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# Buyer's guide to all-in-one IT support and management

It's time to make IT easy

IT can be hard to manage and support in today's flexible world. Many help desk teams have amassed various tools to do the job, but it's difficult to juggle point solutions while delivering exceptional experiences and locking out cyberthreats.

This buyer's guide can help you select the best IT solution for your business, ideally one that lets you consolidate and do more with less. With nearly 20 years of experience, GoTo knows how to make IT easy, anywhere, with tools powerful enough for the enterprise yet built for SMBs.

How to choose the right solution
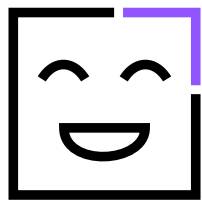
At GoTo, we believe flexible-work software should lift you up, not weigh you down, and that includes IT support and management technology.

We have identified the five most important factors to consider when evaluating solutions to help you find the best fit for your SMB:

1. Core functionality

2. Productivity

3. Security

4. Dependability

5. Deployment model

1 Core functionality

While various point solutions deliver on one or two capabilities that modern help desks need to support flexible work, it can be a hassle to manage and work in multiple tools. Look for a solution that unifies the tools your team needs most frequently to manage, triage, and support — and ultimately deliver a seamless employee support experience.

Remote support

Providing fast, consistent IT support in real time keeps employees up and running and businesses productive. Look for a solution that speeds up resolutions, starting with a fast, frictionless join flow to view and control an end user's screen. All the tools an agent needs to get the job done should be at their fingertips, like system diagnostics, reboot/reconnect, and file transfer.

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Remote monitoring and management (RMM)

Technology is the heartbeat of modern workforces, and your solution should let you keep a pulse on your environment. Look for a solution that gives you background management capabilities with one-click access to your endpoints' system diagnostics, including memory, CPU usage, and more.

Unattended access

Once you identify a problem, you shouldn't need to disrupt your end users to solve it. Your solution should let you remote into your employee's device when the time is right and without them needing to be present.

Mobility

BYOD (bring your own device) is a given for today's workers who want to work their way. Look for a solution that doesn't treat mobile device support as an afterthought. Support features for iOS, Android, and Chrome OS should be on par with those for desktops and laptops, like remote view, easy join flows, mobile chat, session transfer, and session recording.

Camera sharing

When employees work remotely, they're not just on their devices. Their entire workstations need to be supported. Ensure you can extend support to physical equipment like printers and routers with seamless, no-download mobile camera sharing. In-depth tools like built-in audio, annotations, and screenshots will help agents solve issues faster.

2 Productivity

In a competitive job market, employee experience is everything. Consider how easily your agents can use their tools and how seamlessly employees can get help.

Conversational ticketing

Today's work happens in messaging apps like Microsoft Teams, so it makes sense to integrate support where workers are working. Look for a solution that lets employees submit a ticket and get updates as easily as sending a chat, and for help desk agents to provide support within your messaging platform. This will allow you to manage, respond, act, and resolve issues all in one place.

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Multi-platform problem solving

Your agents and employees should have a choice when it comes to how they work best. Look for a solution that gives agents the flexibility to work from any device with a web-based console, traditional desktop app or mobile app. And can extend support regardless of where the problem is – PCs, Macs, iOS and Android mobile devices, Chromebooks, and even physical equipment like headsets and printers.

IT automation

Take repetitive tasks off your team's plate and do more in less time. Look for the ability to automate administration tasks like software installations, patches, updates, provisioning, registry settings, remote command execution, file batch distribution, PowerShell scripts, and DevOps pro implementation.

Helpdesk console

Besides the ability to leverage your organization's messaging app for ticketing and support, some teams like the ability to use traditional email ticketing and a web-based agent console. A flexible solution will give you multiple ways of working to suit what's best for your business.

3 Security

With cyberthreats on the rise, security is a top concern. Ensure any tool you adopt helps you protect your users and business by closing vulnerabilities and locking out malicious actors.

