

Top Rated Remote Access Solutions

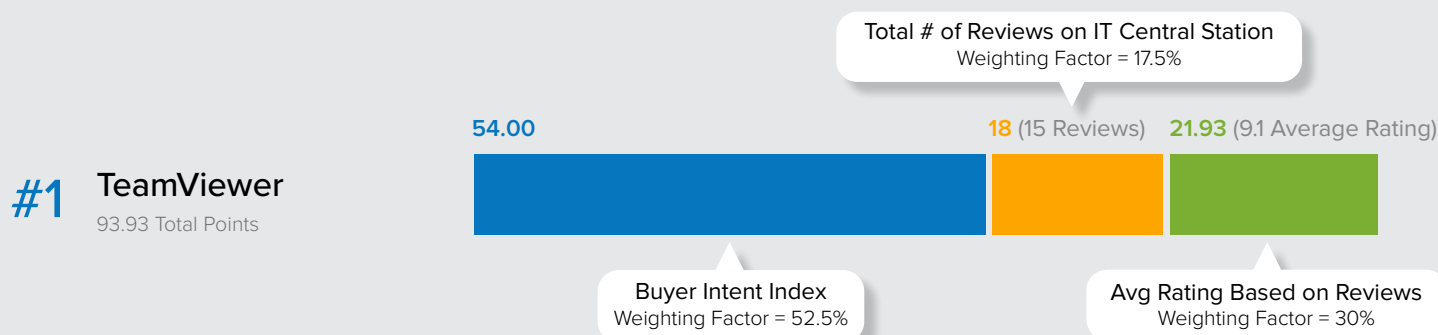
Spotlight on Reviews of TeamViewer

2020

Based on product reviews, crowdsourced rankings,
and buyer intent data as of January 1, 2020.

About This Report

Guide to Rankings



To learn more about IT Central Station rankings, visit www.itcentralstation.com

About Us



User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users. IT Central Station provides technology professionals with a community platform to share information about enterprise solutions.

IT Central Station is committed to offering user-contributed information that is valuable, objective and relevant. We validate all reviewers with a triple authentication process, and protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

IT Central Station does not endorse or recommend any products or services. The views and opinions of reviewers quoted in this document, IT Central Station websites, and IT Central Station materials do not reflect the opinions of IT Central Station.

www.itcentralstation.com
reports@itcentralstation.com



IDG Enterprise, an International Data Group (IDG) division, brings together the leading B2B editorial brands (CIO, Computerworld, CSO, InfoWorld and Network World) to serve the information needs of our technology- and security-focused audiences.



As the leading enterprise technology media, data and services company, IDG Enterprise unites the enterprise technology ecosystem. We leverage the strengths of our premium brands, while also harnessing their collective reach and audience affinity. We provide converged marketing solutions for tech marketers to engage IT and security decision-makers across our portfolio of award-winning websites, events, digital magazines, products and services. IDG's Insider program offers premium content (such as reviews, research, guides and interviews) for registered IT buyers.

Company information is available at www.idgenterprise.com

IDG is the world's leading technology media, events and research company, reaching 280 million technology buyers in 97 countries.

IT Central Station Ltd. does not endorse or recommend any products or services. The views and opinions of reviewers quoted in this document, IT Central Station websites, and IT Central Station materials (i.e. Content) do not reflect the opinions of IT Central Station. We make no guarantees about the accuracy, currency, suitability, or quality of the content, and we assume no responsibility for unintended, objectionable, inaccurate, misleading, or unlawful content made available by Content authors or other third parties.

