

QualiTest Put Rescue and TeamViewer to the Test.

RESCUE BEATS TEAMVIEWER

We wanted to see just what a neutral third party would say about how LogMeIn Rescue stacks up against TeamViewer. So we asked the trusted software testing experts at QualiTest to compare and contrast these two solutions. Based on rigorous testing and data analysis, QualiTest found that Rescue beats TeamViewer in a number of key categories.

Rescue: the “more serious application for remote support”
The numbers tell the story: Rescue makes faster and more reliable connections

CUSTOMER APP CONNECTION SPEED (SECONDS)		
	Rescue	TeamViewer
	TOTAL TIME TO CONNECT	TOTAL TIME TO CONNECT
PC	16 secs	24.7 secs
MAC	21.5 secs	24.6 secs

TeamViewer’s higher connection times may be understated. QualiTest found that TeamViewer “suffers from an issue where it fails to enter into connection-ready mode...This does not happen every time, but did cause about 45 minutes of delay in total. If this is included the average, connection time for TeamViewer is much longer.” QualiTest found NO connection problems with Rescue.

TeamViewer: “not a good platform to support mobile devices”

TeamViewer has “almost no support for iPhones, and only limited support for Androids.” And the Android connection is slow!



ANDROID CONNECTION TIMES (SECONDS)		
	LogMeIn Rescue	TeamViewer
WIFI	12 secs	54 secs
4G	15 secs	63 secs

Rescue Android Connections Are MORE THAN 4X FASTER THAN TeamViewer



TeamViewer's Security Vulnerabilities

QualiTest identified a number of potentially serious security loopholes in TeamViewer, including:

- Unlike in Rescue, where the technician assigns a pin to the end user, in TeamViewer the end user must tell the technician their password.
- The technician, not the end user, is the one who selects the access control level before a session.
- Once the technician has enabled the “disable user input” option, the end user is left without an override capability.
- TeamViewer allows the tech to reconnect for some time after the connection has been terminated, if the end user forgets to close the background window.



Rescue is easier to use, and easier to administer, than TeamViewer

QualiTest found that, in TeamViewer, when the technician is supporting multiple end users simultaneously, “a new window is needed for each, and this can clutter quickly. Rescue is much better for supporting multiple customers at once and keeping everything organized.” QualiTest also found that “it was difficult to remember where to send an end user to get them connected.” Further, QualiTest noted that Rescue is “less susceptible to visual and functional bugs while desktop controlling.” Nor does TeamViewer have video support capability, which Rescue Lens provides. QualiTest also determined that TeamViewer lacks the “robust administrative portal” with “much better administration options” that Rescue users enjoy.

THE BOTTOM LINE...

LOGMEIN RESCUE BEATS TEAMVIEWER:

QualiTest's evaluation led them to conclude that Rescue is a “more serious application for remote support. TeamViewer feels more like a fancy AOL instant messenger.” For further proof, consider that Rescue customers are more likely to recommend their support solution than that of any other remote support tool.*

*A recent survey conducted by SSI found that,

at **52**

Rescue's Net Promoter Score (NPS) was higher than that of any other product covered in the survey. Products evaluated were: Bomgar, GoToAssist, TeamViewer, and WebEx.

TEST CONDITIONS

QualiTest takes a thorough approach to testing. For this report, they evaluated TeamViewer version 11.0.53254 under the following conditions:

Tests are performed using two ThinkPad T420s

- Windows 7
- i5 processor, 8 gigs ram
- Internet speeds of :

- 40-50Mbps download
- 3-9Mbps upload
- According to Google, national average download speed is 33.9Mbps as of March 2014
- The national upload speed is 6.31 as of March 2014
- Test downloads are about 1.3 times the national average and upload is about average