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From Management to Impact: IT Leader's Guide to Modernizing Operations

LogMeIn eBook

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From Management to Impact: IT LEADER'S GUIDE TO MODERNIZING OPERATIONS

Executive Summary

IT leaders are confronting the challenges of the IT Complexity Crunch, where ever-expanding tech stacks lead to redundancies, inefficiencies, and rising human costs, ultimately hindering team potential. With 84% of IT managers reporting burnout and 58% identifying IT spending as a critical concern, it's evident that the traditional, reactive IT model is no longer sustainable.

The organizations achieving different outcomes share a common approach: they're shifting from reactive firefighting to proactive, AI-powered operations. This transformation requires a strategic framework and the right technology foundation to position IT departments as value drivers of business outcomes rather than cost centers.

In this guide, we'll explore the modernization approach leading IT organizations are adopting by partnering with industry-leading solutions like LogMeIn and how they're achieving remarkable results: an 80% reduction in the tech stack, a 70% decrease in IT costs, a 50-point increase in NPS scores, and 80% of helpdesk sessions achieving first-call resolution (FCR). We'll examine the limitations of traditional IT models, the framework for modernization, the role of Agentic AI, and how platforms like LogMeIn support each phase of this journey.

The urgent need for an IT revolution

We're at the breaking point

The adoption of AI has surged in recent years, drastically improving business efficiency. However, despite the rapid adoption of AI across industries, IT teams are lagging in implementation.

A McKinsey study from 2025 reveals that only 2% of IT teams have successfully implemented "fully scaled" AI agents.[1] Why?

The primary barrier lies in outdated management models that obstruct necessary change. The traditional reactive IT management approach has reached its breaking point and needs reexamination and revision.

1 McKinsey, Exhibit 2 in Survey: "The state of AI in 2025: Agents, innovation, and transformation," November 5, 2025. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai. Accessed January 6, 2026.

The limits of reactive IT management

Most IT organizations operate in a familiar pattern: issues arise, tickets accumulate, and technicians respond. This reactive model has historically worked adequately for business for decades; however, three converging forces are making this approach increasingly untenable:

1

Complexity is accelerating

The average enterprise IT environment has grown exponentially:

10 years ago	Today
50-100 applications, single cloud provider (or none), 2-3 support tools	200+ applications, multi-cloud infrastructure, 8-12 fragmented IT tools

> Innovation is compounding; forces aren't simply additive, but multiplicative. ... Better technology enables more applications. More applications generate more data. More data attracts more investment. More investment builds better infrastructure. Better infrastructure reduces costs. Lower costs enable more experimentation. Each improvement simultaneously accelerates all the others." [2]
>
> - **Kelly Raskovich,** Executive Editor, Deloitte Tech Trends

2 Deloitte Insights, Tech Trends 2026, by Kelly Rascovich, December 10, 2025. https://www.deloitte.com/us/en/insights/topics/technology-management/tech-trends.html. Accessed December 17, 2025.

Resources remain static

While complexity is accelerating, IT resources remain static. Budgets grow 2-3% annually, while application portfolios can expand 15-20%. Even 93% of AI startup investments are focused on technology rather than people.[3]

> Responding quickly isn't good enough. You've got to get ahead of problems. But the problem is your resources aren't increasing."
>
> - **Joseph George,** General Manager of IT, GoTo

3 Deloitte Insights, Tech Trends 2026, Graphic: "The AI Transformation in Numbers," by Kelly Raskovich, December 10, 2025. https://www.deloitte.com/us/en/insights/topics/technology-management/tech-trends.html. Accessed December 17, 2025.

Expectations continue rising

There's an expectation that IT will resolve issues with the same level of responsiveness as when everyone was in the office. But now that users are at home using different software and operating systems, the challenges are mounting.

Downstream, these challenges lead to consumer dissatisfaction, with **73% saying they'd switch to a competitor after poor experiences.***

> "There's an expectation to do more with less that creates an imbalance, which hasn't happened to balance itself out yet."
>
> - **Christian Merkel,** Sr. Director of Global IT, GoTo

* Zendesk statistic

The 4 forces straining IT operations

1 People: Burnout, turnover, and skill shortages

When IT teams spend 60-70% of their time on reactive work, this leads to significant personal costs and challenges for teams, which include:

- 84% of IT managers report burnout among themselves and their teams. (Gartner)
- Skilled professionals leaving for roles with more strategic work, taking institutional knowledge with them
- Companies lose 10.5 workdays annually due to tech disruptions. (LMI)
- 86% of IT professionals say backlogs result in users resorting to unsafe workarounds. (Ivanti Research)

2 Process: Reactive workflows create bottlenecks

Traditional workflows create bottlenecks, resulting in an ever-growing backlog and preventing teams from adapting to future needs. When your team is constantly interrupted by urgent issues, strategy projects get perpetually delayed.

Lost knowledge can compound this problem when solutions discovered by technicians are forgotten when they only exist in closed tickets or in an individual technician's memories. The team solves the same problem repeatedly instead of learning and improving.

3 Tools: Tech sprawl compounds complexity

Many IT organizations accumulate tools over time to solve a specific problem. Collectively over time, this has created a "Tech Sprawl," fragmented tech stacks characterized by outdated, disparate, and redundant tools that create endless noise, which obscures visibility, hinders automation, and raises overhead costs.

