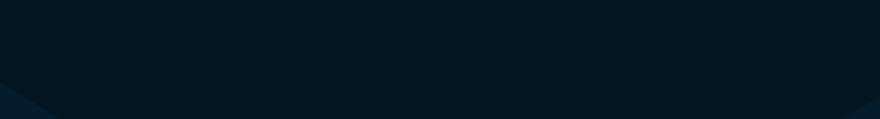


Rescue vs. TeamViewer

IN AN INDEPENDENT COMPARISON, RESCUE SAVES THE DAY.

Choosing the right remote support solution starts with knowing the facts. Third-party Zibis Group compared Rescue and TeamViewer, specifically considering how to best support your end users with a distributed workforce.

BASED ON THEIR FINDINGS, HERE'S WHY RESCUE IS THE BETTER FIT FOR A FLEXIBLE 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 meeting high end user expectations. 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

Rescue puts customers first. Recent TrustRadius reviews tell us why.

✓ Rescue Reviews:

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

*"Rescue 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:

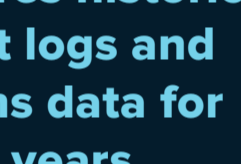
*"TeamViewer – No Team in View. Don't waste time/money on this product."*⁴

*"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

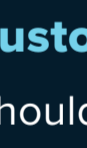
Rescue



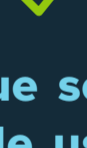
Captures historic event logs and retains data for 4 years



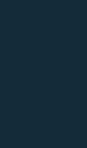
Company PIN Code Validation
Domain Validation
IP Restricteds
Restricted Access Package
Uses all of Rescue servers and has redundancy



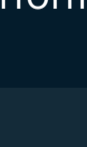
All customers
You shouldn't be forced to upgrade to secure your business.



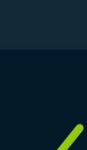
Unique session code using run-only applet
Cannot reconnect once session is closed.



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

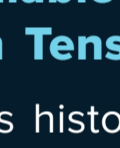


More options for reporting to improve business metrics
Create reports for different users
Choose report types
Choose session details



Rescue is listed as the sole entity on it's certification

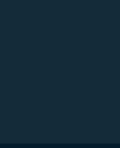
TeamViewer



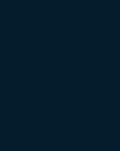
Available only in Tensor
Captures historic event logs and retains data for up to 1 year. Data must be extracted to another system if needed longer.



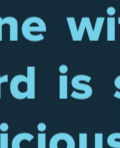
Conditional Access only in Tensor Pro & Unlimited
Requires an annual fee of \$20K for a dedicated server PLUS an additional fee for another server for redundancy.



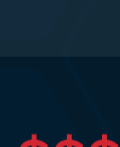
Only available to Tensor customers



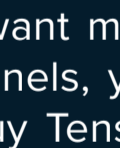
Client installed or running on machine with User ID & Password is susceptible to malicious actors



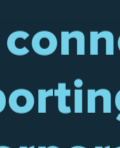
Don't fall for the clientless install; it lacks full capabilities.



Corporate plan includes 3 channels with the option to add on
If you want more than 10 channels, you must buy Tensor.



Only connection reporting in Corporate



TeamViewer's ISO 270001 is not their own, but rather their sub processors
Definitely a red flag for public administrations.

EVENT LOGGING

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

SINGLE SIGN-ON (SSO) INTEGRATION

SECURE CONNECTION METHOD

MULTI-SESSION LIMITS

REPORTING

ISO CERTIFICATION

REPORTING

A NEW FLEXIBLE ERA CALLS FOR A TRUSTED SOLUTION.

Rescue makes it possible for millions of people and companies around the world to embrace flexible work arrangements and keep customers happy.

As end user expectations continue to rise and businesses navigate increased IT complexity, it's less about where work gets done and more importantly about how it's done. Easily, efficiently, and securely.

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

To learn more



Rescue, built by GoTo.
Remote support made easy.

Zibis conducted a comparison between Rescue version 712.3359 (June 2020) and TeamViewer version 15.15.5 (February 2021) Remote Access Solutions, namely Rescue versus TeamViewer / TeamViewer Tensor.

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

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>