

# Citrix Online delivers for BT

Citrix Online is delivering a powerful support and IT service solution to BT's small and mid-sized business customers with the IT Support Manager (ITSM) service, powered by Citrix GoToAssist remote technical support.

Customer response to this solution for remote technical support with Citrix GoToAssist is said to be earning BT an impressive 97% satisfaction metric.

"Customers are describing IT Support Manager as a 'really first-class service' that provides 'excellent and immediate assistance'," said Jan Zajackowski, senior product manager at BT: "With the GoToAssist

solution for remote technical support, we are able to collaborate with our customers on-demand, thus eliminating the need to send our technicians out to our customer sites."

With IT Support Manager powered by GoToAssist, BT customers can contact BT IT Specialists on the phone, and in seconds, grant permission for a specialist to access their PCs over the Internet, to locate, view and fix problems remotely, securely and completely.

The service includes reporting tools and an instant customer satisfaction survey that enables BT to measure its success on demand.