



# Scaling Technology for Higher Ed

Defining Best-in-Class  
Remote Support

# Speaker Introduction



## **Chris Savio**

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Remote Solutions Group  
LogMeIn

# POLL QUESTION

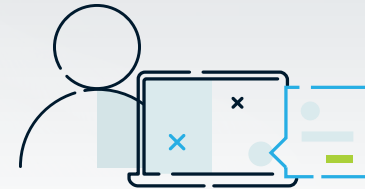
# Tech is Key to Academic Success



**On campus**



**Remote**



**Hybrid**

# But Budgets Are Thin

63%

of CIOs said IT funding at their campus has **not fully recovered** from the previous budget cuts.<sup>1</sup>

## The right remote support tool will:

- + Reduce resolution times within the first month
- + Minimize the need for additional headcount
- + Aggregate session data to identify improvement areas

# More Students Manning the Help Desk

62%

of those surveyed said that **25% or more** of their IT helpdesk staff is made up of students.<sup>1</sup>



# POLL QUESTION





# A Balance of Access & Trust

- + The access your Help Desk needs to resolve issues fast
- + The security to keep your community safe—and build their trust





# Defining Best-in-Class Remote Support



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# Security is Paramount



# Security is Paramount

Malicious actors use Covid-19 crisis as an opportunity



**Phishing**



**Malware**

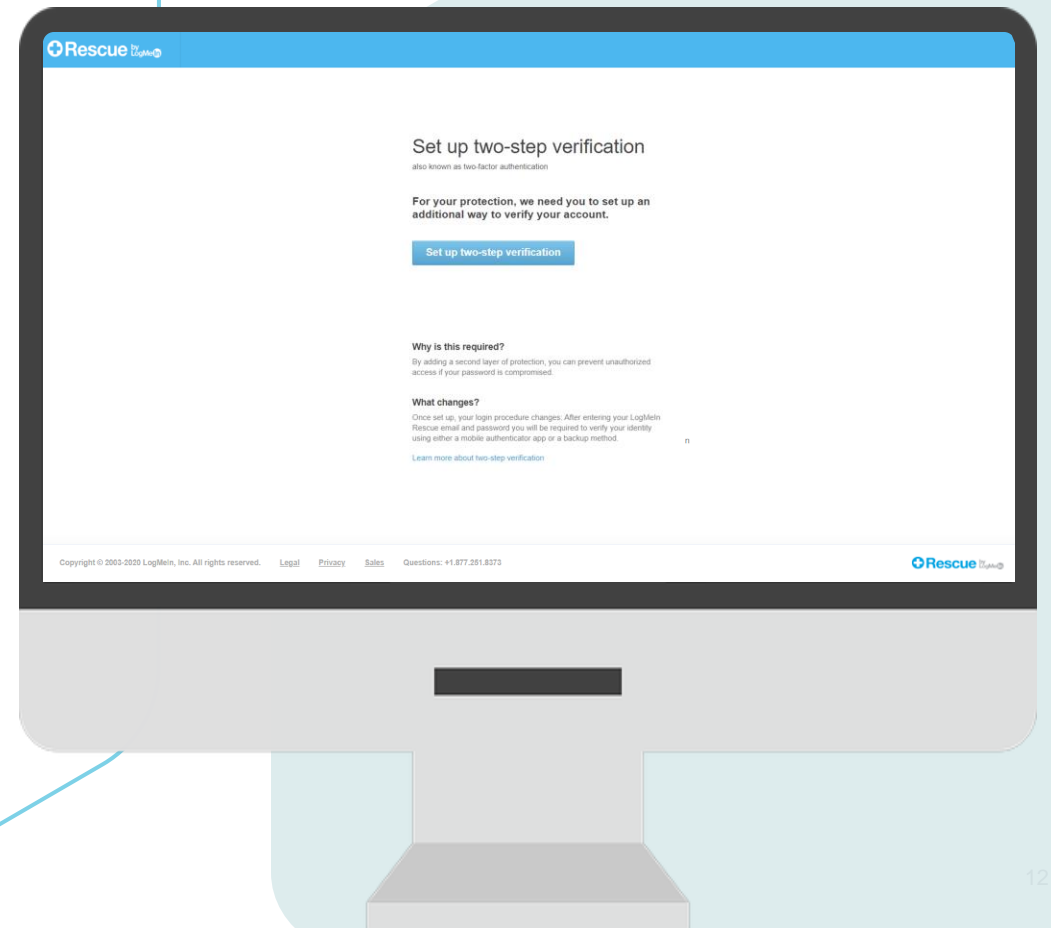


**Remote Access  
Attacks**

# Keep Students, Faculty & Staff Safe

Look for the following:

