



ScreenMeet

Important Tools All Remote IT Technicians Should Have in 2023

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Remote IT support has come a long way in the last few years. Pre-pandemic, a firm's remote team might have consisted of a few techies banished to the basement. Now, all companies who made the switch to hybrid or work from home feel lost without them. Somehow, the office managed to transition from the workplace to the cloud with minimal business disruption. For that, they should thank their remote IT support.

With companies forced to ask some, if not all, of their employees to go home during the lockdown, the bigger problem was how to ensure continuity of work. Without IT expertise, many employees would

have risked health and safety unnecessarily, simply to keep the office up and running. Instead, the success of remote support technicians in bringing the entire system online made them the darlings of the corporate world. Moreover, a large majority of employees reported being just as or even more productive while carrying out their duties remotely, according to [Owl Labs State of Remote Work 2021](#). Little wonder that the role of IT fast shifted from an afterthought to an essential part of the company.

Without them, support technicians would have been groping in the dark almost as much as everybody else. These tools have at least one thing in common—they put the “remote” in remote work.

The Benefits of Adopting Cloud-Based Remote Software

Meet [ServiceNow](#), a cloud-based IT service management company providing Software-as-a-Service (SaaS) products, from platforms and apps to frameworks. Utilizing ScreenMeet's software solutions, which allow remote IT support agents to share a screen with clients (employees), as well as remote takeover of their computers, ServiceNow is better able to diagnose—and resolve—any issues that may arise. When needed, agents can also perform a remote takeover to assist in problem-solving. Using ScreenMeet as one of their primary tools for troubleshooting, ServiceNow saw [tremendous ROI in less than 3 months](#).

Other companies can take a page from ServiceNow's playbook if they're serious about providing reliable IT help desk support. Having the right software tools simplifies the task of identifying and correcting problems, no matter where you perform the work.

Advantages of Cloud-Based Remote IT Support Software

Support doesn't have to happen onsite or at the service provider's office. Remote IT teams can log in and start troubleshooting from just about anywhere there's an internet connection. Here are a few other benefits of cloud-based remote support software.



Meanwhile, IT remote teams have several tech tools to thank for their success.

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- **Reduces Costs:** For the price of a cloud subscription, users can count on getting the latest versions and newest features available anytime. In addition, they won't have to worry about paying for and installing upgrades or extra features.
- **Provides Immediate Support:** Having fully-functional software available from the start enables support teams to [immediately dive into the issue at hand](#).
- **Client-friendly:** Cloud-based software provides the ease of web-based solutions that allow users to simply log in from a browser. It also means that the support software will enable straightforward connections with additional software or extensions.
- **Convenient for Agents:** Having a central dashboard with logs, recordings, and data all in one place [assists service agents in analyzing and solving clients' issues](#).
- **Platform-Agnostic:** The operating system used by clients won't pose a problem when running the software.

What Type of Remote IT Software Should You Get?

When deciding on which remote software solutions to deploy, consider whether your clients require attended or unattended software. In some cases, they might prefer both.

Attended and Unattended Software

The difference between the two types of software is the level of user participation. As the name implies, attended software needs the assistance of the end user to connect, and remain connected, to the device. In many cases, the session issues an authorization code to the device, which the user then transmits to the remote IT support team.

While a secure option, attended software solutions might be less convenient. For one, they require the user's presence and cooperation. This may be harder to get during off-hours. Plus, the added burden of explaining their role to users in the remote support session might require additional time. Attended software is, nonetheless, perfect for service desks that provide one-time help to clients.

Meanwhile, unattended software dispenses with the notion of the end-user being present during troubleshooting sessions. In contrast, a lightweight agent can be installed in fleet devices enrolled in unattended support, ensuring connectivity with the support team on demand. Apart from having to click the agent download link, users won't need to stay in proximity to their devices during these sessions. Instead, the remote IT support team will handle the entire operation. As such, unattended software support is preferred by most service providers for their devices.

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Other Types of Support Software

Looking at the benefits of attended versus unattended support software is one thing. For the bigger picture, you'll also need to evaluate the available support software in terms of its function. Here are a few examples to help you identify the support tool that's best for you.

