

How remote support boosts productivity, customer success, and revenue

Remote support is about ensuring your team is always in a position to maintain peak performance of your enterprise technology. The goal is always minimal disruption.

As a vendor who needs to service customers remotely, the tool you use to access customer networks can either introduce high-risk complexities or provide a streamlined solution that promotes inter-departmental efficiency and success.

PRODUCTIVITY

How efficient is your remote support method?

Full capacity remote support

Technology vendors who spend less time troubleshooting issues or juggling multiple systems have more opportunities to focus on customers and growing the business. Automation and a centralized solution is the key to delivering the output desired.

Compare the capabilities of your current solution with several core features of a remote support platform that promotes productivity.

A standardized solution to manage remote support for all your customers, across all operating systems.

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- Reduce time spent managing access and integrating tools on a variety of platforms.

Your employees can self-register, allowing them to directly request access and for customers to easily grant access.

Every employee has a unique ID so you are compliant with standard compliance regulations like HIPAA, CJIS, and PCI-DSS.

Only one login is needed and customer credentials are automatically injected. This frees up time that would be spent tracking down credentials or getting an updated password.

Access privileges can be set based on customer needs for secure and tracked unattended access.

- Support technicians gain immediate access when needed to maximize uptime.

Software Development Kit (SDK) tools that let you automatically collect system logs and utilization data. Manual capture is not required.

All user activity is captured, including video and keystroke replays to offer forensic data review.

System alerts that identify problems before they happen.



If you're unable to check all the boxes, you're missing out on key efficiencies.

CUSTOMER SUCCESS

Can you meet all of your clients' needs?

Client success is your success

Enterprise customers are focused on security, efficiency, and compliance, but [nearly half of security breaches are linked back to third-party vendors](#).

Whether these decision-makers know this exact statistic or not, they understand the growing risks associated with managing remote access for external, third-party users.

Your customers expect you to deliver gold-standard technology, show diligence with security standards, and to quickly provide support that doesn't interfere with business. Which enterprise customer priorities does your remote support solution address?

Audit tools that capture all user activities with keystroke and video replay.

Robust network manager access controls that allow remote technicians to securely connect and collaborate whenever needed.

Multi-factor authentication attached to a company email.

A platform that demonstrates to customers that you are taking compliance seriously in relation to top mandates.

A secure storage of privileged credentials so that reps never see actual credentials.

Granular least privileged user access that is tied to specific hosts and application ports.

Time-saving automation of routine tasks, such as gathering log files.

Comprehensive monitoring of customer systems.



If can't check all of these boxes, you won't be able to meet all of your clients' needs.

REVENUE

Are you positioned for growth?

Time is money

The right remote support solution can help companies reduce downtime, mitigate the risk of costly data breaches, and the equally harmful reputation damage caused by a security lapse.

Operationally, a solution can increase workplace efficiencies— and thus deliver optimal service to create customer loyalty and growth opportunities. Does your remote support solution restrict or create business opportunities?

Limits liabilities:

Facilitates strong security safeguards, including least privileged best practices, customer access controls, and robust audit.

Allows for efficient resource deployment:

Onboarding and self-registration are secure and streamlined.

Technicians can spend less time on routine tasks and more time focused on developing innovative solutions for customers.

Positively impacts customer retention:

This standardized approach allows for greater efficiencies and overall better service.

A customer success team can leverage the good client relationship to present new solutions.

Easily meet and comply with customer requirements and regulations.



If you're unable to check all the boxes, your current solution is lacking in key areas for growth, which leaves your company stagnant.

Are you using the right remote support tool?

Even to miss checking off one box in the checklist leaves room for improvement for your company, whether it's for productivity, customer success, or revenue. Learn more about how you can easily streamline your remote support tool to ensure you're productive and efficient, your clients are happy, and that you're seeing a return on your investment.

To learn more, contact **SecureLink** today.

RELATED CONTENT

Want to learn more about remote support for vendors? Check out our infographic that highlights the top 5 benefits of standardizing your remote support platform.

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