

Success Story: Helpdesq

GoTo Resolve proves the perfect fit for Helpdesq's people-focused approach to IT support

Founded in 1985, Helpdesq provides flexible, people-focused, pay-as-you-go IT support and fully managed IT services for small-to-medium sized businesses. www.helpdesq.co.uk



Challenge

Helpdesq had been using the same remote support, monitoring and management platform to deliver its IT support services for many years.

Chris Ball, Managing Director at Helpdesq, says: "It had served us well, but we felt that not enough investment was being made in the platform and it hadn't evolved much over time. It was clunky to operate from an engineer's point of view and was causing some frustration. We wanted to find a new solution that better matched our needs."



Solution

Chris says: "We tested almost every RMM tool on the market and found GoTo Resolve to be the best fit for our requirements. One of the greatest benefits was its ease of use, which enables us to engage more easily with customers. That's very important to us because of our focus on supporting people first, rather than IT."

As an all-in-one IT support tool, GoTo Resolve enables remote support as well as remote monitoring and management. The real-time monitoring means Helpdesq can constantly track the performance and status of endpoint devices.

Chris continues: "We bought GoTo Resolve licences for all of our engineers and migrated to the new platform with no disruption to customers. We received outstanding support from the GoTo onboarding team, and have now developed a close working relationship."

“The feature our engineers like the most is camera-share, which has become absolutely crucial to us. It’s a tool that no other platform offers and has really enhanced the service we can provide to customers.”

Chris Ball
Managing Director,
Helpdesq



Results

Chris says: “GoTo Resolve enables us to monitor unlimited assets and provide rapid remote support to customers. The remote execution has saved us lots of time, as we can schedule remote installations more easily, while remote diagnostics enable us to gather a lot more information than we could before, and proactively push out fixes.”

GoTo Resolve includes a live camera-share feature, which allows customers to use the camera on their phone to show engineers the issue they are facing. It means engineers can see the problem for themselves, which often results in faster resolutions. This has proved particularly valuable for Helpdesq’s retail and restaurant customers, where engineers can now quickly resolve issues with tills, card machines and other devices that are essential to business continuity.

Chris adds: “GoTo is constantly developing the product. Its developers ask for feedback, listen to us and respond. Our feedback on buttons and features resulted in minor niggles being resolved. Next, I’m looking forward to greater use of AI, which could flag up trends and suggest optimum fixes for specific problems.”



In need of a remote support solution that saves time, money, and resources?
GoTo Resolve. All-in-one IT support software, made simple.

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