Remote Management and Monitoring (RMM)

RMM is a type of unattended support software designed to assist managed IT service providers (MSPs) to monitor, manage, and maintain the entire network of devices belonging to their fleet. This includes client endpoints and end-user devices such as computers, smartphones, and tablets. Apart from diagnosing and solving problems, RMM software helps MSPs by gathering performance data from client devices and monitoring activity to identify potential problems before they happen.



Service Desk

Whether it's servicing internal clients (employees) or external ones, an IT service desk is at the heart of customer support for many companies. It serves as the single (and central) point of contact where all problems end up. Moreover, it handles everything from individual technical issues to systemic problems such as network-wide shutdowns. As the frontline for any reported issues, the service desk is usually responsible for logging issues and dispatching them to the appropriate teams for resolution.

Records Keeping and Documentation

Like everything else in a modern company, documentation is not just a legal requirement. It's also a way to prevent problems from occurring repeatedly. Support teams need accurate records keeping and documentation software to make sure that processes pertaining to IT software, operations, communications, and customer service adhere to industry specifications and legal standards.

Choosing the Software That's Best for You

"The proof of the pudding is in the eating." This adage describes the best way to judge software. While many solutions might plug their various features and benefits, it pays to know firsthand whether their attributes align with your specific objectives and requirements.

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Below are some of the recommended test questions to ask yourself before issuing the payment for support software.

Is It Cloud-Based Rather Than On-Premises?

This is an initial question that serves to screen out any software pretending to be a remote solution. The basic idea behind a remote support solution is straightforward: it should have the ability to connect to fleet units or client/user devices via a cloud connection. If the answer is anything but a resounding “yes,” buyers should immediately remove the product from further consideration.

Is It Secure?

This is another basic question that buyers should research in respect of any prospective software solution. It's not only about how secure the software's connection is when linking the support team with the client's device. Security also refers to the protection of private data from user devices. It helps if your chosen software solution partners with an equally reliable cloud server company instead of a questionable one.

Is It Scalable?

All companies dream of growing bigger eventually. When selecting support software, you'll need to consider your future growth and compare it with the software's ability to keep up. Can it scale along with you? Sure, it can handle 10,000 connections right now. But what will happen when you're dealing with a hundred thousand connections in the future?

Is It Compatible With Other Platforms?

Does your support service software function across all operating systems, or Windows alone? If so, that should point to potential problems down the road. Remote work systems often embrace the Bring-Your-Own-Device (BYOD) concept to remain all-inclusive. That means not just Windows, macOS, and maybe Linux. They should also operate well with Android, iOS, and, to some extent, Chrome.

Does It Provide Seamless Integration With Other Software?

Apart from remote IT support, companies have significant investments in other software systems, such as enterprise resource planning (ERP), customer relationship management (CRM), accounting systems, and HR and productivity software. It would work much better and cost much less if you could get software that's already seamlessly integrated with your existing software library. Otherwise, you'll be stuck with mismatched parts requiring additional and often complex efforts to integrate.

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Why ScreenMeet?

Support your remote IT team by providing them with secure, scalable, platform-agnostic, and integrated software solutions. Doing so shows how much you value their role. It also tells them that you recognize the challenges of their job.

ScreenMeet is one such support software that checks all the boxes. As a cloud-based solution that's seamlessly integrated with a variety of enterprise and productivity tools, ScreenMeet only needs users to log into their CRM or ITSM platform, and it's instantly ready to provide help.

If a company like ServiceNow [can resolve so many of its clients' complex requirements](#) by using ScreenMeet, maybe it's time for you to try them too. Simply get in touch, and we'll gladly get back to you to [arrange a short demonstration](#).





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About ScreenMeet

ScreenMeet delivers better real-time online experiences, with easy, secure, and reliable voice and video calls, chat, cobrowsing, and remote support. ScreenMeet customers around the world use it to drive best-in-class customer, employee, remote work, and remote support experiences. Founded in 2016 by cloud, online meeting, and customer support veterans to build solutions to support better real-time online experiences, ScreenMeet delivers those customer, employee, and remote-support experiences for hundreds of customers worldwide.