

GoToManage for Technical Support

“One of the best features of GoToManage is that it gives us the ability to offer secure, remote and unattended support of our customers’ computers. This is vital because it allows us to connect and fix problems in a timely manner, even if the end user is not available to work with us.”

Christopher Dottavio
Director of Customer Services
ID Networks, Inc.

The GoToManage value

Modern technology enables even the smallest of businesses to have a global presence — and with that virtual presence comes the need to remotely support geographically distributed customers and employees wherever in the world they happen to be.

The Service and Support Professionals Association (SSPA) reports that the difference between resolving Tier 1 and Tier 3 support incidents can translate into hundreds of dollars. But there are tangible gains (and losses) that go well beyond payroll. Leading companies recognize that immediate and effective remote support increases productivity, satisfaction and loyalty. That’s why implementing an efficient remote-support solution with a well-conceived support strategy is mission critical — an organization’s bottom line is at stake.

The challenge

Support organizations are under increasing pressure to resolve customer issues faster to improve satisfaction and retention as companies streamline the customer experience and tighten corporate resources. Support managers need a reliable, secure remote-support tool in their support arsenal — one that ensures a high-quality support experience with every contact; reduces incident-handling time; and provides strong reporting functionality so that return on investment can be tracked and easily proven. Plus, companies need to ensure that front-line support reps are motivated, efficient and productive.

Key metrics that keep support managers up at night include first-contact resolution, incident-handling time and incident escalation rates. In addition, an auditing ability is valuable for training, quality control and a legal chain of evidence.

The GoToManage solution

Citrix® GoToManage® is a comprehensive remote-support solution with advanced features that enable support organizations to provide a superior customer experience while maximizing employee productivity, reducing travel and lowering support costs.

www.gotomanage.com

GoToManage enables support organizations of all sizes to rapidly improve incident-handling time, first-contact resolution rates and customer-loyalty metrics. As remote support becomes increasingly adopted by support organizations, GoToManage provides a critical competitive edge.

For more information about GoToManage for technical support, please call +1-877-582-7016; or, if you are calling from outside the U.S., dial +1-805-617-7372.



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