Top Rated Remote Access Solutions

Points Key  Buyer Intent Index  Reviews  Average Rating

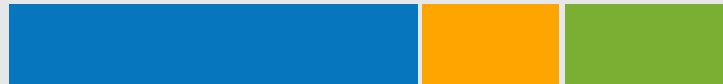
Access all reviews at www.itcentralstation.com/categories/remote-access

#1 TeamViewer

93.93 Total Points

54.00

18 (15 Reviews) 21.93 (9.1 Average Rating)



#2 LogMeIn Pro

65.92 Total Points

30.12

12 (10 Reviews) 23.80 (9.4 Average Rating)



#3 XenApp (Citrix Virtual Apps)

49.24 Total Points

17.59

13.2 (11 Reviews) 18.45 (8.6 Average Rating)



#4 ConnectWise Control

41.87 Total Points

13.47

14.4 (12 Reviews) 14.00 (8.0 Average Rating)



#5 Bomgar Remote Support

37.43 Total Points

10.55

10.8 (9 Reviews) 16.08 (9.4 Average Rating)



Real User Review of TeamViewer

[See All Reviews](#)

The Time Savings Is Substantial As I Can Quickly Jump On A Device And Fix Something



ABOUT THE REVIEWER



Dan W.

Network Administrator
at Parksite

What is our primary use case?

We use it for remote access to other machines. That was the main reason why we bought it. It is for our help desk and support guys to access remote users' machines.

Our users have it on their laptops. We can also do a bit of remote support for Apple devices, but it is basically a screen share. You can just see their screen. You can't manipulate anything, but you can see what they are looking at on their screens. Therefore, it's mostly for laptops, desktop machines, and the PC environment.

It is mostly for the regular support, for anybody who is having issues with a machine.

I use the solution quite a bit. I love it.

How has it helped my organization?

It provides efficiency, even if it is something as simple as just maintenance, something that is broken, adding something, a walk-through, or doing training. It is a great tool.

The remote connect process is super simple. As long as the user has an Internet connection and can get on the Internet somewhere, whether they are at home (on their WiFi), using portable Internet (Jetpack), or if they stop in a Starbucks to get on the Internet, I can connect to them. That is what is really convenient.

It was worth the investment. You can do file transfers and video calls with it. You can do a lot of copy paste stuff. E.g., if I have a file and want to place it on somebody's machine, I can just copy it off of mine and paste it right on their machine. I don't have to put it in a Dropbox account and have them log into it to pull it off. I can do all that right through TeamViewer. When you are looking at the TeamViewer screen, you think you are working on your own machine.

What is most valuable?

It is really easy to use. If I can get a machine on the Internet, I can get on it and fix whatever is wrong with it. I keep an individual list of all of our machines that TeamViewer is installed on. So, I have all the IDs, etc. This makes it easy for me to get to their machines.

This saves a ton of time. A guy can call me, who is out on the road, and say, "Hey, I left my machine on, and it is at home. Can you go in and..." either install software or fix something, because something is not working right, etc. Then, I can remote into his machine and fix stuff, before he even gets home. This rather than try to walk him through fixing something, which isn't always the easiest. So, I can jump on and fix something in five minutes, which would probably take an hour normally.

You don't need to be an IT professional to use it.

What needs improvement?

If they could figure out a little better solution for the iOS stuff other than just a screen share, even though it's an Apple thing, and Apple doesn't like to give up control of their devices. If they ever got to that point, and I could manipulate an iPad or iPhone, that would be awesome. Since we have a bunch of iPad users who are struggling with doing different things, it would be nice to be able to just jump on and actually show them, "Here, do this, this, and this." Similar to what we do with the laptops, e.g. for training.

For how long have I used the solution?

We have probably had it three to four years. It has been quite a while.

What do I think about the stability of the solution?

The stability has been really good. I can probably count on one hand how many times that it wasn't available or that they had some sort of an outage,

which has been pretty brief. I don't ever think it's ever been longer than an hour, and that has been rare. It is really stable.

What do I think about the scalability of the solution?

You could add as many users on here as you want. We probably access around 500 devices.

We have eight licenses now. Therefore, we have eight users who can remote access machines.

I have three monitors that I use. While it's not real common, there are times when I'm on three to four people's machines at one time trying to fix different things. I imagine if I had more monitors that could be organized enough to make sure I am using the right stuff on the right machines, I could probably do whatever our Internet could handle. I could probably do 20 people at a time.

As we add more PCs (or whatever devices), TeamViewer gets added onto them. I use TeamViewer all day long, like it is my right arm. I haven't run a report in quite awhile, but I spend probably half of my day using the software on somebody else's machine.

