal of 12 hours of MTI (mean time to repair), but we're currently functioning around the five to six-hour threshold for our clients. Rescue reduces the time it takes to provide solutions for employees when they cannot log in. Without it, time to resolve could have been tripled."

- Rescue Customer, Senior Manager of IT Operations at a tech company

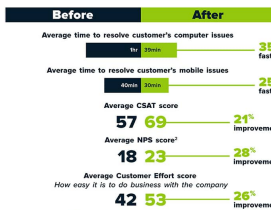
Pain Point Overreliance on senior level technicians and field visits to resolve issues.



"Since we started using Rescue, in-person visits by our technicians have decreased by at least 35%."

- Rescue Customer, CIO of a healthcare company

Pain Point Damage to customer satisfaction and loyalty.



"It used to take us an average of 12 interactions with a customer per issue, each taking 20 to 40 minutes. Now, that is down to seven interactions — down 50%."

- Rescue Customer, Program Manager at a tech company

Ready to be unstoppable?

Download the full study for all the details on these stats and to compare your organization to the composite case study to determine what your return on investment could look like with Rescue.

Download the Study



Rescue, built by GfK.
Remote support since 1992.