

Success Story: **LTIMindtree**



Challenge

As a rapidly growing organization with diverse client environments, LTIMindtree faced increasing pressure to deliver efficient and reliable IT support. With the shift towards remote work and the complexity of digital ecosystems, the organization needed to adapt its service delivery model.

Traditional support tools were unable to keep pace with the demand for seamless, secure, and scalable remote access. This resulted in extended downtime, inefficiencies in incident management, and difficulties meeting the unique requirements of large-scale service delivery.

Recognizing these challenges, LTIMindtree sought a solution that could enhance remote IT support, provide advanced features like unattended access, and cater to the complex infrastructures of its clients while ensuring end-user satisfaction.



Solution

LTIMindtree adopted LogMeIn Rescue to meet its growing remote IT support needs. Rescue's robust security features, including end-to-end encryption and multi-factor authentication, ensured data protection and compliance with industry regulations.

Key features like remote control, screen sharing, and file transfer streamlined issue resolution by enabling agents to diagnose and resolve problems in real time, reducing downtime and improving efficiency. The reboot and reconnect functionality allowed seamless troubleshooting without user intervention, while diagnostic tools provided quick insights into system performance.

Collaborative support enabled agents to involve specialists during live sessions for complex issues, and Rescue's cross-platform compatibility and enterprise-grade integrations ensured scalability and efficiency as LTIMindtree's operations expanded.

These capabilities transformed their support delivery, enabling faster resolutions, improved client satisfaction, and robust data security.



Results

LogMeIn Rescue has delivered significant value to LTIMindtree, driving improvements across key performance metrics:

- First Call Resolution (FCR): Increased by 20%, enabling more efficient resolution during initial contact.
- Handle Time: Reduced by 15%, allowing agents to manage cases more effectively.
- CSAT: Improved by 25%, reflecting enhanced support experiences.
- NPS Score: Increased by 10 points, demonstrating stronger client loyalty and satisfaction.

These enhancements have streamlined LTIMindtree's operations, enabling faster resolutions, higher efficiency, and improved service delivery. The tool's multi-platform support, advanced diagnostic features, and robust security have made it indispensable for supporting a diverse client base. By fostering better client retention and referrals, LogMeIn Rescue has strengthened LTIMindtree's competitive position, proving itself a reliable, scalable, and superior solution to meet evolving business needs.

“LogMeIn as a tool has been an extremely superb tool and has fulfilled our business needs to the fullest. It is one of the best remote support tools we have ever experienced.”

Preethi Sekar
Service Delivery Manager

Looking for a secure, scalable remote support solution that allows your technicians to provide support anywhere and for any device?

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