- 58% report **IT spending as a major issue.**
- 38% say **tech complexity hinders** effective operations.
- 31% identify **unused software as a cost issue.**[4]
- 39% state users have **too many logins.**
- 42% report that end users are using **too many tools/platforms.**[5]

4 Threats: Security vulnerabilities from firefighting

Firefighting in IT fosters shadow IT and unsafe workarounds, making reactive IT not just ineffective but dangerous. This creates security exposures with:

- Expanded endpoint attack surfaces go unaddressed because the team lacks bandwidth for proactive security
- Patch management falls behind as urgent issues consume all the time

The business impact can be severe: **IT downtime costs approximately $5,600 per minute.**[6] (Gartner)

4 Ivanti Research, 2025 Technology at Work Report. https://www.ivanti.com/resources/research-reports/tech-at-work. Accessed December 17, 2025.
5 Ivanti Research, AITSM: How AI is redefining IT service desk automation. https://www.ivanti.com/resources/research-reports/aitsm-redefining-it-service-desk-automation. Accessed December 18, 2025.
6 LogMeIn, "How to Implement Proactive Support," by Tyler York, September 19, 2025. https://www.logmein.com/blog/how-to-implement-proactive-it-support. Accessed Dember 18, 2025.

Why the traditional model can't adapt

These constraints compound, creating an endless loop of challenges that impact efficiency, security, and more:

1 **Stress creates burned-out people**

2 **Burnout causes teams to make more mistakes**

3 **Mistakes create more urgent issues**

4 **Forcing more switching between fragmented tools**

5 **Leaving no time to address process improvements**

6 **Leading to more burnout ...**

As Raskovich observed, innovation is accelerating for organizations that embrace modernization. Conversely, those that continue to rely on a reactive model face escalating challenges due to the expectations of modernization going on around them. The longer these organizations delay making changes, the greater the divide becomes between teams that have modernized and those that have not.

The critical questions IT leaders face

How can you begin to modernize? In conversations with IT leaders, we consistently hear strategic questions around these complexities, such as:

1 **What's the right balance between automation and human oversight in AI integration?**

2 **How can we shift from spending 70% of our time on reactive tasks to proactive work?**

3 **What does a realistic modernization path look like given our current constraints?**

While these questions can seem daunting, it's clear that the traditional model is ineffective, and an adaptable solution is essential. The answer is the Impact-Driven IT Model.

The Rise of the Impact-Driven IT Model

Seeing IT as a value driver and contributor

IT must stop being seen as a cost center and start being recognized as a vital contributor to business value.

With Agentic AI, integrated automation, and predictive operations, IT can drive significant business outcomes, becoming one of the most important value drivers for enterprises. Companies should begin shifting from a reactive to a proactive stance, from the traditional model to the **Impact Model.**

The Impact Model—From a Cost Center to a Value Driver

The Impact Model is a system of endpoint management technology that embraces IT as a contribution center. Rather than seeing IT as a reactive service desk and cost center, " IT becomes a source of measurable contribution, focused on:

- Productivity
- Efficiency
- Innovation
- Automation
- Continuity
- User experience
- Cost effectiveness
- Security

Under the Impact Model, IT **drives business performance, accelerates innovation, and prevents problems.**

Most IT managers will recognize that they live somewhere on a curve between the traditional model and the Impact Model, among the 25% of IT teams that are planning on implementing, experimenting with, piloting, or currently scaling AI agents.[7]

You don't have to implement an Impact Model overnight. While LogMeIn's products make it easy to deploy solutions from day one, they also allow your organization to take its time. Knowing where you are now will help determine how to get started.

7 McKinsey, Exhibit 2 in Survey: "The state of AI in 2025: Agents, innovation, and transformation," November 5, 2025. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai. Accessed January 6, 2026.

The Traditional Model vs. The Impact Model

	Traditional Model		Impact Model
Contribution	Cost center		Value driver
Outcomes	Perpetual, reactive, ticket-driven triage		Preemptive, proactive, predictive, autonomous, and personalized
Scale	Human limits are a bottleneck		Human + AI collaboration accelerates outcomes
Security	Friction and backlogs slow down operations		Built-in automation and resilience into every process
Knowledge	Lost, dropped, and forgotten tickets	TO	Automatically captured, shared, and applied tasks
IT Stack	Fragmented workflows with friction every step of the way		Seamlessly integrated tech ecosystem
Budget	Ever-increasing costs		Continuously optimizing cost structure
Role	Tactical service provider constantly putting out fires		Strategic partner driving operational excellence and innovation

From perpetual triage to preemptive action

The traditional IT model is plagued by a cycle of alerts, escalating issues, and manual fixes, draining time and resources.

In contrast, the **Impact Model** preempts problems through a blend of human and AI processes, real-time visibility, predictive analytics, and automated remediation. This shift streamlines operations, reduces downtime, and boosts productivity, allowing IT professionals to focus on **scaling processes, cutting costs, and strengthening security, and optimizing day-to-day tasks.**

For example, LogMeIn's suite of products, including Rescue and Resolve, was found to deliver a 395% ROI thanks to the efficiency, automation, and scalability it offers.[8]

