



LogMeIn[®]
rescue+mobile[™]

Redefining Smartphone Support

LogMeIn Rescue+Mobile provides a multi-platform smartphone support tool for BlackBerry[®], Windows Mobile[®], and Symbian[®] devices.* It helps customer support organizations by:

- Increasing customer satisfaction
- Improving technician productivity
- Lowering overall support costs

With LogMeIn Rescue+Mobile, support technicians can quickly troubleshoot today's most popular smartphone platforms by controlling a simulation of the smartphone screen or keypad as if the device were in their own hands – all without pre-installing software.

Multi-platform Smartphone Support

BlackBerry

Windows Mobile

Symbian

Designed for Support Technicians and Managers Alike

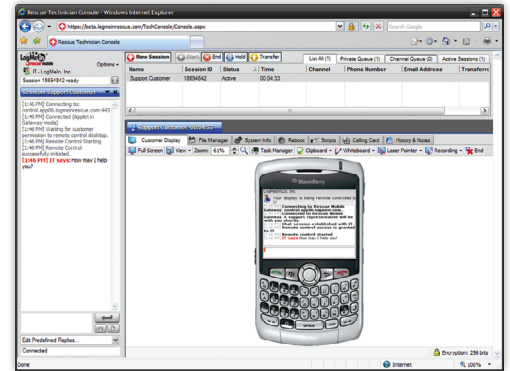
LogMeIn Rescue+Mobile provides the tools needed for professional, cost-effective end-user support.

Built for Support Technicians

The LogMeIn Rescue+Mobile **Technician Console** provides intuitive access to the tools needed to deliver quality support. To start a support session, an end user downloads a small applet. Once connected, a technician can remote control, transfer files, view system information, and reboot the remote computer to resolve an issue.

Technicians:

- Quickly and easily connect and manage remote user support sessions
- Benefit from ultra-fast remote control with low latency
- Conduct up to 10 support sessions across PCs, Macs and smartphones, from one computer screen
- Troubleshoot issues with device configuration capabilities



Take Your Support Services to Another Level

LogMeIn Rescue+Mobile enables companies to provide support services that boost end-user satisfaction and drive growth, while reducing support costs.

Reduce Support Costs

LogMeIn Rescue+Mobile streamlines the on-demand smartphone support process, resulting in higher technician productivity.

Fast & Reliable Connections

End users start a support session via PIN code entry, email, or SMS messaging, allowing for rapid connection to the technician console. Our core remote control technology has been extensively field tested to optimize responsiveness and minimize disconnects.

Dynamic Session Management

Route and transfer sessions to subject matter experts to improve first-call resolution and increase customer satisfaction.

Real-Time Analysis

Monitor technicians with real-time reports to track activity and improve productivity.

The On-Demand Advantage

Software as a Service offers low upfront investment without ongoing hardware or infrastructure maintenance costs.



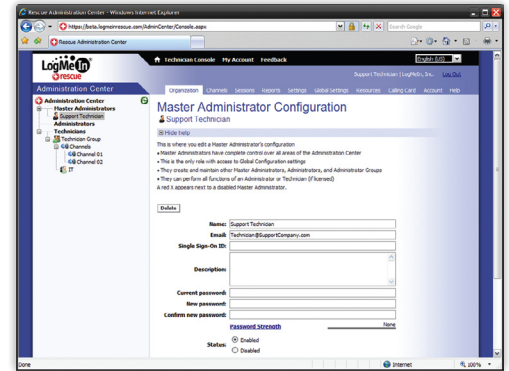
Delight customers. Reduce costs.

Built for Support Managers

The **Administration Center** allows support managers to assign permission levels to different technician groups. It features an extensive reporting system to audit activity, such as missed sessions that were never picked up, technician activity, and post-session customer feedback. The Administration Center allows department heads to monitor and manage their teams to boost productivity, exceed end user satisfaction benchmarks and reduce operational costs.

Managers:

- Create technician groups and assign permissions at a granular level
- Assign and evaluate support channels across specific groups
- Enable and view reports of technician statistics and support activity
- Record sessions to assure support quality or use in training



Boost Customer Satisfaction

LogMeIn Rescue+Mobile enables technicians to complete sessions faster and often on the first call. They connect to end users quickly and securely, saving time with instant access to end-user information.

Quick Diagnosis

Accelerate problem resolution with a snapshot view of system information.

Convenient Communication

Use the Chat Interface to answer questions or provide instruction.

Integrated End-User Security

End users explicitly grant access to the remote user for each support session.

Customized Satisfaction Surveys

Assure consistent quality by surveying end users at the end of each session.

Drive Business Growth

LogMeIn Rescue+Mobile allows administrators to configure features today and modify them as needs change.

Scalable

Support unlimited technicians as the business expands.

Easy to Use

Requires little or no training – new technicians can begin support sessions within minutes.

Provides Layered Security

Handle any number of support sessions with end-to-end 256-bit encryption.

Get Your Instant Free Trial of LogMeIn Rescue+Mobile

► Visit www.LogMeInRescue.com/Mobile

Support Providers Worldwide Trust LogMeIn

LogMeIn users have connected over 50 million computers and other Internet-enabled devices for remote support, access, and backup. Recognized in the industry for customer satisfaction and loyalty, LogMeIn delivers solutions whose value is highly rated by customers, year after year.

“Rescue+Mobile is a great tool that is helping increase our overall customer satisfaction. The addition of BlackBerry functionality to the tool opens up the remote support option to this important segment of our wireless client base.”

Mark Wirtz, Director, Technical Support & Premium Care, TELUS.



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**Delight customers.
Reduce costs.**

About LogMeIn, Inc.

LogMeIn is a leading provider of remote-connectivity solutions to small and medium businesses, IT service providers and consumers. LogMeIn's products are deployed on demand and are accessible through a web browser. The LogMeIn family includes LogMeIn Free®, LogMeIn Pro®, LogMeIn Ignition™, LogMeIn Rescue®, LogMeIn IT Reach®, LogMeIn Backup™, Remotely Anywhere®, and LogMeIn Hamachi™. LogMeIn is based in Woburn, MA, with European centers in Budapest, Hungary and Amsterdam, Netherlands.

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