GoTo Resolve

Product Overview

All-in-one IT Management and Support for Today's IT Challenges

Saving more doesn't need to mean getting less. Get affordable, built-in RMM, remote support, and ticketing in GoTo Resolve, the only all-in-one IT management and support solution.

Streamline your IT support
No more juggling multiple tools at a time to get your job done and address employee needs. GoTo Resolve includes all your go-to tools.

Flexible for today's work systems
GoTo Resolve is built to meet the needs of each organization and use case with support for all systems.

Security never compromised
It's no secret that cybersecurity threats are growing along with flexible and remote work. GoTo Resolve is the only RMM and remote access solution built with a zero trust architecture.

Minimize employee downtime
Bring IT support to your employees in your messaging platform, and access computers to provide support when no one is there.

GoTo Resolve unifies:

- Device access and support for PCs, Macs, Chromebooks, and mobile

- Intuitive remote monitoring and management (RMM) tools or proactive problem solving

- Modern incident management with MS Teams integration

- Live end user camera streaming for equipment and hardware
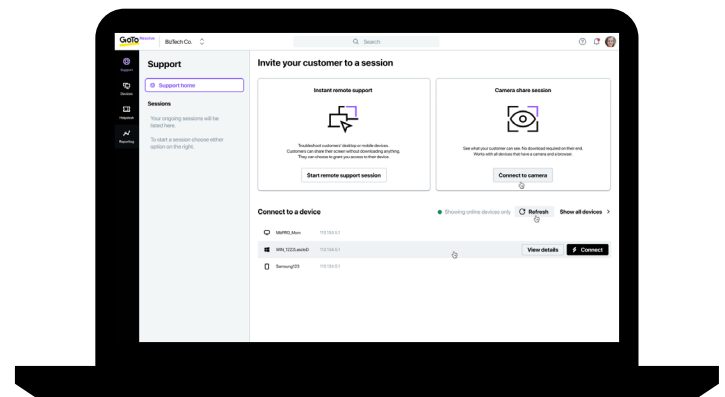
Device Quick View: Access system diagnostics in one click without disrupting the end user.

Streamlines Support for Faster Resolutions

- **Easy RMM:** With an all-in-one RMM solution, GoTo Resolve customers can leverage a single platform for maximum productivity and efficiency – whether that is to set up alerts, get the latest antivirus definition, install a patch, and more.

- **Consolidated toolkit:** With unified RMM, remote support, and helpdesk, agents no longer need to switch between app windows and logins to capture and solve problems.

Secures Your Business

- **Secure architecture:** Permission-based support is backed by end-to-end data encryption using government-approved 256-bit Advanced Encryption Standard (AES) and Transport Layer Security (TLS).

- **Zero trust access:** The industry's first zero trust identity-based access control protects managed devices from malicious actors.

- **Multifactor authentication:** Add a second level of security for your accounts to make credential attacks extremely difficult.

Flexes to Fit Your Needs

- **Right-fit support:** Agents can choose zero-download remote view for fast support or launch remote control when they need to dive deeper.

- **Support any device and platform:** Meet any user on any device – PC, Mac, iOS, Android, and Chromebook – and provide support from any device or platform (desktop, web, or mobile).

- **Helpdesk options:** Make the solution your own with choice of conversational and/or traditional ticketing, and a desktop agent console, web console, and/or mobile app. Plus expand the power of ticketing to other teams like HR and finance.

- **Free and paid versions:** Use the features that matter most to your business and change tiers as needed.

Minimizes Employee Downtime and Disruptions

- **Background access:** Address problems when the time is right. Pull system diagnostics, complete administration tasks, and view and transfer files without interrupting the end user.

- **Zero-download camera sharing:** Expand the range of what your team can support to include disconnected devices, home Wi-Fi, printers, and more.

- **System diagnostics:** See the current status of an end user's device to identify problems without interrupting their work.

- **Remote execution:** Eliminate repetitive tasks, install software, and push files to multiple computers at once, no scripting knowledge required.

Streamline the agent and employee experience.

Remote Session

- Remote View
- Pin-Based Clientless Remote Support (Direct link, SMS, or email)
- Unattended Remote Access (Windows, Mac, & Android)
- Multi-Session Handling
- Session Transfer
- Multi-Agent Collaboration
- File Transfer
- Guided Agent Flow
- Multi-Monitor Support
- Screen Blanking
- Reboot & Reconnect
- Session Recording
- Agent Screen Sharing
- Agent Mobile App (iOS & Android)
- Camera Share Support Session

Monitoring and Management

- Device Monitoring
- Antivirus Management
- Patch Management
- Remote Execution
- Remote Terminal Access
- Background File Manager
- Device Quick View
- Device Grouping

Helpdesk

- Web Helpdesk Console
- Incident Management
- End User Portal
- Conversational Ticketing (Microsoft Teams Integration)
- Email Ticket Submission
- Integrated Remote Support
- Remote Support Session History
- Unlimited Helpdesk Services (for IT, HR, Finance, and other teams)

Account Administration

- Unified GoTo Admin Center
- Active Directory Connector (ADC)
- Session & Helpdesk Reporting

Architecture/Security

- Zero Trust Identity Based Access Controls
- TLS/AES Encryption
- Multi-Factor Authentication (MFA)
- GDPR Compliant

Contact a Connection Account Executive for more information.

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