8 A commissioned study conducted by Forrester Consulting, 2023. [Taken from LMI homepage]

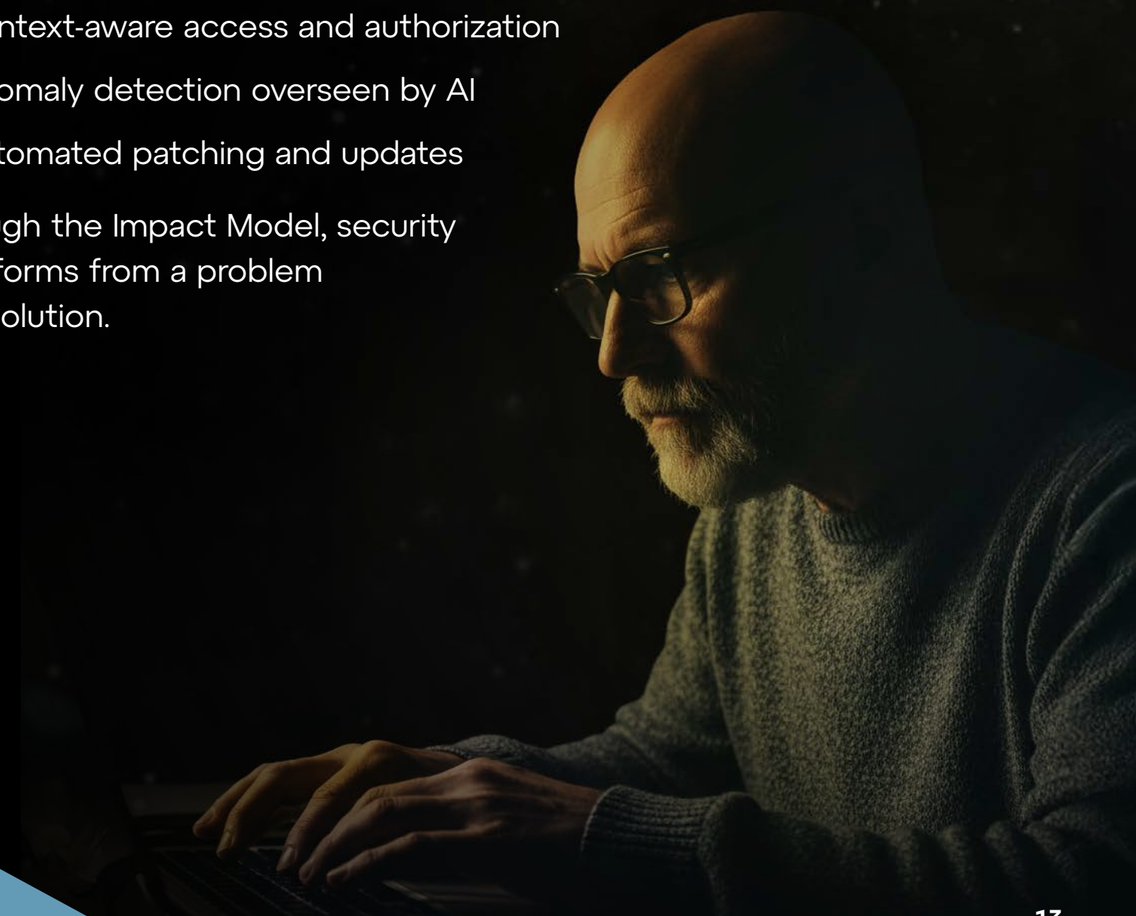
From security slowdowns to built-in resilience

In the Traditional Model, IT teams manually handled security, slowing down operations.

Enter the Impact Model, where security and resilience are integrated into every action. By leveraging integrations and AI, IT can achieve:

- Continuous monitoring
- Context-aware access and authorization
- Anomaly detection overseen by AI
- Automated patching and updates

Through the Impact Model, security transforms from a problem to a solution.



Built around experience and outcomes

Rather than reacting to problems as they arise, the Impact Model is “designed around outcomes,” a benefit which trickles down to customers:

> The organizational structure of most enterprises still is based on internal functional structures, not customer needs. Marketing answers to brand. Data answers to IT. Billing answers to finance. But customers don’t experience companies this way. For customers, the best outcome isn’t faster fixes; it’s fewer problems. They expect companies to anticipate issues, resolve them at the root, and continuously innovate so the experience works seamlessly (or even delightfully) across functions.” [9]

By transitioning from a reactive model to a proactive model, IT teams can preemptively address problems to improve the user experience for everyone involved.

For IT orgs still relying on the Traditional Model, how do you transition to the Impact Model? How do you overcome the IT Complexity Crunch and capture the **Impact Advantage?**

9 Harvard Business Review, “Designing a Successful Agentic AI System,” by Linda Mantia, Surojit Chatterjee and Vivian S. Lee, October 24, 2025. https://hbr.org/2025/10/designing-a-successful-agentic -ai-system. Accessed December 19, 2025.

Harnessing the Impact Advantage

To maximize efficiency and drive growth, you need to know where to focus your energy, time, and resources. LogMeIn's products enable IT teams to capture the **Impact Advantage** through six success principles:

1 Get risk right.

Balance security and speed with pinpointed endpoint management that adapts to context, identity, and intent.

2 Eliminate tech stack friction.

Enterprise businesses spend about 41% of their IT budget on infrastructure and operations, and complex, outdated tech stacks are a serious hindrance to speed and productivity.[10] Streamline operations by unifying your tech stack with **API integrations and automated workflows** to optimize both time and budget.

3 Maintain predictable security.

Leverage **real-time visibility** to foresee issues, preemptively address user behaviors, and foster a stable, reliable IT environment.

