

## Success Story:

# Adviser Services Holdings Ltd

**GoTo Resolve provides a single, multi-functional tool to optimise IT support for ASHL's hybrid workers**

Adviser Services Holdings Ltd (ASHL Group) is a leading advice and service provider for financial advisory firms across the UK. Its regulatory and support services help financial advisers provide the right advice for their clients.

[www.ashlgroup.co.uk](http://www.ashlgroup.co.uk)



## Challenge

The IT support team at ASHL provides technical support for the company's employees, helping to keep their IT systems working securely efficiently and reliably every day.

Kelly Lewis, Head of IT at ASHL Group, says: "Faced with an increasingly hybrid workforce, we wanted to improve our remote support and remote IT management capabilities. We wanted to consolidate around a single IT support tool, to help simplify processes for our IT team and improve our service to end users."

Having used GoTo remote support software for many years, ASHL's GoTo account manager introduced the company to the new all-in-one support tool, GoTo Resolve, as a possible solution to its IT support challenges.



## Solution

GoTo Resolve gives IT teams a single tool for all remote monitoring and management, remote access and support, helpdesk ticketing, task automation and a host of other requirements.

Kelly says: "We were excited about the multiple features offered by GoTo Resolve. The remote-control feature is particularly valuable for our business, now that we have a hybrid workforce. We also liked the potential offered by the remote execution and integrated helpdesk capabilities."

Convinced of the benefits, ASHL purchased GoTo Resolve licences for all of its endpoint devices. This gave all ASHL employees quick and easy access to IT support via their laptops, while enabling IT technicians to remotely monitor and access devices, as required.

“Like many companies today, many of our end users now work from home, so we need to use GoTo Resolve to provide remote IT support every day. Without it, our IT Support team simply couldn’t do their work as efficiently and effectively as they do.”

**Kelly Lewis**  
Head of IT,  
ASHL Group

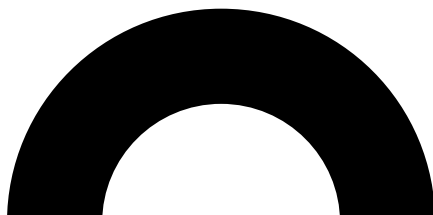
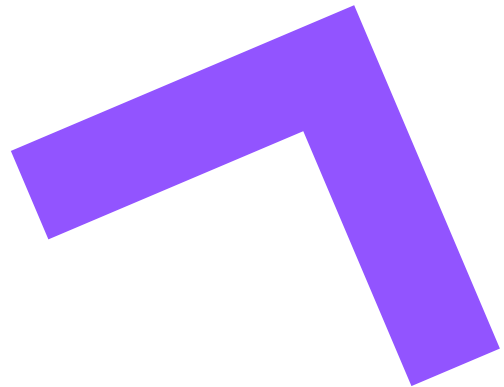


## Results

**Kelly says:** “GoTo Resolve allows my team to work effectively and support users nationwide without having to firefight. We can get remote access to a user’s device in less than 30 seconds, put them at ease, and quickly fix issues so they can get on with their daily tasks.”

For ASHL, the greatest benefits of GoTo Resolve are the ease of accessing users’ laptops remotely, the ability to collaborate easily with end users in different locations, and the ability to monitor endpoint devices remotely to ensure they are updated and optimised at all times.

**Kelly adds:** “GoTo Resolve is more than just a remote support tool. It allows us to see the status of all our endpoint devices, so we know whether they need updates, how much storage space and processing power they have. To improve the efficiency of our IT support team even further, we plan to explore the helpdesk ticketing and AI automation features of GoTo Resolve in future.”



In need of a remote support solution that saves time, money, and resources?  
GoTo Resolve. All-in-one IT support software, made simple.

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