Zero trust access controls

It's no secret that hackers can wreak havoc once they gain access to an IT environment. A zero trust approach to RMM requires that anyone and anything trying to connect to its systems verify identity before granting access. Endpoints never trust blindly, giving you peace of mind that only authorized users are creating and running automations.

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Banking-grade encryption

Your business deserves the same security levels trusted by major banking institutions. Stay secure with solutions that provide government-approved 256-bit Advanced Encryption Standard (AES) and Transport Layer Security (TLS).

Single sign-on (SSO) and active directory (AD)

Simplify and secure login access control for agents so only authorized agents gain access. SSO allows agents to sign in using the same user identity used for other business applications. AD, which enables SSO and user synchronization, makes it easy to secure logins and provision agents.

Multi-factor authentication (MFA)

A top goal of any good software is to make credential attacks extremely difficult. MFA adds a level of access control security by requiring the use of an authenticator app on the user's mobile device to verify identity so hackers can't compromise the account.

Audits and reports

Working smarter and getting better over time requires insights. Look for a solution that gives admins the information they need to move their teams forward, whether that be through automatic session recordings or detailed reports.

4 Dependability

When your business relies on technology, you need to be able to rely on your IT tools. Ensure your solution can be trusted to perform and scale with your business, so you can keep your users up and running and easily handle changes in growth.

Reliable uptime

Fast-moving businesses have no time for downtime. Take a close look at uptime when considering a solution. Anything less than 99.9% availability is risky. Some report 99.99% uptime, for virtually unbeatable reliability.

Flexible licensing

Be ready to scale, grow, and flex to serve any future IT needs for your business. Your solution should be able to scale to handle more agents and users without eroding reliability, availability, or performance.

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5 Deployment model

Make sure your solution provider is offering real cloud-based technology for ease of deployment and use. Some on-premise providers may attempt to host their solutions and sell them as cloud-based offerings in an effort to maintain market share. If it's not a truly cloud-based offering, you are sure to deal with slow software, additional hardware maintenance, and many other headaches. And keep in mind that end users are often dubious of downloads. Tools like camera sharing and remote view should be used instantly, download-free.

One solution is all you need

You can get all these features and functions by adopting different solutions, but that gets complicated quickly. One easy-to-use, simple-to-manage solution puts everything you need to support IT at your organization in one single pane of glass. If you're currently juggling tools that aren't fully serving your SMB's needs or elevating your employee experience, it's time to look for a solution that lets you do more with less.

Your IT management checklist

This checklist will help you compare various solutions so you can more effectively weigh your options and choose the tool that best meets the unique requirements of your SMB.

- Is this tool easy enough for not-so-tech-savvy end users?

- Can we rely on this tool to be available when we need it?

- Does it integrate with our organization's daily workflow?

- Can we remotely support devices without the user present, such as when an employee has left for the day?

- Can our support team optimize their time while seamlessly managing multiple remote support sessions at once?

- Can we access information about a user's system without remote control to help resolve issues faster?

- Does the tool generate reports based on agent statistics and activity?

- Does the tool fend off rapidly expanding security threats?

- Can we extend support beyond computers and mobile devices without being on-site?

- Does the tool make it easier for us to do our best work from anywhere?

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GoTo's flexible-work software is designed to support end-users' unified communications & collaboration (UCC) and IT management & support needs. Nearly 800K customers contribute to the more than 1 billion people joining meetings, classes, and webinars through GoTo's UCC products, and half a billion connections on the company's remote access and support tools. By building its secure, easy-to-use software, GoTo is committed to ensuring the time at work is well spent so that time outside of work is better spent.

With over 3,000 global employees and over $1 billion in annual revenue, the remote-centric company's physical headquarters is in Boston, Massachusetts, with additional offices and thousands of home offices in North America, South America, Europe, Asia, Australia, and beyond.

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