- + Policy management
- + IP restrictions
- + PIN code validation,  
domain validation
- + Multi-factor authentication





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# Helps to Build Trust



# Gives Your Community a Familiar Experience

Look for the following:

- + Customize with logo & brand
- + Embed remote support entry points into your website





# Increase Transparency

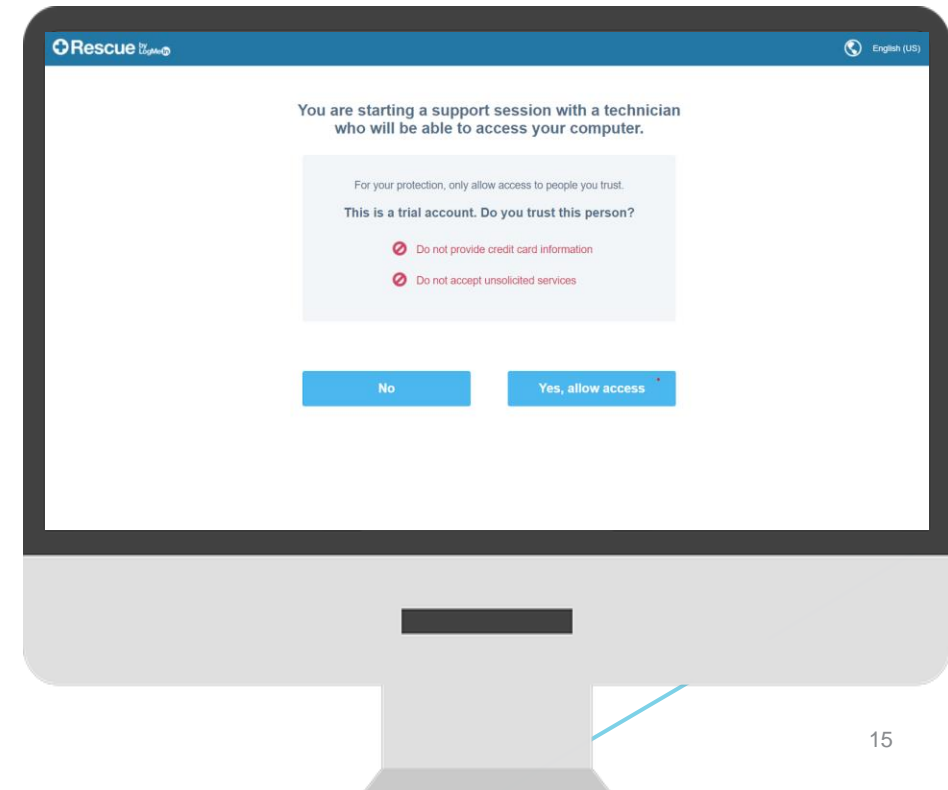
Look for the following:

## Keep End Users Informed

- + Clear permission prompts
- + Customizable terms & conditions
- + Live/ongoing progress updates via chat

## Monitor Your Help Desk

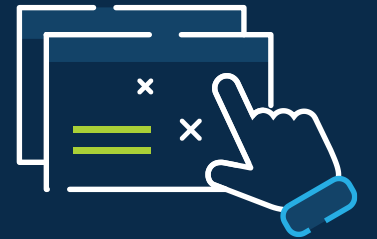
- + Calls & chats
- + Remote sessions
- + Recording & audit trail