4 Elevate team experience.

Combine human insight with AI to speed up problem-solving and enhance user satisfaction. For example, LogMeIn Rescue was shown to drive 3x faster connections due to being designed for easy adoption and intuitive use.[11]

5 Unlock your knowledge.

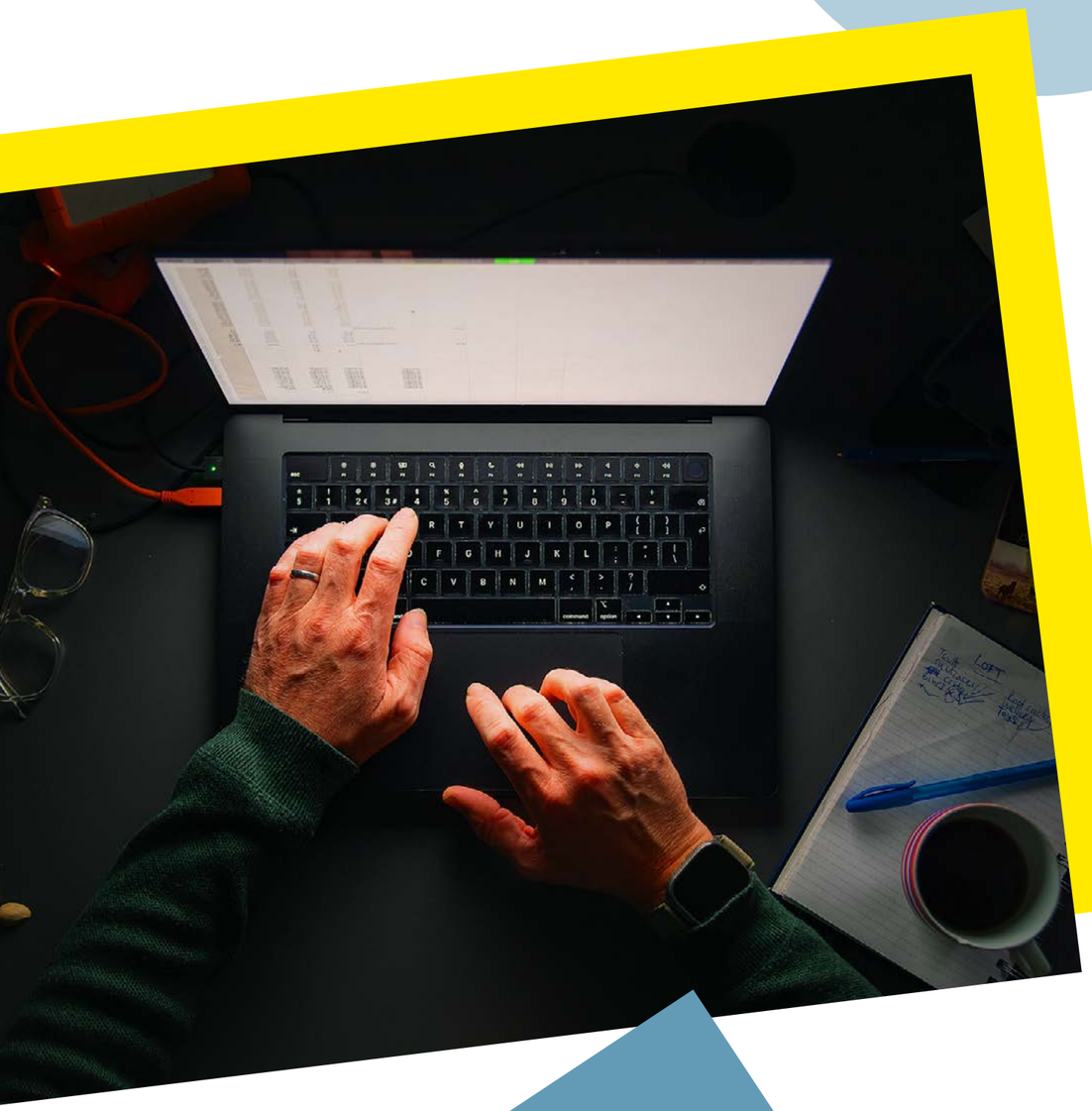
Transform service desk insights and system data into strategic intelligence, turning hidden costs into valuable, strategic knowledge.

6 Prepare for and leverage AI.

45% of IT workers say AI is crucial for efficiency, allowing them to eliminate tedious work and focus on higher-value activities.[12] Embrace purpose-built Agentic AI for unprecedented effectiveness and competitiveness.

LogMeIn partners with your team by helping you leverage its product suite to increase ROI, efficiency, control, and visibility. The incorporation of Agentic AI is one way to achieve this.

10 Forrester, "2025 Server Hardware Benchmarks, Global," by Naveen Chhabra and Kathryn Bell, August 06, 2025. https://www.forrester.com/report/2025-server-hardware-benchmarks-global/RES185434. Accessed December 19, 2025.
11 Qualitest competitive analysis report, "GoTo Rescue Competitive Analysis Report V05 June 2024," June 20, 2024 comparing LogMeIn Rescue to BeyondTrust and TeamViewer for Windows remote session for in web consoles. [Taken from LMI homepage]
12 Ivanti Research, AITSM: How AI is redefining IT service desk automation. https://www.ivanti.com/resources/research-reports/aitsm-redefining-it-service-desk-automation. Accessed December 18, 2025.



The AI Advantage in IT Operations – The Agentic AI Revolution

What Agentic AI is

Agentic AI is an AI system that doesn't just respond to prompts and commands—e.g., generative AI platforms—but can reason, plan, and act within guardrails set by humans. Agentic AI systems greatly benefit IT teams by actively participating in day-to-day tasks, from executing tasks to monitoring results and making real-time adjustments.

