Support the modern workforce
with the best solution for the job.

Speed to connect and ease of use are two critical aspects of effective remote support. We asked Qualitest, the experts in independent software testing, to conduct a head-to-head comparison of GoToAssist Remote Support v5 and TeamViewer 14 across a variety of devices. These are the results.

Fast to connect and solve.

Keeping employees productive is a top priority, making speed-to-session time critical. Add to that the fact that the workplace is becoming much more mobile, widening the range and number of devices to support. The longer it takes to start a session across all these devices, the more productivity will be lost on both sides of support. With faster connections, IT can get employees back to getting their work done.

New end users.

For end users who are downloading the program for the first time, GoToAssist is faster to connect to a session.

GoToAssist	Teamviewer
14.10 **(2.3x faster)**	32.38 seconds

Why it matters: Modern companies have a growing and changing workforce, with new employees being hired on a weekly or even daily basis. When IT always has new users to support, those extra seconds really add up. If your company is regularly hiring new employees, GoToAssist is the faster way to go.
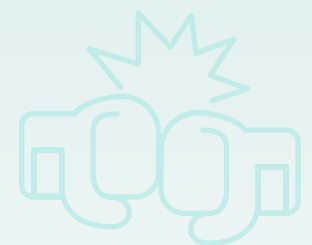
Round 1:

AVERAGE SPEED TO CONNECT A SESSION
Result: GoToAssist outpaces TeamViewer.

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GoToAssist vs. Teamviewer

Mobile end users, new and returning.

For both new and returning users on today's popular mobile platforms, GoToAssist is faster to connect to a session.

|	Android 7.1	iOS 12.1	
GTARS Returning User	**3.61s**	2.33s	**Up to 4x faster**
TV Returning User	6.71s	9.4s	
GTARS New User	**5.66s**	4.33s	**Up to 4x faster**
TV New User	15.71s	18.4s	

Why it matters: Today's workforce is more mobile, more remote, and more connected than ever, giving IT more mobile devices to support. With support connection speeds four times faster, GoToAssist enables IT to more efficiently support workforce mobility and get users back to work, wherever they happen to be.

Less friction. Less frustration.

Connecting to a support session needs to be as streamlined as possible. Your end users are already dealing with a technical issue – they don't want the added frustration of a complicated connection method. Sharing session codes over the phone or asking users to search app stores are unnecessary hurdles that put extra responsibility on the end user. They're looking for help, not more work. The fewer steps needed to join a support session, the happier and more productive everyone will be.

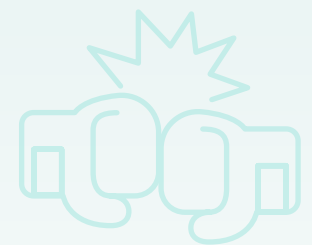| Less Friction: GoToAssist simplifies session starts.	TeamViewer requires more manual steps.
Agent can directly text, email, or share a link with the end user to establish a help session.	Agent must manually communicate codes to end user using their own means
On mobile, integrated SMS prompt send user to download the app directly	On mobile, end user must search through the app store on their own and then input a code.
Agent can start a help session directly in Slack. This integration is included out-of-the-box.	Slack integration is only available through a custom API.

Why it matters: Meeting employees where they are makes it easier and faster to start a support session. GoToAssist lets users connect to support within environments they are already using and are comfortable with, like Slack. On mobile, GoToAssist makes it easy for employees to connect to a support session with web-based chat and a direct-to-download SMS feature. TeamViewer's much clunkier start adds unnecessary frustration and time.
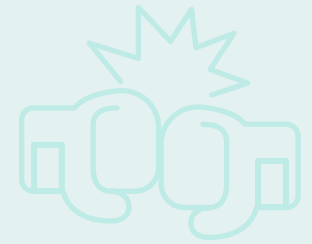
Round 2:

OVERALL FRICTION TO CONNECT A SESSION

Result: GoToAssist has considerably less friction when starting a session.

Round 3:

APPLICATION SIZE

Result: GoToAssist is lighter by half.

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GoToAssist vs. Teamviewer

The lightweight champion.

Large applications consume precious memory and slow performance, which is a productivity killer for IT and end users alike. The biggest culprit of heavyweight applications is a leave-behind component that's always running in the background, which means users often experience sluggish operating system performance while working on daily business. Lightweight applications without a leave-behind component are simply nimbler.

Desktop
On desktops, TeamViewer is at least twice as large as GoToAssist (Windows 10, Windows 7, MacOS 10.14, Android 7.1).

Disclaimer: *Data based on testing with third-party software testing company, Qualitest. GoToAssist v5 testing across Windows 10, Windows 7, and Android 7.1 commenced 10/29/2018. TeamViewer (version 14) testing on these platforms started on 11/1/2018. Testing with GoToAssist and TeamViewer on MacBook 10.14, iOS 11.3.1, and iOS 12.1 began on 11/7/2018.*

Learn more about GotoAssist Remote Support