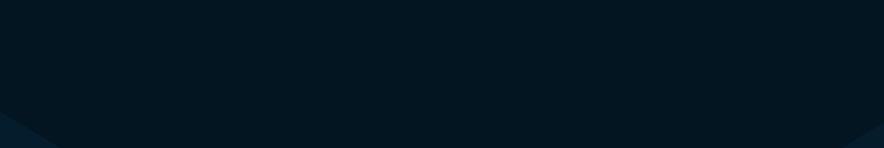


Rescue vs. TeamViewer

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

TeamViewer

Rescue

✓
Captures historic event logs and retains data for 4 years

EVENT LOGGING

\$\$\$
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.

✓
Company PIN Code Validation

Domain Validation

IP Restricted

Restricted Access Package

Uses all of Rescue servers and has redundancy

PERMISSIONS

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

\$\$\$
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.

✓
All customers

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

SINGLE SIGN-ON (SSO) INTEGRATION

\$\$\$
Only available to Tensor customers

✓
Unique session code using run-only applet

Cannot reconnect once session is closed.

SECURE CONNECTION METHOD

✗
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.

✓
Offers unlimited concurrent sessions

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

MULTI-SESSION LIMITS

\$\$\$
Corporate plan includes 3 channels with the option to add on

If you want more than 10 channels, you must buy Tensor.

✓
More options for reporting to improve business metrics

Create reports for different users

Choose report types

Choose session details

REPORTING

✗
Only connection reporting in Corporate

✓
Rescue is listed as the sole entity on its certification

ISO CERTIFICATION

✗
TeamViewer's ISO 270001 is not their own, but rather their sub processors

Definitely a red flag for public administrations.



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.



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-2020-06-25-09-38-32>

3. <https://www.trustradius.com/reviews/teamviewer-2020-08-31-15-39-45>

4. <https://www.trustradius.com/reviews/teamviewer-2020-08-14-07-17-48>

5. <https://www.trustradius.com/reviews/teamviewer-2020-05-26-16-13-40>