Why Agentic AI matters

IT teams historically juggle competing priorities:

- Speed vs. Accuracy
- Automation vs. Hands-on control
- Innovation vs. Risk
- Security vs. Ease of Use

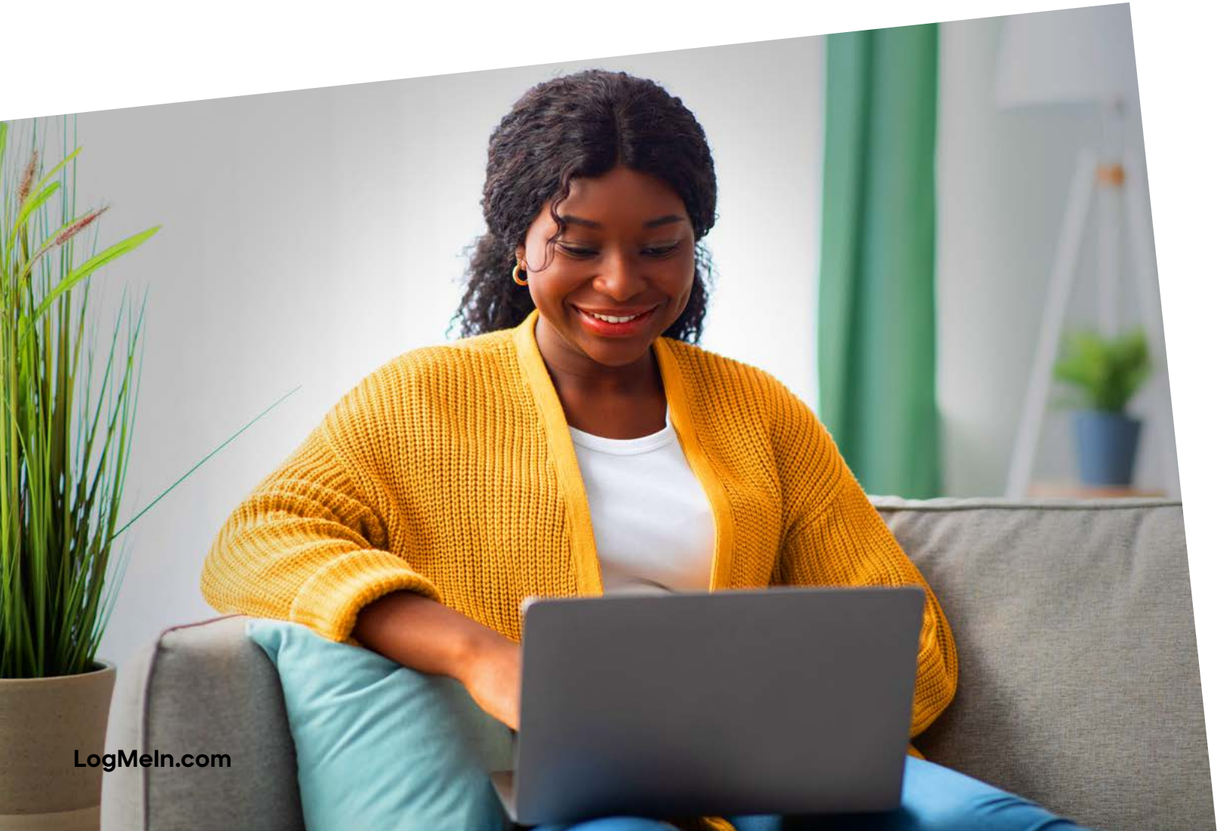
Rather than wrestling with the IT Complexity Crunch, they can harness the **Impact Advantage of Agentic AI** to **overcome past constraints and enhance experiences at a lower cost.**

Unlike traditional automation, which is static and requires human input, Agentic AI is dynamic: it self-operates within defined parameters and learns and adapts, enabling teams to **prioritize accuracy and speed simultaneously.**

The true power of Agentic AI lies in its insights. It can:

- Detect security and downtime risks before they escalate.
- Recommend or implement solutions and remediations.
- Analyze past events to identify effectiveness.

By adopting Agentic AI, IT teams can shift from reactive triage to proactive strategy, enhancing their role as a business value driver.



The human advantage of Agentic AI

While we know that AI and automation can increase productivity by reducing manual tasks, it can also empower IT employees. For instance, IT leaders can move senior employees into thought-leadership roles and give L1 employees more proactive tasks, making their work more fulfilling—e.g., by knowing how to leverage automation, they can reduce personal stress and feel like a superhero of the organization.

> "Handing over grunt work to machines lets people focus on more fulfilling parts of their jobs. The tech also seems to level out skills across a workforce: early studies … suggest that less experienced people get a bigger boost from using AI."[13]
>
> - **Will Douglas Heaven,** Senior Editor for AI, MIT Technology Review

By decreasing turnover and reducing time to competency, Agentic AI can give IT leaders more flexibility to achieve desired outcomes and improve their team's morale.

13 Ivanti Research, AITSM: How AI is redefining IT service desk automation. https://www.ivanti.com/resources/research-reports/aitsm-redefining-it-service-desk-automation. Accessed January 6, 2026.

Using Agentic AI in endpoint management

Endpoint management can be overwhelming, especially in large organizations. Agentic AI's context-aware reasoning and adaptability streamlines this process to complete tasks such as:

1. **Proactive patching and management:** AI identifies and resolves vulnerabilities, schedules updates, and escalates unresolved issues.

2. **Automated provisioning:** Enforces access policies across applications without human intervention.

3. **User experience optimization:** Monitors devices to reduce downtime and improve security while lowering IT tickets.

4. **Autonomous support:** Offers self-service support for users, drastically cutting service desk tickets and resolution times.

