



PRODUCT OVERVIEW

ENTERPRISE-GRADE REMOTE SUPPORT FOR SEAMLESS RESOLUTIONS



With powerful remote support features, advanced security capabilities, and ample customization options, Rescue has everything large enterprises need to deliver fast, frictionless support to customers and employees.

Easy to use

Provide fast ad-hoc support that reduces IT complexity. Connect to any device in seconds and have everything you need to solve issues at your fingertips.

Unrelenting security

Rescue boasts bulletproof security measures, including protected connection methods, government-approved TLS 1.2 transport security and AES-256-bit encryption, and two-step authentication that makes credential attacks extremely difficult.

Simple administration

Admin and management tools let you centrally manage tasks such as creating and assigning technicians and groups, monitor technicians in real time and easily track key performance indicators to identify productivity issues quickly.

Purpose-built for:



Organizations with advanced needs and workflows



Customer care and support organizations



Large business and enterprise help desks

At a glance:

- Easy to deploy
- Desktop and mobile remote support
- Highly customizable UI
- Advanced administration
- Built-in integrations and APIs
- Localized support
- 99.99% uptime

Trust Rescue to make seamless support simple.



Flexible-Work Software

Connect and support your employees and customers from anywhere, any way, on any device.



Onboarding and Training

Available in product, and on-demand.



Free 24/7 Support

Get help via live chat, email, knowledge centers, or phone.



VIP Support

Rely on a dedicated support team with tailored onboarding and engagement options.
(Available as an add-on.)



Ecosystem Invested

We make your life easier with integration partners like ServiceNow, Salesforce, and Microsoft, and a global channel partner network.



Rescue, built by GoTo.

Remote support made easy.

