

Why you should choose GoToAssist over ConnectWise Control



To provide great support, you need great tools. That's why your best choice is GoToAssist remote support software from LogMeIn. In independent testing by QualiTest, GoToAssist beat ConnectWise Control (formerly ScreenConnect) in these important ways.

1 Boost efficiency with an intuitive interface.

GoToAssist is **easier to learn and use** than ConnectWise. This makes your team more productive and reduces time to resolution.

“GoToAssist is a very streamlined application that keeps it simple.”



2 Support multiple customers with ease.

GoToAssist can simultaneously support multiple customers. Agents are more productive because they can address and **resolve more than one customer issue at a time**.



3 Connect faster and solve problems sooner.

GoToAssist requires significantly less time to connect on both PC and Mac platforms than ConnectWise Control, shaving off



With GoToAssist, you can connect faster, **shorten calls** and speed up problem resolution.

“GoToAssist allows our IT staff to quickly ascertain problems and to solve problems expeditiously.”

– Stephen Carey, IT Specialist,
US Joiner LLC



4 Gather more system information.

GoToAssist fetches and displays more information about the customer's computer than ConnectWise Control. The more information your agents have, the better equipped they are to **diagnose and resolve problems**.

“ConnectWise Control presents the agent almost no information regarding the customer's computer during the session.”

When productivity matters, GoToAssist is the superior choice. Start your free trial today at <http://get.gotoassist.com>.