GoTo

The All-in-One Solution for Essential Connections

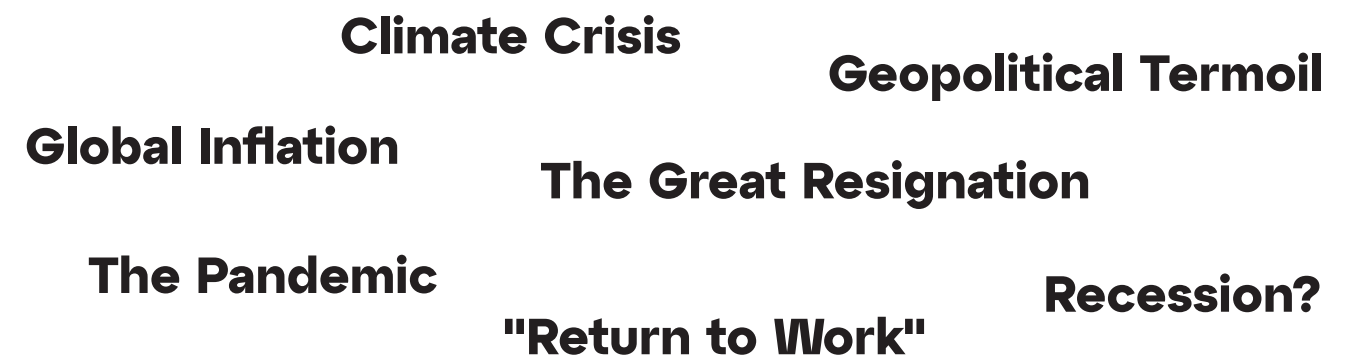How to make your life easier in uneasy times.

Every day you need to connect and support employees and customers wherever they are to keep your business moving forward.

But, there is a lot going on in the world — to say the least.

In fact, the world is not easy

It feels like we are in a never-ending spiral of doom and gloom headlines. From the 2020 pandemic to the great resignation, to the mounting economic headwinds, it's hard to know what's next. How can we prepare for the next disruption when we haven't recovered from the last?

Climate Crisis

Geopolitical Termoil

Global Inflation

The Great Resignation

The Pandemic

Recession?

"Return to Work"

Balancing so many different challenges all at once has changed the way we work — and it will never be the same. In an increasingly complex global landscape, staying connected has never been more essential for businesses.

Staying connected is essential

What does connecting really mean? Customers and employees both have different needs in the modern workforce, and the way we connect has adapted over the years. Think about this — the iPhone is only 15 years old. A lot has changed.

Let's start with customer service and customer expectations. The bar has risen, and customers expect to get help from a live person as efficiently as possible. Can your phone system scale with your business?

Auto attendants and seamless call routing are essential for good customer service to make sure no calls are missed.

Now let's talk employees. Employees are more empowered than ever before and expect to be offered the flexibility of a remote-centric world.

These rising demands have made keeping these groups connected no small task. Right at the center of these connections is you.
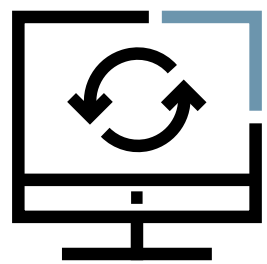
90%
of consumers consider taking their business elsewhere rather than work with a company that uses outdated technology[1].

62%
of all workers are working remotely according to one reported survey[2].

[1] Microsoft Survey, 2016.
[2] Owl Labs State of Remote Work Study, 2021.

Keeping everyone connected is no small task

Now, it's not just you, it's also the IT tools you must manage to do the heavy lifting. At the start of the pandemic, for business continuity, we had to rely on technology and tools just to stay connected and keep our businesses running. For many, that meant implementing way too many tools as quickly as possible.

That's why today, after two years working remotely, 95% of small businesses are reducing the number of tools and consolidating their tech stack[3].

As we head toward a potential recession, cutting costs is top of mind. A consolidated tech stack reduces costs, saves your business time and money, while making it easier to manage, use, and deploy. And that's essential during such an uneasy time.

[3] GoTo and Frost and Sullivan State of Worklife Survey, 2022.

