



# Remote Support Management

Powered by  
Lyra Infosystems



Pioneering IT security through  
speedy implementation, optimal  
management, and in-depth  
consultation.

As IT consumerization continues to gain momentum, there is an impending need to streamline organizational processes and enable secure connectivity across geographies. A robust remote support system is a key asset to increase profitability and productivity by eliminating access issues, project delays, and expensive on-site visits. But the reliability of an RSM solution is highly dependent on a secure integration process...

...one that we have mastered at Lyra

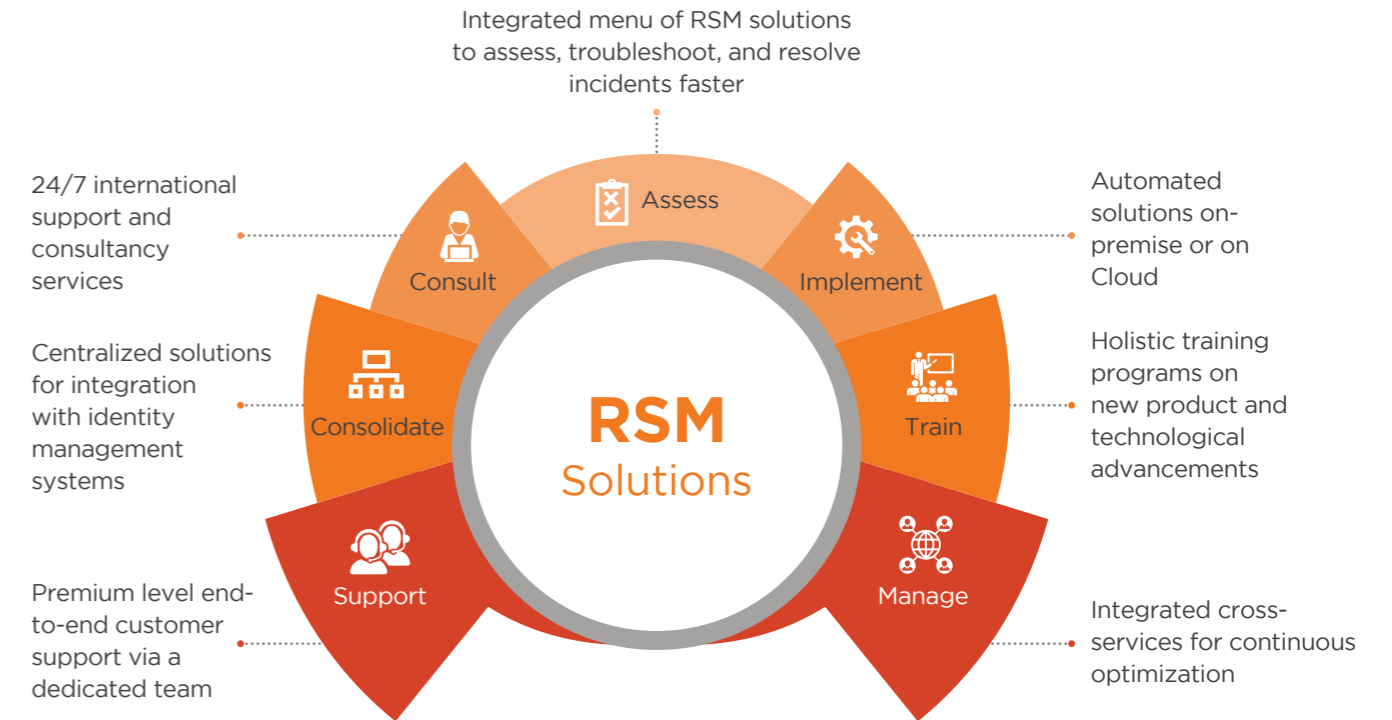
## Securing organizational growth, the Lyra way

Our expertise in the remote support domain has helped us engineer sustainable and scalable industry-approved solutions. We ensure organizations of varied capacities leverage innovative, integrated solutions that are as flexible as they are cost-effective. Complete with a user-friendly interface, end-users can connect to multiple networks, on varied devices, no matter where they're located.



## Strategic solutions and end-to-end support


Our RSM solutions provide organizations with extensive capabilities beyond simple screen sharing and control. Comprising a comprehensive portfolio of services, Lyra's offerings are functionally-driven.



### With Lyra's comprehensive RSM experience, multitask your way to growth and success:

- **Flexible support portal page** with branding and customization capabilities
- **Seamless processes** that enable collaboration within business support sessions and reduce Mean Time to Resolution (MTTR)
- **Next-gen remote solutions** that support internal and external networks, provide security for multiple platforms, and automatically update incidents
- **Intelligent integration** on a single platform that can be launched from ITSM systems
- **Professionalized services** for faster security access to sensitive systems without disrupting on-going functions
- **User-friendly solutions** with embedded chat and remote support
- **Dedicated customer support** and **consultancy** services

Result			
97% happy clients	100% smart solutions	90% reduction in on-site visits	90% increase in customer satisfaction
30% increase in staff utilization	75% increase in first call resolution	80% increase in incident handling	100% client queries resolved



## A partnership that secures you remotely for life

Our strategic relationship with leading RSM partners ensure we have access to best-in-class technology and in-depth industry insight. Complete with sustainable services and innovative solutions, we address all your remote support-related IT needs and challenges round-the-clock.

## Get in touch

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