Mikogo for Tech Support: Best Way to Share the Problem

Tech support: It's vital to keeping an organization running, and it's an instrumental part of the business software market, but it's something of an unsung hero. Users often find a trouble-shooting phone call frustrating and scary, but IT teams prefer to save time and remotely support distant customers or branch offices.

Mikogo eliminates the frustration of the "what do I click now?" call while letting support agents work faster, smarter and cheaper. The client can show the remote support rep the exact problem, and turn over control of the desktop so that the rep can easily execute the solution or provide a bit of training. Relationships are deepened, time isn't wasted, and a lot of money is saved.

Forward-Looking Consultation

"Desktop sharing is very important in our business for winning and keeping clients," says Perry Smith, a senior technical consultant with Integrated Systems Solutions, a premier Southern California Microsoft Dynamics GP partner. While ISS also uses Mikogo for sales presentations and trainings, they find the software to be an indispensable tech support tool. "I would say that Mikogo shortens our average support call by at least 50 percent," Smith says.

> *"With Mikogo's desktop sharing software we can reduce wasted time sitting in traffic and support our clients more efficiently."*
>
> - PERRY SMITH, SENIOR TECHNICAL CONSULTANT, INTEGRATED SYSTEMS SOLUTIONS

Not only does Mikogo keep their tech consultants off the chronically clogged Southern California freeways — it lets the Orange County company serve customers well beyond driving distance.

Smith says that providing faster, more personalized support to cost-conscious clients also helps cement an ongoing relationship. "Our clients see us as their partners and are more inclined to call us for solutions that fit their needs," he says.

In-House Powerhouse

Justin Marks is the desktop support and server administrator for Community Action Southwest, a Pennsylvania agency fighting rural poverty. The agency is spread across more than 60 locations in two counties, and Marks says the efficiencies of Mikogo-based support keeps his small staff off the road.

"We probably travel one-third as much as we used to, and many tickets get resolved in less than a day thanks to remote desktop sharing," Marks says. "Using Mikogo has saved the agency a lot of time and travel expenses for sure."

> "If we weren't using Mikogo, I would have to support our staff over the phone as much as possible, and then charge the mileage costs to drive to each on-site visit."
> - JUSTIN MARKS, DESKTOP SUPPORT ADMINISTRATOR, COMMUNITY ACTION SOUTHWEST

The majority of agency staff is not particularly computer-savvy, so rather than talk them through a complex solution, Marks can simply ask for control of their desktop and fix the issue remotely. "It makes problem-resolution less stressful for both us and the users," he says.

It also keeps costs well-contained. "There are three of us in IT, and we support about 330 employees in total," he says. "I bet we would have to double our staff to provide the same level of service without Mikogo."

Everybody's Doing It

Marks says he uses Mikogo at home, because an IT expert always has friends calling for free support. Smith notes that Mikogo's ease of use and effectiveness immediately creates new fans.

"We actually have clients whose IT departments started using Mikogo internally after a support session with us," he says.

*More information at **www.mikogo.com/customers***