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Easy to Use



# Make Remote Support Easy

Easy access for your Help Desk

- + Single sign-on
- + Collaborate & escalate

Fast and simple deployment for your Admin

- + Active directory sync
- + Bulk user upload





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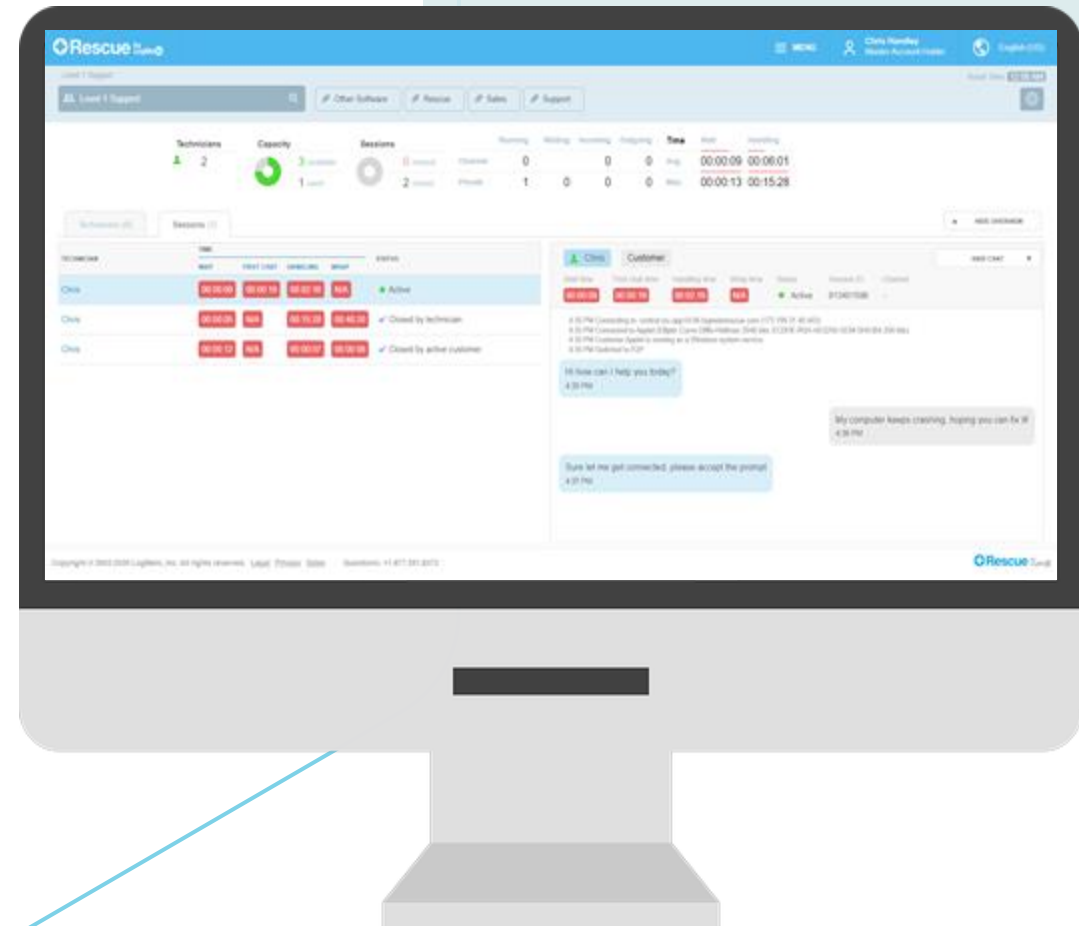
# Future Proof Functionality



# Ensure Key Capabilities

Look for the following:

- + Quick diagnostics
- + Unattended access
- + Multiple session handling
- + Collaboration
- + Multi-platform support



# Rescue by LogMeIn

Keep students, faculty & staff focused on learning





# Rescue by LogMeIn



Law School  
Admission Council

**NC STATE  
UNIVERSITY**



**Jefferson**

Philadelphia University +  
Thomas Jefferson University

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■



**FORDHAM UNIVERSITY**

THE JESUIT UNIVERSITY OF NEW YORK

Southern  
New Hampshire  
University 

# Southern New Hampshire University

## Challenges

- + Manage unpredictable volume of requests
- + Meet the needs of an increasingly modern user base

- + 90,000 online students
- + 3,000 on-campus students
- + 5,000 on-campus faculty & staff
- + 500 remote faculty & staff
- + 84,000 alumni

# Rescue remote support

- + Connection to technical support is frictionless and fast
- + Desktop calling card available on all SNHU endpoints
- + Quick diagnostics offer insights prior to session start
- + Remote control, send files & documents

“You want something that’s smooth, easy to use, and less of an uplift for the end user. That’s the level of support Rescue let’s us provide.”

-- Michael O’Leary, Manager of Client Services at SNHU

# SNHU Delivers Exceptional Support

## Decreased average speed to answer

1.5 minute to 25-40 seconds

## Ability to handle peak volume

10-15 second difference  
in pick up time

## Efficient average handle time

96% of time actively  
working on the issue

## Scale in a short period of time

10 agents supporting 5,000 to  
75 agents supporting 100,000 users

## Integrates with ServiceNow

Make workflow as seamless  
& time efficient as possible



# Downloadable Assets

- + SNHU Case Study
- + Remote Support Buyer's Guide
- + Copy of Today's Presentation



# Questions?

Try Rescue for free:

[www.logmeinrescue.com/trial](http://www.logmeinrescue.com/trial)

