



## Success Story:

# Arise Virtual Solutions

### Industry

Outsourced Technical Services

### Headquarters

Miramar FL

### Number of Employees

5,000



## Challenge

A leading provider of outsourced technical service solutions for many of the world's largest consumer-facing companies, Arise Virtual Solutions relies on a network of more than 5,000 self-employed home-based agents in the U.S. and Europe. To deliver high-quality service for all of its clients, Arise needed to replace its reliance on phone support and limited remote control tools with the best customer support solution available. Scaling their operations introduced several key challenges for Arise:

- The team relied on outdated phone support and limited remote control tools that hindered their ability to resolve client-side technical issues quickly and effectively.
- Rolling out a support solution to thousands of remote workers demanded a system that was intuitive, flexible, and easy to deploy.
- Maintaining visibility into the outsourced agents' performance and ensuring consistent delivery of service was becoming increasingly difficult.

For a company with a deep commitment to delivering value to its clients, implementing the right remote support solution was essential to maintaining their reputation and operational excellence.



## Solution

Arise turned to Rescue for its remote support needs. Rescue is extremely reliable, minimizing dropped connections and latency. Unlike other options on the market, Rescue offers a variety of advanced capabilities that other options can't match, such as the ability to access the remote system even if the VPN connection is off. Rescue supports both Mac and PC, which is essential considering the diverse solutions used by Arise's home-based employees. And thanks to its simplicity, Arise is able to help these agents resolve technical issues quickly, maximizing productivity.

“Rescue is a breath of fresh air. All of the people we’ve worked with have been very responsive to our needs. GoTo provides excellent support – and at Arise we know all about excellence in support.”

**Allen McClure**  
Service Desk Manager,  
Arise Virtual Solutions



## Results

With Rescue, Arise significantly enhanced its ability to support clients and deliver world-class technical services, achieving measurable improvements across key performance indicators:

- **Improved efficiency:** First-call resolution rates increased by 23%, ensuring agents could address client issues faster and reduce disruptions to productivity.
- **Reduced repeat client requests:** The number of repeat incidents decreased by 33%, reflecting higher-quality resolutions and fewer recurring problems.
- **Enhanced scalability:** Support requests increased by an impressive 268% in volume, but the firm only needed to grow its support staff by 80%, highlighting the efficiency and scalability Rescue brought to the organization.
- **Operational cost savings:** By improving agent productivity and streamlining support workflows, the firm saved approximately \$48,000 per month in operational costs.

By leveraging Rescue, Arise empowered its agents to resolve client issues more effectively while scaling its operations to meet growing client demands. Rescue is now a critical tool in the organization’s technical services toolkit, helping it maintain its reputation for quality, responsiveness, and client success.



Reduce resolution times, maximize productivity, and cut costs with Rescue.  
Learn more at [logmein.com/products/rescue](https://logmein.com/products/rescue) or call +1 (833) 564-4357.

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