Rescue

The solution of choice: Why one nonprofit organization prefers LogMeIn Rescue over TeamViewer

A large non-profit organization switched to Rescue after facing compatibility issues, complex processes, and other limitations while using TeamViewer as its remote IT support solution. With a corporate IT team of approximately 30 members, the organization supports around 5,300 users at the headquarters and over 200 users in the field.

Where TeamViewer failed to deliver

Before implementing Rescue, the IT department encountered several challenges while relying on TeamViewer to provide technical support. For instance, offering a seamless experience to users who were not tech-savvy was a recurring obstacle. Initiating remote sessions and providing support proved to be a time-consuming and frustrating experience, as TeamViewer required users to undergo cumbersome processes such as local installations or multiple system updates.

Additionally, different versions of TeamViewer were installed across the organization's user base, which frequently caused compatibility issues. The need to match software versions for TeamViewer to function required technicians to verbally guide users on how to install or update the correct version on their devices. Such a manual process unnecessarily doubled the IT department's workload and hindered productivity.

Finally, switching to a new antivirus system further exposed TeamViewer's limitations, highlighting the need for a more adaptable solution to maintain a high level of security and reliability.

> " The tipping point was when TeamViewer provided a mass update to antivirus software and encountered several issues. Supporting those issues one by one with TeamViewer was a nightmare, resulting in having to ship several computers back to them."

Dave
IT Supervisor,
Nonprofit Organization

The solution

Recognizing the blockers posed by TeamViewer, the organization opted to switch to Rescue. This transition was motivated by several compelling factors, including convenience, compatibility, and security.

A key differentiator in the evaluation process was Rescue's simple and easy-to-use interface, which significantly reduces the learning curve, even for users with minimal technical understanding. The intuitive design also meant that less time could be spent on training and more focus could be given to actively delivering effective IT support. Additionally, Rescue allows technicians to send a one-click link for users to instantly join a session via their browser. This feature eliminates the need for prior installations, helping the IT team drastically reduce delays and increase operational efficiency.

The process of adopting Rescue was smooth and straightforward, with minimal time and effort needed for both technicians and users to get familiar with the advanced yet simple solution.

The results

Switching to Rescue has delivered outstanding results for both the IT team and its users, with benefits such as:

- **Faster connections:** Initiating remote sessions is now as easy as sending a URL link, removing the need for version matching or prior app installations. With just a click of a button, users can now join a session and get the support they need almost immediately. This reduces downtime and increases resolution speed, making the entire process a productive and seamless experience.

- **Enhanced user satisfaction:** Rescue's intuitive interface and quick connection times have led to fewer complaints and a boost in overall user satisfaction. Now, there's no need to navigate a complicated launching process or wait until an update is complete; Receiving remote IT support is easy and convenient.

- **Increased efficiency:** Advanced features such as saving credentials for restarts and running Rescue as a system service with administrative privileges have optimized support operations, allowing issues to be resolved swiftly even when users are not seated at their computers.

By switching to Rescue, the organization has effectively addressed and resolved the issues posed by TeamViewer. Dave highlights that both his team and end users are satisfied with this positive change, noting that Rescue has increased efficiency, made their lives easier, and is well worth the investment.

" **The ability to save credentials for when you need to restart the computer and walk away is very nice... With Rescue, we definitely close issues faster than we did before."**

Dave
IT Supervisor,
Nonprofit Organization

"Rescue makes our lives easier."

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IT Supervisor,
Nonprofit Organization

Looking for a secure, scalable remote support solution that allows your technicians to provide support from anywhere and for any device?
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