Lost Connections = Lost Revenue

When faced with the challenges ahead, you need technology that just works. You don't want the technology itself to be the problem.

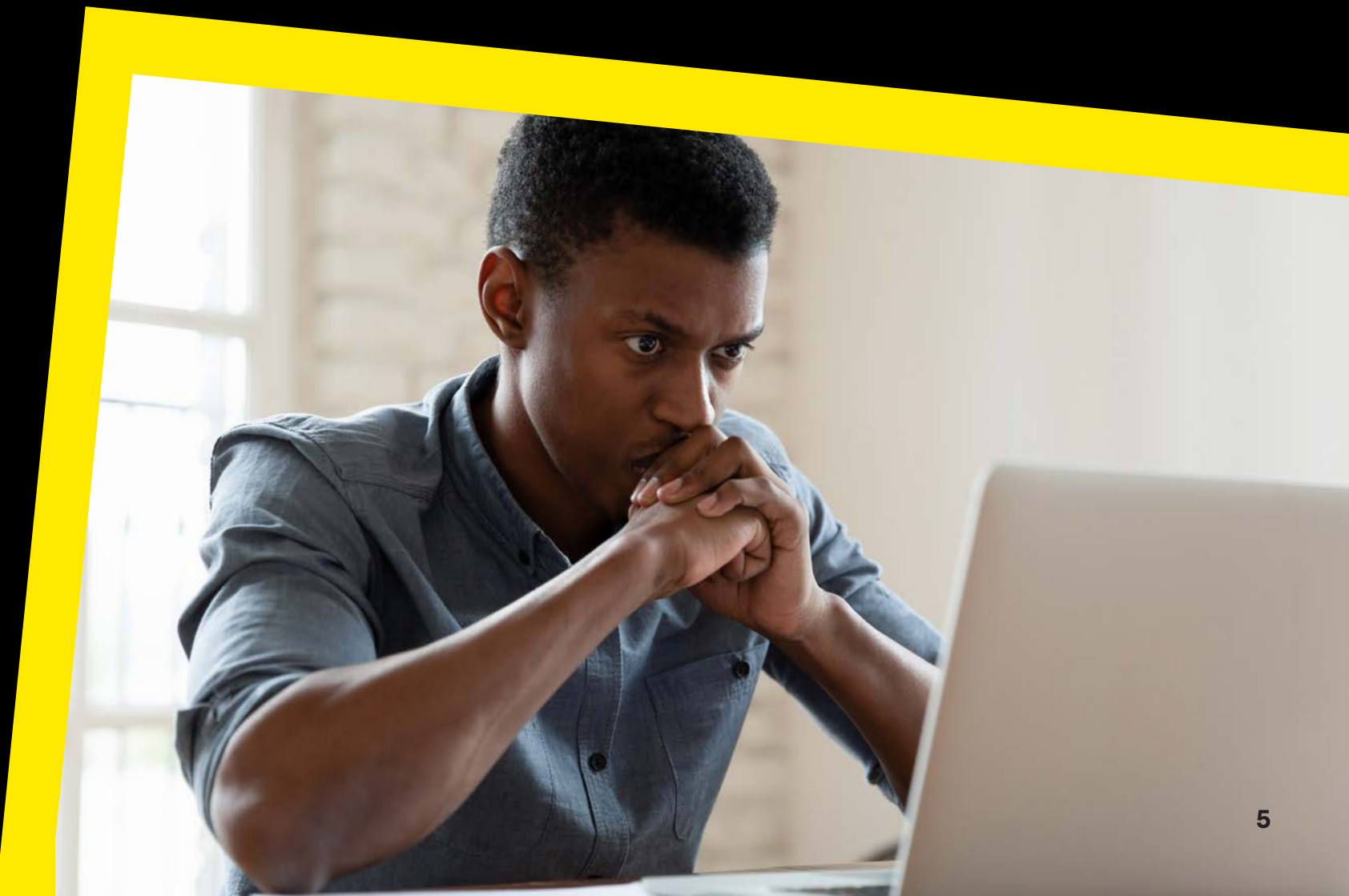**Do any of these challenges come to mind?**

❌ Poor audio quality or dropped calls

❌ No webchat capabilities for customer support

❌ "I've been on hold for 10 minutes…"

❌ Budget cuts, lack of resources, doing more with less

❌ Off-network devices

❌ Drive-by helpdesk requests

❌ Cybersecurity threats

Due to underperforming technology[4], in just one year's time U.S. businesses alone could lose or waste up to

$1.8 Trillion

[4] Samanage State of Workplace Survey, 2016

From user error and complicated software to trouble accessing off-network devices, we've heard the challenges from thousands of businesses. All of this gets in the way of connecting employees and customers securely, and these lost connections result in lost revenue.