With Agentic AI, IT teams can enhance control and efficiency.

Controlled autonomy for secure automation

Some IT leaders are wary of implementing Agentic AI due to security concerns. To mitigate risks, implement it within guardrails that balance autonomy and control, ensuring it acts predictably.

Guardrails include operational limits, AI-to-human escalation for critical decisions, and comprehensive logging of actions for transparent oversight.

Additionally, responsible deployment requires a governance framework that should include:

- **Ethical guidelines**
- **Clear policies**
- **Automation management**
- **Regular security audits**
- **Transparent data collection**
- **Regular rollback plans**
- **Generation of system logs**

This approach empowers IT leaders to harness the benefits of Agentic AI while minimizing risks.

> "For example, to ease employees' anxiety about AI implementation, set up trainings to help them understand the technology, how it's likely to be applied to their roles and what they can do to stay relevant in those roles.
>
> On an organization-wide basis, foster discussion of what AI could ultimately mean to the business. … Go systematically through the organization's key functions to get a picture of AI's likely impact across the organization."[14]
>
> - **Robert Grazioli,** CIO, Ivanti

14 Ivanti Research, AITSM: How AI is redefining IT service desk automation. https://www.ivanti.com/resources/research-reports/aitsm-redefining-it-service-desk-automation. Accessed December 18, 2025.

The competitive advantage

With an Agentic AI, IT execs can **break the constraints of the past** and … :

- **Deliver higher-level experiences at a lower operational cost.**
- **Improve security through a continuously adapting system.**
- **Reallocate IT staff from maintenance to innovation.**
- **Position IT as a value driver of business outcomes.**

The IT departments deploying AI solutions are reaping the rewards: 55% of IT teams reported that AI helped reduce operational costs, with 8% noting reductions over 20%.[15] Additionally, 52% of IT leaders said AI contributed to annual revenue growth, with 5% seeing increases over 10%.[16]

It's clear: the IT execs who make the shift gain the **Impact Advantage.**

15 McKinsey, Exhibit 7: "Respondents most commonly report cost benefits from AI activities in software engineering, manufacturing, and IT" in The state of AI in 2025: Agents, innovation, and transformation, November 5, 2025. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai. Accessed January 7, 2026.

16 McKinsey, Exhibit 8: "Respondents report the greatest revenue benefits from AI in marketing and sales, strategy and corporate finance, and product or service development" in The state of AI in 2025: Agents, innovation, and transformation, November 5, 2025. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai. Accessed January 7, 2026.

Your Transformation Roadmap: From Traditional to Impact-Driven IT

> You know what the solution is. It's AI. But you're working 60 hours a week trying to close tickets. You don't have any bandwidth to learn this stuff... so you need a trusted partner."
>
> - **Mike Barry**, Managing Operating Partner, FPO

Getting started

You're likely not starting from scratch with AI, but knowing where and how to implement it is crucial. By partnering with LogMeIn, you receive practical AI solutions that empower IT leaders to enhance team performance, improve organizational processes, and focus on more proactive tasks.

But where do you start?

Rather than expecting to have a fully scaled AI solution by next week, you should consider where you are on the Modernization Path. Keep the following principles in mind:

- **Go at your own pace:** Deploy your solution in a way that suits your team for optimal results.
- **Leverage your investments:** Utilize existing tools and processes, as LogMeIn's suite integrates with your software.
- **De-risk your journey:** Achieve ideal deployment without compromising security or your budget.

Building Cyber Resilience

Understanding the path towards Impact-Driven IT

The process of deploying Impact-Driven IT occurs in three stages:

Phase 1: Foundation building

Focus on quick wins to establish a solid **foundation for Automation & AI readiness.** Key actions include:

- Capture knowledge from existing data.
- Simplify the tech stack to reduce friction.
- Ensure visibility across endpoints, apps, and users.
- Automate high-volume IT tasks (e.g., credential resets).
- Reduce IT backlog and address shadow IT.
- Embed security across all endpoints.
- Prepare your workforce for modernization.

Phase 2: Modernization and integration of Agentic AI

After establishing your foundation, implement automation and simplify systems before introducing AI for modernization. This is the time of **Human and AI collaboration.**

- Use autonomous AI for anomaly detection, issue prediction, and systems analysis.
- Leverage AI to troubleshoot bottlenecks and improve workflows.
- Integrate AI into the self-service sector to reduce tickets and improve ticket-to-resolution times.
- Begin the shift from reactive to proactive operations.

Phase 3: Moving toward Autonomous Management

Now that you've thoroughly implemented AI, you can transition towards an IT environment supported by **Autonomous Management.**

- Automate resolution for everyday end-user and system issues.
- Plan and execute complex tasks autonomously.
- Deploy policy-based governance that enforces compliance automatically.
- Roll out AI supervisors that require limited human intervention.
- Support a cyclical learning process that is self-improving.

Parallel paths of the Modernization Path

To stay competitive, implementing autonomous Agentic AI is essential, especially since 65% of organizations aren't leveraging it yet. It's crucial to balance your investment, too. Per Boston Consulting Group, you should invest 10% on algorithms, 20% on technology, and 70% on your people and processes.[17]

Start by **modernizing management:** Address AI concerns transparently, involve your team in decision-making, and communicate goals clearly. Furthermore, instill trust as a thought leader by advocating for the benefits of autonomous automation.

