

Fluidx Technical Support using LogMeIn Rescue

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Many FluidX instruments require sophisticated software, particularly our range of DataMatrix 2D barcode readers, and we aim to provide support to our customers quickly and easily so that you are up and running as soon as possible.

This can be achieved by a mixture of email and telephone support, but often the fastest way to solve a software issue is by enabling one of our Technical Support Team to connect to your PC remotely. As a result we are advising our customers that our level of support may be reduced without this ability.

Understandably there can be security concerns. FluidX investigated the remote control systems available and selected LogMeIn Rescue as a partner to deliver remote connection support. There are plenty of good technical reasons for this choice which are outlined in a LogMeIn White Paper "LogMeIn Rescue Architecture"

(https://secure.logmeinrescue.com/welcome/Documents/Pdfs/rescue_architecture.pdf).

However a summary would be that it is fast, effective and secure!

Also, we're in good company. Have a look at the companies who also use LogMeIN Rescue to provide support to their customers; we have highlighted a few below.

