



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

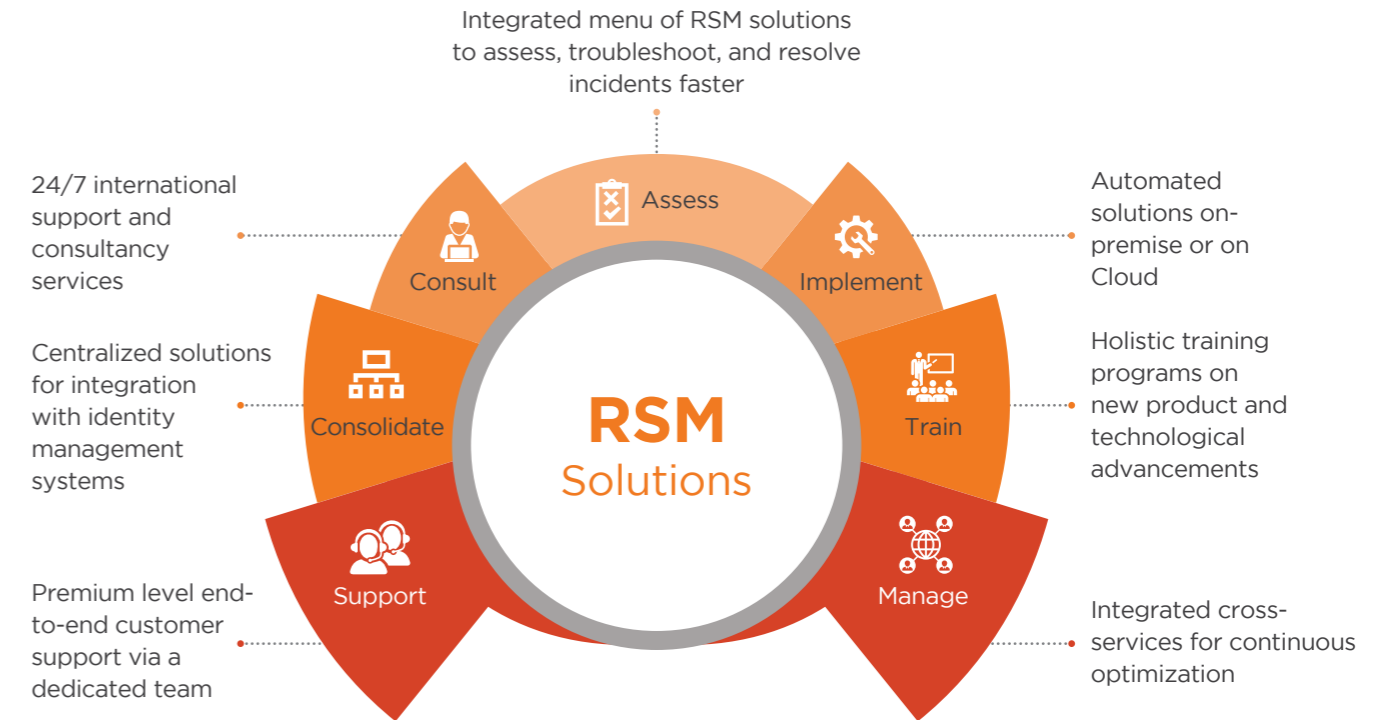
Securing organizational growth, the Lyra way

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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