



Connect. Diagnose. Solve.

Support Remote PCs, Macs, and Smartphones over the Web without Pre-installing Software

Customer Success Story: ShowingTime Provides Breakthrough Customer Support with LogMeIn Rescue

Situation At-a-Glance

ShowingTime offers a real estate software solution that assists in buyer lead generation, scheduling and call coordination. The company has over 4,000 implementations of its software at real estate offices and MLSs across the U.S., with 30,000+ users.

The ability for ShowingTime to support its customers is critical, and the IT helpdesk is responsible for solving all software-related issues – from “how to” demos, to product installs and configuration, to resolving network issues.

LogMeIn Rescue Quickly Becomes the Solution of Choice

ShowingTime’s VP of Customer Service, Bill Kellogg, was actively seeking a solution to improve the service that his team could provide – but his requirements were steep: the solution had to be fast to implement, easy for the remote customer, and affordable. He had investigated alternative remote support solutions, but found them to be cost prohibitive.

Kellogg learned about LogMeIn Rescue from a user review on a popular web site. He immediately signed up for the free trial, and had his tech team try it out as well. It quickly became obvious that the solution met all their needs and was priced right.

“With LogMeIn Rescue, we’ve reduced phone time on service calls by 30-50%, allowing us to assist more customers in the same amount of time.”

—Bill Kellogg,
VP Customer Service, ShowingTime

Improved ROI & Customer Satisfaction

Since implementing LogMeIn Rescue, ShowingTime has improved the perception of the company in the eyes of its customers. LogMeIn Rescue is integrated into the Help menu in the ShowingTime solution which makes it very simple for users to request support – giving ShowingTime a significant competitive advantage. Customers and prospects continue to report how impressed they are with the level of support. These results are measurable through LogMeIn Rescue’s integrated Customer Feedback Survey reports – and the reviews are glowing.

As a direct result of LogMeIn Rescue, ShowingTime has also experienced significant ROI. The team has increased first-call resolution rates while reducing the time it takes to resolve those issues by 60%, allowing them to handle more calls in the same amount of time.



Company

ShowingTime
www.ShowingTime.com
Chicago, IL

Industry

Software solution for real estate offices and MLSs for buyer lead generation, scheduling & call coordination.

Challenge

Remotely support over 4,000 implementations and 30,000+ users of its software across the U.S.

Solution

LogMeIn Rescue, a web-based remote support solution that allows IT support professionals to respond instantly to customer issues, without pre-installing software.

Results

LogMeIn Rescue helps ShowingTime provide breakthrough customer support with a 60% reduction in support session time, improved cost efficiencies, and high levels of customer satisfaction:

Faster Service

ShowingTime quickly reaches customers over the Web to resolve issues without pre-installing software.

Improved Image

The IT support team reinforces positive perceptions in the minds of customers.

Greater Productivity

The time to resolve issues has been reduced significantly, allowing the same number of support technicians to handle more incidents per day.

Since the team now relies on LogMeIn Rescue for 95% of all support calls, the same team now handles more incidents, and the cost savings is significant.

About LogMeIn Rescue

LogMeIn Rescue is a leading on-demand remote support solution that unites ease of use and security with cost-effective service delivery. It allows technicians to provide temporary, permission-based access to remote PCs, Macs and smartphones – without pre-installing software.

**Get Your Instant Free Two-Week Trial of
LogMeIn Rescue at www.LogMeInRescue.com »**