You should also **invest in your workforce** by creating new roles and promoting skills like AI literacy and data analysis. New roles will include automation engineers, integration specialists, product managers, and security architects. You'll want to foster education to promote new skills like AI literacy, automation design, and data analysis. And you'll support a new philosophy of work, training your team to move from a reactive to a proactive workforce.

17 Boston Consulting Group, "How Agents Are Accelerating the Next Wave of AI Value Creation," by Vinciane Beauchene, Nicolas de Bellefonds, Djon Kleine, Rich Lesser, Amanda Luther, Tom Martin, and Daniel Sack, December 15, 2025. https://www.bcg.com/publications/2025/agents-accelerate-next-wave-of-ai-value-creation. Accessed December 22, 2025.

Measuring success

Measure success through precise, concise data. Key metrics include:

- **Downtime—notably whether it's reducing with time.**
- **Mean time to resolution (MTTR)**
- **AI task success rate**
- **User satisfaction scores**
- **User engagement**
- **Cost savings**
- **Productivity gains**
- **Staff burnout/sentiment**

This data helps you track progress and identify growth areas.

LogMeIn: Your strategic partner in IT transformation

Selecting an endpoint management platform for IT operations requires evaluating three business factors: security, modernity, and futureproofing. **LogMeIn** prioritizes these factors in the following ways:

Security first

LogMeIn emphasizes security at every level, enabling Zero Trust principles, AI-driven threat detection, EDR/XDR integrations, continuous monitoring, and automated patching to safeguard your business against evolving threats.

Built for now

Reliable and robust, LogMeIn has facilitated over five billion remote sessions with 99.9% uptime. Its pre-built connectors for platforms like Microsoft Teams and ServiceNow ensure seamless integration into your existing workflows, even under pressure.

Constantly developing

By committing 30% of R&D to AI, LogMeIn empowers IT teams with purpose-built technology that enhances efficiency, transforms technicians from reactive to proactive, and enables leaders to maintain control.

Easy integrations for fast, intuitive IT experiences

LogMeIn's integrations with companies like **ServiceNow** allow customers to streamline workflows with AI-powered efficiency and functionality, allowing IT teams to:

- Provide integrated remote support.
- Raise productivity and revenue.
- Produce effortless, complete documentation.
- Improve customer and technician satisfaction.

The strength of LogMeIn lies in our purpose-built product suite that utilizes practical AI to streamline processes, enabling businesses to accelerate their impact-focused AI initiatives effectively.

The results for IT teams using LogMeIn's practical AI management solutions speak for themselves, with customers able to:

- Increase customer satisfaction (NPS) scores by 50 points.
- Improve speed and efficiency, with 80% of sessions resulting in first contact resolution (FCR).
- Reduce call times by 20%, .[18]

18 https://edge.sitecorecloud.io/gototechnol00e8-mktglobalxm07e7-mktglobalpr9498-b870/media/project-global/global/pdfs/case-studies/cs-alpha-cc.pdf.

Which LogMeIn product is right for your IT team?

	LogMeIn Rescue	LogMeIn Resolve
Best for ...	**IT teams** at large businesses and enterprises to provide technical remote support to employees and customers.	**IT departments and MSPs** to streamline operations with a **unified endpoint management** that securely brings together remote access & support, RMM, ticketing, automation, asset management & more.
Core features	Enterprise Remote Support: remote control, screen sharing, monitoring & reporting, granular permissions & controls, enterprise-grade security, customization & branding, file transfer, session recording	Unified Endpoint Management: RMM, Patch Management, MDM, Practical AI, IT record keeping, asset management, customizable reporting, zero trust architecture
Typical outcomes	40-50% faster resolution, 80% FCR, 3x faster connections	60-70% ticket reductions, 395% ROI, 50% capacity increase

Let's explore both products more in-depth.

Improving support with LogMeIn Rescue

LogMeIn Rescue provides enterprise-level remote support built to support employees and customers at scale. Designed with practical AI, it helps organizations work more efficiently and deliver faster, higher-quality support experiences.

A Forrester Total Economic Impact™ study found that LogMeIn Rescue significantly saved customers both time and money, including:

- Return on investment in less than 6 months.
- Decreased time to complete service tickets.
- Faster customer issue resolutions.

Despite having mature online support functions and sophisticated call centers, **FUJIFILM Asia Pacific**—a global organization with 100+ support engineers based in Sydney, Australia; Seoul, South Korea; and Kuala Lumpur, Malaysia—wanted to take its customer support to the next level. To achieve this, they needed a remote access tool that enabled remote technical assistance and drove proactive, predictive support.

> Delays or machine downtime can be costly for customers so being able to predict when a service call or replacement part is needed and scheduling an appropriate time for maintenance with a client is critical. Our goal is to resolve an issue before the client is aware it exists."
>
> - **Justin Russell,** General Manager of Customer Support, FUJIFILM Asia Pacific

FUJIFILM chose LogMeIn Rescue as its solution. They initially used Rescue to boost web-based remote support, customer satisfaction, and cost savings. After significant success, Russel realized they could further leverage the product to provide "value-added remote support across maintenance and professional service implementation." They invested in upskilling support engineers to get the most out of Rescue.

Today, 69% of FUJIFILM Asia Pacific's customer support transactions—over 2 million annually—are resolved through its eSupport remote strategy, with LogMeIn Rescue enabling fast, cost-effective remote resolution and reducing the need for onsite visits.

While self-service has reduced the volume of basic enquiries, the remaining cases are more complex, driving greater reliance on remote support. As a result, Rescue usage increased from 27% to 41% of annual support interactions.

