

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

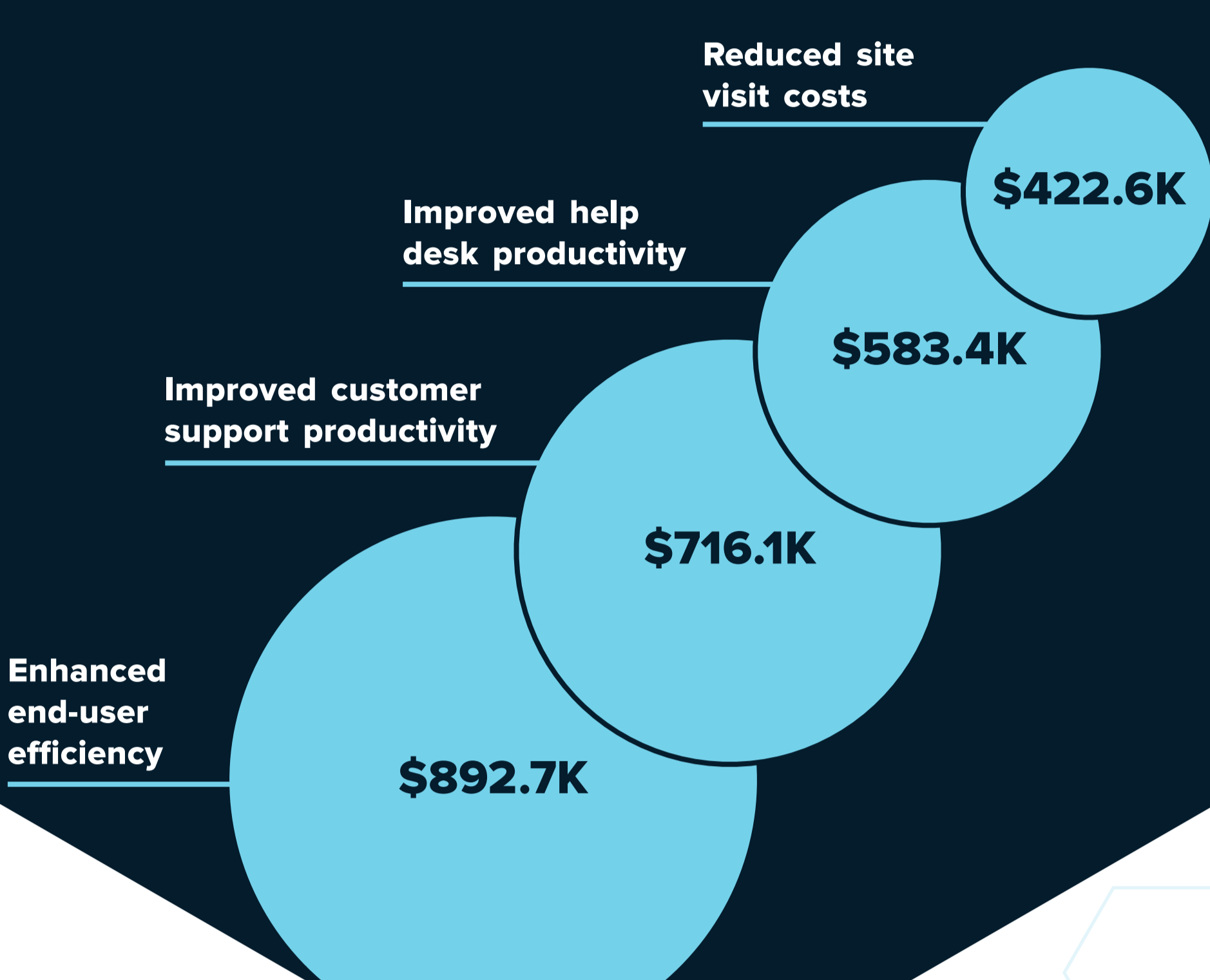
50
Internal Support Technicians

60
Customer Support Technicians

Key Findings

395% ROI **\$2.61M** Benefits PV **\$2.09M** NPV **<6 Months** Payback

Benefits (Three-Year)

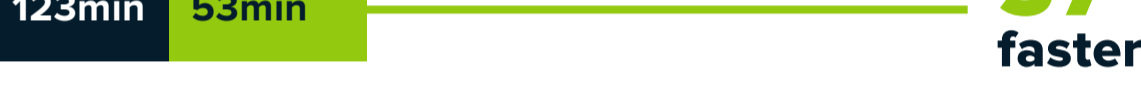


How Rescue Solves and Saves

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



Average time to diagnose/resolve mobile issues



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



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



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



On-site visits per year over 3 years



“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



Average time to resolve customer’s mobile issues



Average CSAT score



Average NPS score²



Average Customer Effort score

How easy it is to do business with the company



“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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