⊕ Rescue by LogMeIn

Make A Wish®

Support-related savings go back to granting wishes.

MAKE·A·WISH.

INDUSTRY: Nonprofit Organization

HEADQUARTERS: Phoenix, AZ

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Rescue changed the way we manage support at Make-A-Wish. It makes our jobs easier, and enables us to get more done in less time, with fewer people. IT is always an expense, but what we have saved with Rescue goes back to granting wishes.

–DANIEL RIVERA, *Technical Support Specialist, Make-A-Wish®*

CHALLENGE

Make-A-Wish® grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy. The nonprofit's IT team of 10 supports 150 employees at the national office and provides web services, help desk ticketing and hosting for email servers, websites, databases and applications for more than 2,500 volunteers at 60 chapters located throughout the US.

- The small team needed to provide efficient and secure remote support to avoid spending unnecessary time and money on travel.

- The ability to run multiple simultaneous sessions was crucial to optimize time-consuming tasks across employees and chapters, and was not supported by TeamViewer.

- Because chapters are independently managed, and IT can't pre-install software on machines they don't own, they were looking for a solution that offered on-demand remote control and training capabilities.

SOLUTION

Make-A-Wish® has been using LogMeIn Rescue for six years, and says it has been a "lifesaver" ever since its seamless deployment. Support is as simple as popping in a code and, according to Technical Support Specialist Joe Eaton, "It just works, and it always has."

RESULTS

From running multiple migrations and installations simultaneously in their own dedicated tabs to remotely connecting to off-site devices to quickly resolve help desk tickets, Rescue has helped Make-A-Wish® and its small IT team save a tremendous amount of money and time.

- The ability to record, annotate and name sessions means there's no extra reporting work for technicians.

- Agents no longer need to provide training and support over the phone. They also save about a week's time for every on-site onboarding they don't have to travel to.

- LogMeIn has helped cut the time to troubleshoot and solve issues by more than 50%.