How are customer service and technical support?

The technical support has been great. The couple of times that I have ever needed anything, I will send an email. I receive a reply back pretty quickly, then a follow up. They will let me know, "Hey, somebody is either going to call you, or you will get an email follow up." It depends on what the question is, but I get something back very quickly. If I needed to get another license, I could send an email right now and have a license in probably 15 minutes.

Which solution did I use previously and why did I switch?

We had another software that we used for a while called Virtual Network Connection (VNC), which allowed us to access machines. The problem

with that solution was that it had to be on a VPN connection. They had to be connected to our network, so it was a lot more difficult to be able to get on their machines. For those machines, we added TeamViewer. Now, every time that they boot up the users' machines, it launches if they are on the Internet. It connects, and I can see whose machines are on and whose aren't.

The VPN solution was through Bell Labs at one time and has been around a long long time. It was a free solution that you just download off the Internet, if you want to. While it works okay, it's not the greatest. The problem with it is that you still need a VPN connection to our network for it to work. Because it is point-to-point, it won't go through the Internet. With TeamViewer, if the machine is on the Internet, it doesn't matter where on the globe the device is, it works. With the VNC software, you have to connect back to our network on a private connection, otherwise it wouldn't work.

The VNC solution was cumbersome to use. TeamViewer is so much easier.

How was the initial setup?

The initial setup is real easy. We have the software loaded on all the machines that we send out. You just click on the icon to let it load. We put a username in it, then we set up an access password, and it's done. That is it.

It literally takes probably about two to three minutes from start to finish.

What about the implementation team?

We did everything ourselves.

What was our ROI?

The tool cuts my time in half. If it's a 40 hour week, I would say that I am saving 20 hours a week. It is really that good. The time savings are substantial. That is not including if there are issues where I would needed to have had somebody send something into me, or when you tell somebody,

"Well, click on the start button," and the response is, "I can't see the start button."

I spend half of my day using it to access somebody else's machines. If I couldn't do that, and I had to have them send the equipment to me, the shipping, hours, and lost productivity would be a huge cost.

From just a cost perspective, it pays for itself within the first month, or probably less than that. Within a few weeks, it would pay for an annual licensing fee by what you would save in time and everything else per person.

What's my experience with pricing, setup cost, and licensing?

The cost of the licenses depends on how you buy them. They just had a buy one get one free deal going, and they do that every once in a while. Where you buy one license, and they will give you the second one free, or you can try to get discounts. Most of our licenses that we have we tried to do something like that just to save some money.

A rough estimate of our user cost is \$500 per user annually. It is very cheap.

About a year ago today, an add-on channel was \$232 dollars, but that was pro-rated because it was at the end of the month.

The only issue that I ever did have with it, and this was quite awhile back, was we were trying to get one of our licenses applied to a user. Because it was a user who had a license and we had previously removed it, then we wanted to give it back to them, and for some reason TeamViewer kept saying that the user already existed. We were like, "Well, no, that person left, and now, they are back again. " However, we threw them an email, and they fixed it. They said, "Try it now," and it worked.

Which other solutions did I evaluate?

There were a couple of other vendors that we looked at, but we just liked TeamViewer. One of the guys that I work with had used this solution before,

so it was sort of his suggestion. He had tried it at his place that he had worked before. and said, "We ought to try this, because we'll really liked it." So, we got its demo and had it for a couple of days. Then, I said, "I'm sold. This stuff is awesome."

I haven't found anything else nor has anybody has pointed me in another direction saying, "Oh, you should use this instead, as this is way better."

What other advice do I have?

It is easy to use. It is a no-brainer.

The only access is from the IT department to the machines. Users don't utilize anything to remote control their own machines. That's typically an IT function.

We really don't need any type of tracking.

Disclosure: IT Central Station contacted the reviewer to collect the review and to validate authenticity. The reviewer was referred by the vendor, but the review is not subject to editing or approval by the vendor.

[Learn More](#)

Real User Review of TeamViewer

[See All Reviews](#)

It Saves Trips To Customer Sites, Which Saves Time



ABOUT THE REVIEWER



Link P.