At GoTo, we can help.

Law Firm consolidates with GoTo

Kiernan Trebach, a law firm based in Washington, D.C., went remote at the start of the pandemic, and realized they didn't want to "go back to normal." They had 87 remote employees with no infrastructure in place to support a newly permanent, remote workforce.

First of all, their phone system wasn't working for them. With poor audio and customer support, something had to change for business continuity. They implemented GoTo and were able to deploy a state-of-the-art cloud-based phone system. On top of that they drove faster resolution time for their employee's IT support needs and hosted virtual meetings and webinars. They did this at half the cost with just one vendor — GoTo.

"Switching to GoTo was an easy decision. Now we're paying almost half of what we were paying before and we're getting so much more."

Dennis Wakeman
IT Manager, Kiernan Trebach

GoTo.com

Introducing the GoTo Portfolio

We are the only all-in-one solution for essential connections. At GoTo, we provide all the business communications and IT support software you need to easily connect and support employees and customers.

Both products come in one, modern and powerful GoTo App, downloadable across every device — something no other company can offer with unmatched affordability.

GoTo Resolve

Essential IT support and management software for accessing and monitoring all your devices. You can provide support from anywhere, through a single easy-to-use application.

GoTo Connect

Business communications software for your essential digital connections. Message, meet, collaborate, and call, all in one unified communications platform.

Customers

- Remote Access
- Training
- Visual Engagement
- Contact Center
- Remote Support
- Phone
- Conversational Ticketing
- Meeting
- Remote Monitoring & Management
- Webinar

Employees

GoTo

☑ **Business Communications and IT Support**

☑ **A Single App at a Simple Price**

☑ **20 Years of Trust and Security**

☑ **Global Partner Ecosystem and Integrations**

The GoTo Essentials Bundle

Our new Essentials Bundle was built specifically with small and medium-size businesses in mind, that are powering through today's uneasy times.

It has everything you need for business communications and IT support — including phone, meeting, messaging, ticketing, remote access and support, and remote execution.

This is all available in a single app, from one vendor, all at an affordable price. It's easy to save your business time and money and easy for your employees and customers to stay connected and feel supported.

GoTo Resolve

Ticketing

Remote Access & Support

Remote Execution

GoTo Connect

Phone

Meeting

Messaging

GoTo

Get the Essentials and future-proof your business.

Starting as low as $35 per user per month.

Learn More

09.30.2022_GoTo0379

The GoTo Promise

The proof is in the numbers.

330 M

Annual connections
for access and support.

1 B

People join meetings, trainings,
and webinars annually.

$39 M

Metric tons of greenhouse
gas emissions are avoided.

GoTo is a top-rated remote desktop software and hosted VoIP provider, awarded by TrustRadius, a research and review platform for business leaders looking for software.

G2, a peer-to-peer review site, has awarded GoTo with best video conferencing provider, best webinar software, best VoIP provider, and leader in UCaaS.

Our History

Your GoTo isn't only there sometimes. Your GoTo is with you at all times and has been for 20 years. GoTo was born in 2003 with work from home in our DNA. What started as a solution to avoid rush hour traffic getting to the office, soon transformed into a pioneer of the freemium model — only pay for what you need. We grew to a billion-dollar business and an innovative leader in unified communications as a service (UCaaS), contact center as a service (CCaaS), and remote support.

When 2020 happened, our products and services became essential overnight, for all businesses to connect and support their customers and employees. We helped small and medium-size businesses around the world make the rapid shift to hybrid and remote work with free Emergency Remote Work Kits.

In 2022, we rebranded from LogMeIn to GoTo to better align with the essentials that we provide our customers and communities to keep their business running through uneasy times.