

Why Winning Support Teams Stick to One Tool

Best-in-class internal IT support teams need the right tools to become more effective and responsive. By investing in tools purpose-built for employee support, companies are dramatically improving the quality and scale of IT organizations to help their teams resolve issues faster.



Why change?

The challenges facing IT support often seem like a foregone conclusion – high ticket volumes, long cycle times and unhappy users. For typical IT support organizations, these problems are due in part to the use of generic tools not actually built for support, which reduce effectiveness and efficiency. While these tools may seem like an easy way to save time (and reduce budgets) in the short term, this mix of poor-fit solutions can often fail to meet the needs of even small internal IT support organizations.

Why? Combining different meeting, messaging and ticketing products causes internal friction, leaving support teams feeling overwhelmed with requests that demand different expertise and more headcount than ever. Without a single tool to track, diagnose and resolve, information and time are lost in the shuffle.



One tool for your next investment

Purpose-built solutions make support simple by providing help desks with a single tool that even novice IT staff can master. These technologies are designed with ease of use in mind for both support and employees, improving employee satisfaction and time to resolution. And with fewer support tools to juggle, the entire support process becomes more straightforward and efficient.

A single support solution also makes it easy to find information and provide holistic support from ticket submission to issue resolution, thanks to core remote support functionality and advanced capabilities, like remote monitoring and remote control, all in one tool.

The right solutions for internal IT support remove the biggest pain points:

- Slow ticket resolution times that frustrate end users and kill metrics
- Budgets that spin out of control with limited predictability
- Tools not built for the job or lacking support-specific features

What makes a purpose-built IT support tool?

- Native remote support and management functionality
- Support for remote desktops, unattended machines and mobile devices
- Deep integrations with other ticketing and collaboration tools

They are built to provide great support experiences across all Macs, PCs, Chromebooks, iOS and Android devices. And they make connecting to a session super easy – whether it’s through email, text, even Slack. And because they are cloud-based, you gain access to new features instantly and you never have to worry about version control.

The payoff

Embracing a purpose-built technology for internal IT support cuts costs, helps staff resolve tickets faster and increases overall employee satisfaction.

Savings are immediate and lasting as your IT support team or employee headcount grows. Organizations leveraging a purpose-built support tool have a 70% higher likelihood of seeing cost savings and a 40% higher likelihood of cutting ticket resolution times.

Embrace new, purpose-built support technologies to see fast returns:

- Cost savings from consolidating support tools and an increase in productivity
- Time savings due to zero time spent managing software upgrades and patches
- Greater employee satisfaction from resolving issues in a flash

Learn more about GotoAssist Remote Support