Founding Member
at epic.network

What is our primary use case?

The primary use case is remote support.

How has it helped my organization?

It saves trips to customer sites, which saves time. I am able to get in there remotely and fix things. Before having this tool, it involved having to touch the customer's PC, which required me to either talk to somebody on the phone through doing the process or go out to the customer's locations and install it myself.

I can grant permission to my organization so a person must be signed into TeamViewer if they're a member of my organization in order to be able to access that machine. In the event that a customer needs access, I can go ahead and define a policy either at an individual machine level for an individual user that we create, or we could conversely say somebody in the company needs to access all machines, which is great. We can go ahead and add that user to the access policy for all machines, so it is definitely robust like that.

What is most valuable?

It works well on a Linux laptop or desktop. Linux support has been huge for me because that is what I use for my computer systems. To be able to have something which works properly on the operating system that I prefer is great. I like to use the remote file transfer on occasion, but the remote desktop access is my number one most used feature.

It has good multi-tenant support. As an IT service provider, it has the configuration options required to make it work well across multiple customers, as it is highly configurable.

Its branding has been valuable for me.

What needs improvement?

Since TeamViewer version 13 introduced a Native Linux rather than running the Windows version through an emulation layer, that has been great. However, certain features didn't make it into the initial two releases.

So far, the Linux version no longer has support for meetings. It wasn't a feature, and very often a group that we put together recently was looking for a way to do online meetings. I thought, "I have a subscription to TeamViewer that includes that." I do, but that function no longer works in Linux version. I am sort of waiting for that to come back.

Support for mobile devices from Linux has been missing since the Native client was rolled out. This was a nice option, especially when trying to walk somebody who was struggling to understand something on their phone. I don't do a whole lot of support for mobile devices, but if I could just direct them to the Google Play Store to go grab the TeamViewer app, they could give me a number to connect to and I could see the screen with them.

I'm very grateful that there is a Native Linux client. That is a step forward and in the right direction. It shows TeamViewer's commitment to the Linux platform. I am very pleased about it, but there are some things that I used to have when the Linux version was just the Windows version packaged with the necessary emulation layers to make it work. I miss some of those features which used to be there prior to the Native Linux version. Hopefully, they will make it back into the product in the not too distant future.

It would be nice to see some of those other features that we used to have come back, using them on Windows and Mac.

I can no longer connect via web links, which is not the end of the world, but it's a mild annoyance. I used to be able to click something from my browser, then boom, there you go. At the time, it was the old TeamViewer that was based on the Windows software. I had to take some initial steps to configure an environment where those links worked, but once Linux was up, it was no different than on Windows. I could be on the web or in a remote monitoring platform, and if I needed to connect with one of my client devices. I would select from there, and say, "Connect to TeamViewer," and it would jump right in. I can't do that anymore.

For how long have I used the solution?

More than five years.

What do I think about the stability of the solution?

The product and platform work well. That is why I have stay with them so long. The stability has typically been good.

What do I think about the scalability of the solution?

Scalability is hard to say, because I am the lowest scaled out degree of utilization. The clients that I use it on are relatively small. I am the only person using the tool at my company, as the founding member.

I am using it fairly extensively. It is on almost every customer computer that I support. Anyone who has a maintenance agreement with me will have a copy of it. At this time, that is under 100 customers.

I have done work for people who have used it in larger environments: Hundreds upon hundreds of teams running it. So, I have seen it perform well in a huge environment. I have seen it perform well in a large, multitenant environment.

How are customer service and technical support?

I try to go to the TeamViewer forums before contacting their technical support. My interactions with the technical support has always positive.

The improvements since the Native release of the Linux version have been great. They have been good about addressing the most critical issues first. There was one that left many of us that work on Linux and support Windows machines, particularly in enterprise environments, having to press Control-Alt-Delete to log into a system. When the Linux client first came out, there was no way to send Control-Alt-Delete. How do you miss something that important? They were actually very quick in getting that fixed and rolling out a version that supported that.

