



# Vodafone

Evolving customer support service with remote support.



vodafone

**INDUSTRY:** Telecommunications

**HEADQUARTERS:** Newbury, UK



We have been able to reduce the number of on-site technicians we send into the field, shorten the time it takes to resolve an issue and have received very positive feedback from happy customers at the same time.

—**MARKUS BAUMHAUS**, *Project Manager for Customer Experience, Vodafone Germany*



## CHALLENGE

One of the world's largest telecommunications companies, Vodafone provides service to millions of customers around the globe. With such a large and geographically diverse customer base, Vodafone needed a flexible, efficient remote support solution to provide IT assistance.

- The solution needed to support smartphone users remotely.
- Vodafone wanted a tool that could increase its first-contact resolution rate, while decreasing call times.
- The support solution had to be easy for customers to engage with.

## SOLUTION

To achieve its goal of providing first-class customer support in a convenient and fast manner, Vodafone turned to LogMeIn Rescue. Rescue allowed Vodafone to achieve all of its remote support goals, reducing the need for on-site visits and improving resolution efficiency and speed. Critically, Rescue delivered all of these benefits in a single tool, increasing simplicity for both company technicians and end users.

## RESULTS

Rescue proved to be the ideal remote support solution for all of Vodafone's needs.

- With Rescue, Vodafone can provide PC-quality support to smartphone users.
- Rescue enables support specialists to share sessions, which is critical as smartphones become increasingly complex.
- By providing support with a single tool, Rescue allows Vodafone to train agents only once while addressing a wide range of issues.
- Vodafone decreased resolution times, reduced on-site visits and received more positive feedback from customers.