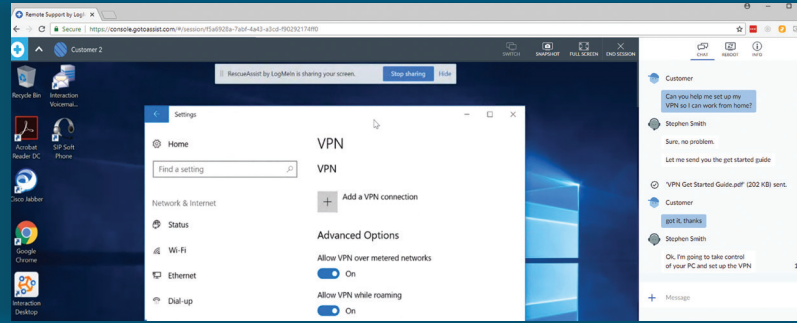


Get IT done and take control of your productivity.

Remove the friction from remote support and delight your customers.



Supporting customers just got a lot easier

RescueAssist is the choice of IT professionals demanding intuitive, easy-to-use remote support. Our innovative technology allows both on-demand sessions and the ability to connect to unattended machines, directly from a web based console.

You can also provide a frictionless experience for your support agents and customers by integrating RescueAssist into messaging applications like Slack for easy, familiar communication and session initiation.

Use cases

IT managers: Manage multiple support agents who assist customers and service computers and servers. Deliver technical assistance to remote staff and customers around the globe and around the clock.

IT consultants: Instantly solve customers' technical problems by providing live, on-demand support. Use multi-tenant, custom grouping and centralized administration to control access to unattended machines for multiple organizations. Share access to unattended computers with team members to assist in resolving issues.

Features

Agent controls

- **Web-based agent console:** Support customers directly from a web browser.
- **Remote view and chat:** Remotely view and chat with a customer without the need for any download.
- **Remote control:** Remotely control your customer's machine to provide support as if you were there in person.
- **Unattended support:** Work on your computers or servers after hours or when they are unattended.
- **Session transfer:** Seamlessly transfer sessions to another support agent (e.g., tier 1 to tier 2).

The numbers don't lie

- **70% increase** in customer satisfaction
- **75% increase** in first-contact resolution rates
- **52% decrease** in support costs
- **70% increase** in productivity and efficiency*

*Percentages based on averages from annual user surveys.

- **Multiple sessions:** Simultaneously support up to 10 customers at a time.
- **File transfer:** Instantly exchange files and folders with your customers.
- **Remote diagnostics:** Obtain your customer's system information in a single click.
- **Reboot/reconnect:** Restart your customer's computer and automatically reconnect to the support session in progress.
- **PC, Mac and Chromebook support:** Support PC, Mac and Chromebook users – from either a PC, Mac or Chromebook.

Admin controls

- **Messaging integration:** Allow your customers to use messaging applications like Slack to request and join support sessions.
- **Session recording:** Record active support sessions for auditing and training purposes.
- **Centralized Admin Center:** Run reports, create groups and manage team members, setting the functions agents can perform and the resources and machines they can access.

Security & permissions

- **Secure sessions:** Offer permission-based support with end-to-end data encryption using government-approved 128-bit Advanced Encryption Standard (AES) and Secure Sockets Layer (SSL).
- **Two-factor authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.
- **Single Sign-On (SSO):** Allow your team to securely log in to RescueAssist with the same identity they use for other enterprise applications.
- **Active Directory Connector (ADC):** Simplify user management with the ADC, which receives Active Directory user updates and automatically makes the same changes in your RescueAssist account.

Mobile capabilities

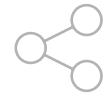
- **Mobile device support:** Support Android and iOS mobile device users through remote control, screen sharing and chat.
- **Mobile camera share:** Troubleshoot equipment anywhere using your customer's mobile camera, no app needed.



Frictionless connections



No desktop software



Seamless integrations



Full mobile support



Live camera streaming

To learn more about RescueAssist, visit gotoassist.com or call us toll-free at 1 855 263 2838.