They have been doing some support for ARM, which is sort of cool. That is the chip that runs the Raspberry Pi. While I don't know if it is all ARM devices, specifically Raspberry Pi support for Linux

is something that you can get from TeamViewer, which is beneficial.

With Raspberry Pi out there with TeamViewer on it, you are not having to kick somebody at the customer site off of their computer in order to get access to a desktop, then fire up a browser to look at somethings locally. Therefore, it is nice to see support for it out there.

Which solution did I use previously and why did I switch?

I came to be familiar with TeamViewer when I was trying to find a way to access Take Control from Linux. Instead, I found out it could be done with TeamViewer. That is what made me aware of TeamViewer and made me discover firsthand that it was a great solution.

I didn't replace another service. While I have used other technologies in the past, like VNC, they don't do exactly what TeamViewer does. If you wanted to use VNC remotely, you'd need to get your traffic through the firewall and take care of securing or encrypting that traffic yourself. Thus, it is not really in the same league of software. You have to bring your own security. With TeamViewer, you are encrypted out-of-the-box.

How was the initial setup?

The initial setup was straightforward. I use the corporate plan now and have the installer pushed from my remote monitoring platform, so it's ridiculously simple these days.

Nowadays, the installation happens automatically, so it doesn't take any time at all. Basically, when I put my remote monitoring and management tool on the customer machine, it takes care of pulling it down, setting it up, and joining it to my account all on its own.

What about the implementation team?

You can easily deploy a Raspberry Pi with Linux on it at a customer site with TeamViewer on it. Now, you have a machine at a customer site that you can get on it if you needed to use a web browser to look at things on the network, like a printer scanner, or multi function device interface. If your

security policy was so you could only manage the firewall from inside of the LAN, then I tend to have some other methods for keeping the firewall secure. Still, this is something where there is a real value-add to it.

What was our ROI?

I don't have good numbers due to the small sample size.

What's my experience with pricing, setup cost, and licensing?

The pricing and licensing are sort of high. Having been an early adopter of the subscription model, and primarily because version 11 was the last licensed version that I owned, when I was looking at 12, I was also looking at upgrading to corporate. I called TeamViewer sales and talked with them. At that point, subscription was a relatively new option. It was not even mentioned on the website at that time. However, it was pretty easy for me to look at my historical TeamViewer purchases in my accounting software and see that I was buying a new TeamViewer license every time a new version came out. So, switching to a subscription model wasn't going to be anything different than what I was already doing, so renewing the subscription every year was not any different than buying the upgraded version every year. There was good incentive to move from the middle tier to the corporate tier.

Which other solutions did I evaluate?

LogMeIn started this rush to higher prices whenever they got bought out and chopping off lower-end tiers. A lot of people in my industry had been using them for a long time. I never cared for their solution. I always thought it felt clunky and didn't think it worked well, but plenty of people did like it. I don't know if it was the pricing that was the primary draw, or what, but there were many people in my industry who were leaving LogMeIn after their 400 percent price hikes.

What other advice do I have?

Take the time to learn what TeamViewer can do. Take advantage of some of the features that it

offers. Learn some of the best ways to leverage its capabilities.

I have some Linux test virtual machines that I do connect to using TeamViewer. In the past, I connected to Android devices, but that functionality is currently missing from Linux.

TeamViewer had some negative press a few years back when some people had their accounts breached. TeamViewer was being used by bad actors to commit malicious acts on people's PCs, but that was not TeamViewer's fault. It was bad implementation by users. Despite the fact it wasn't TeamViewer's fault, TeamViewer still went above their obligation and helped make it easier for

people to properly secure their accounts. I think they did a great job with that.

Increased TeamViewer usage would be hand-in-hand with increasing our customer base, so I both want and need a bigger customer base. Part of my standard support software stack is TeamViewer, so every new customer PC device which is added to the support contract would be one more deployment of a TeamViewer Host. So, I definitely plan to increase TeamViewer deployment.

Disclosure: IT Central Station contacted the reviewer to collect the review and to validate authenticity. The reviewer was referred by the vendor, but the review is not subject to editing or approval by the vendor.

[Learn More](#)