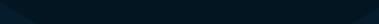


LogMeIn Rescue vs. TeamViewer

IN AN INDEPENDENT COMPARISON, RESCUE SAVES THE DAY.

Choosing the right remote support solution for your help desk starts with knowing the facts. Third-party Zibis Group compared Rescue and TeamViewer, specifically considering how to best support a flexible, post-pandemic workforce and customer base.

BASED ON THEIR FINDINGS, HERE'S WHY RESCUE IS THE BETTER FIT FOR A HYBRID FUTURE.



1. PRICING

Businesses aren't looking for more surprises. Rescue offers **simple, predictable pricing**.

"Additional add-ons can drastically change the price of TeamViewer."

2. SECURITY

Cyberattacks like phishing and other social engineering scams have increased with remote and hybrid work. To protect your business, **Rescue safeguards go beyond TeamViewer's**.



3. RELIABILITY

TeamViewer can't touch **Rescue's 99.99% uptime**, a must for supporting hybrid work. Their performance over the last 15 months reveals 19 episodes of unavailability and unplanned interruptions, more than double that of Rescue.

4. FEATURE SETS

While similar, there's a key difference. **Rescue is all in**. While TeamViewer has multiple product versions that limit the number of features and devices, Rescue keeps things simple with just one product version, just one add-on for mobile support, and no limits on number of devices.



5. CUSTOMER SERVICE

TeamViewer customers complain about poor customer service. Put simply, **Rescue puts customers first**. Recent TrustRadius reviews tell us why.

✓ Rescue Reviews:

*"Rescue has been a business saver! Support is wonderful, top-notch."*¹

*"LogMeIn helps me put my superhero cape on each day."*²

*"Resources are vast. There are several places to find what you are looking for and get the help that you need."*³

✗ TeamViewer Reviews:

*"TeamViewer – No Team in View. Don't waste time/money on this product."*⁴

*"Poor Customer Service – Fine Print Cancellation Policy – No Compassion."*⁵

*"Does what it's supposed to, but support and other policies would prevent me from going back."*⁶

A CLOSER LOOK:

WHERE RESCUE WINS

TeamViewer

Rescue



Set by default

Capturing historic event logs and 4 years of historic data is automatic



Company PIN Code Validation

Domain Validation
IP Restrictions
Restricted Access Package



All customers

You shouldn't be forced to upgrade to secure your business



4 connection methods

- 6-digit PIN code
- Email with link
- Direct link to the applet download
- SMS message



Offers unlimited concurrent sessions

Rescue doesn't limit you: Up to 10,000 concurrent sessions have been tested without a drop in performance



More options for reporting to improve business metrics

Create reports for different users
Choose report types
Choose add-on details



Always on

Provide quick and recurring support by pairing end users with the most appropriate technicians

EVENT LOGGING



Optional, effort required

Creates an operational and possible compliance burden for organizations



Not offered

PERMISSIONS

"LogMeIn Rescue provides more focus on protecting end users from malicious actors."

SINGLE SIGN-ON (SSO) INTEGRATION



Only available to Tensor customers

EASE OF USE FOR THE END USER



1 connection method

MULTI-SESSION LIMITS



Maxes out at 3 concurrent sessions for Corporate plan accounts only

REPORTING

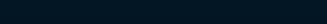


Standard reports

CHANNELS / SERVICE QUEUES



Service cases expire in 24 hours



A NEW ERA OF WORK CALLS FOR A TRUSTED SOLUTION.

Since 2003, LogMeIn's mission has been to unlock the potential of the modern workforce. Today, our category-defining products like Rescue have made it possible for millions of people and companies around the world to embrace flex and remote working.

As how we work continues to grow in complexity, it's less about where we work and more importantly about whether IT is ready to support productivity and drive the business forward.

We believe decision makers should seek out remote support solutions that overdeliver in the above key areas.

To learn more

[Download the Report](#)

Source: Zibis Group Inc., Key Considerations and Differentiators When Evaluating a Remote Support Solution, 2021. Download the report

1. <https://www.trustradius.com/reviews/logmein-rescue-2019-08-14-13-03-28>
 2. <https://www.trustradius.com/reviews/logmein-rescue-2019-01-18-07-15-50>
 3. <https://www.trustradius.com/reviews/logmein-rescue-2020-06-25-09-38-32>
 4. <https://www.trustradius.com/reviews/teamviewer-2020-08-31-15-39-45>
 5. <https://www.trustradius.com/reviews/teamviewer-2020-08-14-07-17-48>
 6. <https://www.trustradius.com/reviews/teamviewer-2020-05-26-16-13-40>