Spiceworks Users Now One Click Away from LogMeIn Rescue Remote Support

The more than 900,000 users of the Spiceworks IT Desktop management application can now launch the LogMeIn Rescue technician console directly from the Spiceworks application to provide better remote support of PCs, Macs and smartphones. The integration of the two offerings streamlines the ability for small and medium businesses to remotely support computers and mobile devices, like smartphones, by helping technicians troubleshoot end-user issues or provide training.

LogMeIn Rescue requires no pre-installed software, allowing IT and helpdesk managers to quickly connect to virtually any PC or Mac using a standard Internet connection. Additionally, LogMeIn Rescue allows a technician to connect to BlackBerry, Windows Mobile and Symbian smartphones to help users with technical problems, like synching email, and push email configuration settings to a remote iPhone. A history of LogMeIn remote support sessions is then logged in the Spiceworks ticketing system to provide a comprehensive view of an incident. Spiceworks combines systems and network management software with a rapidly growing and active Facebook-like community of IT professionals. Organisations of all sizes use the software and integrated online community to collaborate with each other and support the management of their IT networks and services.

Unsolicited Praise from the Spiceworks Community[1]

 "LogMeIn Rescue is worth every penny - we look after 50 remote shops and 25 remote users and this has saved us so much time and fuel. It is so easy to use - even our less competent users can use it."

- Brian5077

"This is the best money our IT department spends. As long as the computer can reach the internet, we can connect and solve the end-users problems. Gone are the days of, 'Tell me what you see on the screen.' We use it every day. I have actually tied my [LogMeIn] email account to my Spiceworks helpdesk email account. Whenever someone needs support and no one is online, LogMeIn Rescue send[s] an email to the helpdesk login which notifies the IT department and creates a ticket."

- Randall6999

 "The integration of LogMeIn with Spiceworks makes it easier for businesses running their helpdesk on Spiceworks to integrate remote support into their resolution process," said Lee Weiner, Director of support and collaboration products, LogMeIn. "Not only can Rescue help fix issues more quickly, but it can also improve the perception of IT in the business."

Spiceworks users that are already LogMeIn Rescue customers can launch and log-in to the LogMeIn Rescue technician console directly from Spiceworks. For more information about the LogMeIn-Spiceworks integration or to sign up for a free trial of LogMeIn Rescue please visit http://spiceworks.LogMeInRescue.com.

About LogMeIn, Inc.

LogMeIn (NASDAQ: LOGM) makes it easy to connect and access remote computing devices — desktops, laptops, point-of-sale systems, medical devices, smartphones and more — from any internet-connected computer, including an iPhone™ or in-dash computer of the Ford F-150 pick-up truck. Over 28 million registered users have connected more than 90 million devices using LogMeIn for business productivity, personal mobility and IT support. LogMeIn is based in Woburn, Massachusetts, USA, with offices in Australia, Hungary and the Netherlands, and on the web at http://www.LogMeIn.com.

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[1] http://community.spiceworks.com/product/11813-logmein-rescue