

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? GoTo 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

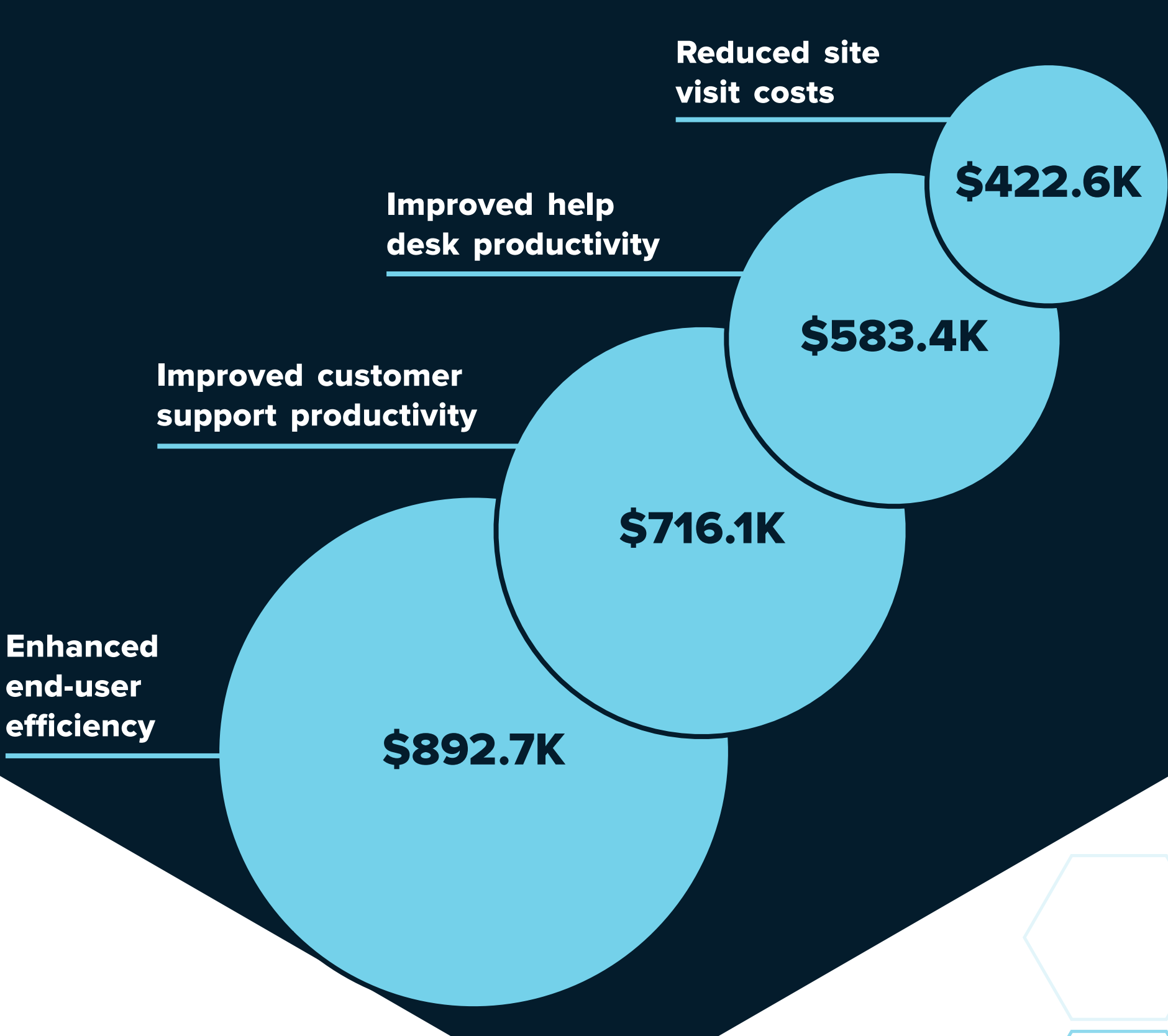
50
Internal Support
Technicians

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 arose with remote devices.

Before

After

Average time to diagnose/resolve computer issues

123min

53min

57% faster

Average time to diagnose/resolve mobile issues

4hr 15min

3hr 17min

23% faster

Lost productivity time for computer issues between queue time and resolution time

90min

45min

50% faster

Lost productivity time for mobile issues between queue time and resolution time

2hr 15min

1hr 50min

25% faster

Ratio of help desk employees to end users

1:100 1:150

“We have a goal of 12 hours of MTT (mean time to repair), but we’re currently functioning around the five to six-hour timeframe for our tickets. Rescue reduces the time it takes to provide solutions for employees when they contact my team. 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.

Before

After

Monthly field visits for employee laptops/desktops¹

40 34



Average cost of one site visit in senior technicians’ time and travel

\$825

\$450

45% less

On-site visits per year over 3 years

480

408

15% less

“Since we started using Rescue, in-person visits by our technicians have decreased by at least 30%.”

- Rescue Customer, CIO of a healthcare company

Pain Point

Damage to customer satisfaction and loyalty.

Before

After

Average time to resolve customer’s computer issues

1hr

39min

35% faster

Average time to resolve customer’s mobile issues

40min

30min

25% faster

Average CSAT score

57 69

21% improvement

Average NPS score²

18 23

28% improvement

Average Customer Effort score

How easy it is to do business with the company

42 53

26% improvement

“It used to take us an average of 10 interactions [with a customer] per issue, each taking 20 to 40 minutes. Now, that is down to seven interactions – down 30%.”

- 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 GoTo.
Remote support made easy.

Source: A commissioned study conducted by Forrester Consulting, “The Total Economic Impact” Of Rescue Built By GoTo: Cost Savings And Business Benefits Enabled By Rescue,” July 2023.

1. Base: 10 survey respondents whose organization uses Rescue for internal IT support of desktops and laptops.
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