

# London School of Economics Delivers Real-Time IT Services to Remote Users Anywhere

Iconic learning institution uses LogMeIn Rescue to provide remote support service that generates end-user satisfaction.

## A reputation for excellence

Founded in 1895, the London School of Economics and Political Science (LSE) is a world-class centre for teaching and research, located in the heart of London. With students from 140 countries, its graduates include 14 Nobel Prize winners, 30 past or present heads of state, 28 members of the House of Commons and 42 members of the House of Lords.

In addition to academic excellence, LSE is dedicated to providing high quality IT support services to its 9,000 students and 1,900 staff members, both on and off campus.

## In search of world-class remote support

LSE's IT support team enjoys a close relationship with students and faculty, while also appreciating the value of enhancing inperson support with remote support capabilities. Until recently however, its remote assistance tool was underperforming, placing huge workload demands and time pressures on the team and causing frustration for end users.

The diverse user community "does not expect to be divided from the resources they use to study, even while at home or in another country," according to Amber Miro, Assistant Director of IT Services at LSE. Furthermore, everyone—even students on summer break and professors conducting research overseas—expects to be supported by the IT team 365 days a year.

Given the changing and fast-growing needs of its constituents, the IT team took a hard look at its existing support process. Soon after, they instituted a mandate to roll out a remote support service that could easily be adopted and accepted by IT, students and staff. They started with their requirements – a list that was both long and specific:

- Desktop sharing
- File transfer
- Chat
- No client-side install
- Session queuing
- Session transfer
- Integration with other systems
- User friendly
- Works beyond the firewall
- Secure
- Rapid deployment
- Third-party hosted
- Robust technical support
- Cost effective

## LogMeIn Rescue meets the criteria... and more

The idea was to evaluate five support solutions and short-list two, but, Miro says, "at the end of the process, there really was just one choice, and that was LogMeIn [Rescue]... it ticked all the boxes."

## Organization

The London School of Economics and Political Science  
London, UK

## Industry

Higher Education

## Challenge

IT services at LSE provides support to the PCs, Macs and smartphones of more than 1,900 staff and 9,000 students, as well as over 80 networked applications for the school's teaching, research and business functions.

The senior leadership at LSE set a strategic mandate for IT to use remote assistance "wherever appropriate" in order to provide more responsive support at first contact and location-free support for students and staff.

## Solution

LSE uses LogMeIn Rescue, an on-demand remote support solution, as the enabling technology of the school's Virtual IT Assistance service to deliver real-time IT support to students, faculty and administrative staff.

## Results

LogMeIn Rescue proved to be an effective and reliable remote support solution, giving LSE's IT support staff complete confidence when handling support incidents. Their response times have decreased dramatically and they have reduced the need for in-person visits. 95.7% of LSE staff are satisfied with the new remote support service.

## Key Features for LSE

- Remote Control
- Calling Card
- File Transfer
- System Diagnostics and Reporting

"LogMeIn Rescue maps very well to our requirements – it adds value, making our service more responsive at first contact."

– Amber Miro,  
Assistant Director of IT Services, LSE.

LSE also discovered additional features in LogMeIn Rescue, beyond its original requirement set, that helped bolster its goal of location-free support.

One such feature, the Calling Card, made deploying the new solution fast and easy. LSE IT staff was able to place a branded hotline button on each LSE-owned desktop for users to click to request support. They named their remote support service Virtual IT Assistance (VITA), focusing on the benefits of the service rather than the underlying technology.

Now, when users click the VITA button and initiate a session, they can chat online with the School's IT support staff, who then assist them remotely over the web, no matter where their computers are located.

An additional benefit of the chat feature is that it allows LSE to support its computer users in designated quiet areas like the university library. Users could still have their IT issues remotely resolved in places where phones are barred.

### **An efficient solution valued by IT and end users alike**

With LogMeIn Rescue, technicians are given access to powerful functionality, including remote control, comprehensive hardware and software diagnostics, critical system information, reporting capabilities, file transfer and online chat – all within the application. They still maintain a close relationship with staff and students, but are now able to help provide more responsive support at first contact.

According to LSE's Senior IT Support Officer Adam Gale, "With the ability to work through fortified firewalls and no client installation required, LogMeIn Rescue has delivered an ondemand, permission-based remote IT support which is simple to use. The IT team has enjoyed using LogMeIn Rescue and our users have felt reassured knowing an engineer is just a mouse click away."

The new support service has been well received by the school's user community. LSE's support satisfaction survey indicates that 95.7% of staff is satisfied with VITA.

With LogMeIn Rescue, LSE's support team found what it was looking for: an effective and user-friendly remote support solution welcomed by IT staff and users alike.

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LogMeIn Rescue at [www.LogMeInRescue.com](http://www.LogMeInRescue.com) →**