FUJIFILM has been able to provide more valuable services to its customers while also deriving more value internally. Justin Russell, General Manager of Customer Support at FUJIFILM Asia Pacific, notes how much Rescue has helped them stand out from the competition and continue to grow:

> "From our audit of the industry, no company offers customer and solution support to the extent that FUJIFILM does ... Moving up the value chain and offering more value-added services is a priority at FUJIFILM. Rescue has been a key tool in achieving this."
>
> - **Justin Russell,** General Manager of Customer Support, FUJIFILM Asia Pacific

Advancing endpoint management with LogMeIn Resolve

LogMeIn Resolve revolutionizes Unified Endpoint Management (UEM) for IT teams by providing an all-in-one solution that integrates into existing workflows, enables seamless automation, and delivers agile support. It also provides IT teams with significant cost savings by having a tool to manage multiple operational functions.

Telecom Technicians, Inc. (TTI), a provider of network installation services, reduced its tech stack by 80% and its IT spend by 70% thanks to LogMeIn Resolve.[19] Sam Kauffmann, IT Manager for TTI, now swears by LogMeIn Resolve to get his job done, referring to Resolve as the "one tool to rule them all," saying, "[the] timesaving alone is worth the price of admission."[20]

While easy to use and unified, Resolve's true strength lies in its powerful AI-driven capabilities.

LogMeIn's Virtual Technician leverages practical AI to streamline endpoint management and end-user support. Whereas most UEM tools require extensive configuration or separate integrations to handle multiple tasks, Virtual Technician leverages learned knowledge to preemptively troubleshoot and resolve tech issues, while continuously capturing and analyzing sessions to refine its learning further and improve accuracy and speed. It's what makes LogMeIn Resolve a proper all-in-one UEM solution.

19 https://www.logmein.com/resources/case-study-tti.
20 https://edge.sitecorecloud.io/gototechnol00e8-mktglobalxm07e7-mktglobalp9498-b870/media/project-global/global/new-resourcemedia/pdf/cs_tti-pdf.pdf.

It's an unprecedented value that prompted Mike Hill, IT Manager at Accurate Biometrics, to describe LogMeIn Resolve as a "game-changer" that streamlines workflows and saves countless hours. At the same time, the Virtual Technician "lets us automate even those repetitive, click-based tasks that can't be scripted, like configuring ScanSnap scanners for every new employee. With Resolve, we quickly turn manual setups into simple, repeatable processes."

These practical AI solutions help your business merge onto the future-ready, low-risk modernization path, preparing you to embrace the Impact Model fully.

> Resolve's approach to transformative yet practical AI gives IT teams the "brains" to work smarter and the "brawn" to resolve issues more effectively. ... Welcome to a world of automation, transparency, and intuitive problem-solving." [21]
>
> - **Chris Savio,** Sr. Director of Product Marketing, GoTo

21 Chris Savio, "Transforming Endpoint Management with LogMeIn Resolve's Practical AI and Virtual Technician." February 18, 2025. https://www.logmein.com/blog/transforming-endpoint-management. Accessed January 06, 2026.

Make IT work more meaningful and impactful

IT execs, senior employees, and even fresh talent shouldn't be stuck handling thankless tasks. Instead, it's time you, as an IT thought leader, transform IT into a key value driver for your business.

For employees, you can become a "career builder," showing your team how AI can free them from rote, manual tasks, giving them time to gain new skills, develop professionally, and transition into thought-leadership roles. For instance, a Gartner® study found that "through 2027, 25% of CIOs will use augmented, connected workforce initiatives to reduce time to competency by 50% for key roles."[22]

Additionally, your goal is to convince your employees and stakeholders of the value of agentic AI management. And once adopted, you should continue pushing your team forward on the modernization path toward full-scale adoption.

> Companies capture value when they effectively enable employees with real-world domain experience to interact with AI solutions at the right points. The combination of AI solutions alongside human judgment and expertise is what creates real "hybrid intelligence" superpowers and real value capture. AI leaders adopt a set of other practices that point in this same direction, including fully embedding AI solutions into business workflows and having senior leaders actively engaged in driving adoption at scale."[23]
>
> - **Bryce Hall,** Associate Partner, McKinsey

LogMeIn and its agentic AI-powered solutions give you the tools to make the most of your talent, knowledge, and tools. Moreover, your partners at LogMeIn can help you define your ideal trajectory and timeline towards the Impact Model, transforming your IT team into a true business contributor and value driver.

22 Gartner, Top Strategic Technology Trends for 2024, By Bart Willemsen, Gary Olliffe, Arun Chandrasekaran, 16 October 2023. https://www.gartner.com/en/documents/4842131. Accessed January 7, 2026.
23 The state of AI in 2025: Agents, innovation, and transformation, McKinsey. November 5, 2025. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai. Accessed January 7, 2026.

LogMeIn

Your path forward

The IT Complexity Crunch requires new ideas and approaches. The modernization path is more than a single initiative or change; it's a continuous evolution of capabilities and organizational positioning. As an IT leader, taking an approach that assesses your current state, prioritizes quick wins alongside long-term transformation, and communicates progress consistently will lead your team to be a true value driver for the business.

Whether you're ready to move forward now or still evaluating your options, LogMeIn provides both the technology foundation and expertise to support your transformative journey. By combining advanced endpoint management and remote support with AI-powered automation, our products are designed to meet you where your business is and scale as your needs evolve.

All it takes is getting started. From there, you're on the journey from automation to true agentic AI management.

Speak with an expert to schedule a customized demo of Rescue or Resolve tailored to your specific environment and use case.

Speak with an expert

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