

Which Remote Support Tool is Right for Your Business?

Rescue vs. GoToAssist Remote Support

Whether you're an enterprise company or a small business, you can solve customer or employee issues with LogMeIn remote support solutions.



Optimized for customer care and large support teams with advanced needs and workflows.

- **Integrations & API's:** Out-of-the-box integrations and open API's to centralize your customer data and streamline workflows.
- **Scripting:** Expedite support sessions by leveraging scripts to automate routine tasks and processes.
- **Branding & Customization:** Customized app icons and forms to build trust and showcase your brand.



Essential remote support at an affordable price, ideal for SMB's and internal support teams.

- **Choice of Agent Console:** Choose from a modern web browser or desktop agent console.
- **Guided Agent Join Flow:** Guide end users through the connection process for a seamless join flow.
- **Messaging App Integration:** Put your IT help desk where your employees work every day - in Slack.

With both Rescue and GoToAssist, you get the following capabilities:



Multi-platform support



Mobile support upgrades



24/7 customer support



Banking grade security



Multi-lingual support



GDPR compliance



Plus

- Screen sharing
- Remote control
- Unattended machine access
- File transfer
- Diagnostics

Consolidated Feature Comparison

Remote Support Session Functionality	GoToAssist 5	Rescue 7
Web-based agent console	●	
Desktop-based agent console	●	●
Guided agent flow	●	
Multi-platform support (Windows and Mac)	●	●
In-session Chat	●	●
Reboot and reconnect	●	●
Ctrl-alt-delete	●	●
Remote view option	●	●
Remote control	●	●
Connect on LAN		●
File manager		●
File transfer to customer	●	●
Get files from customer device	●	●
Camera share support session	●	●
Tablet support for agent console	●	
Zoom in/resize customer screen	●	●
Multi-session handling	●	●
Remote system diagnostics	●	●
Retrieve diagnostic reports		●
Session history and notes	●	●
Customer-initiated chat		●
Calling card connection method		●
Customer invite via email	●	●
Customer invite via copy to clipboard	●	●
SMS connection method (with mobile add-on)	●	●
Session transfer between technicians	●	●
Agent collaboration		●
Predefined replies		●
Scripting		●
Dark theme	●	●
In-session Clipboard Synchronization	●	●

Administration & Reporting	GoToAssist 5	Rescue 7
Admin Center	●	●
Active Session monitoring in Command Center		●
Reports	●	●
Feedback	●	●
Download session recording	●	●
Play session recording in browser	●	●
Customization and branding		●
Code webpage integrations	●	●
Slack integration	●	
CRM and ticketing integrations		●
Group permissions, reporting, and workflows		●

Security	GoToAssist 5	Rescue 7
Role Based Access Control (RBAC)	●	●
Remote connections using TLS and AES encryption	●	●
Audit Reports	●	●
Data Confidentiality	●	●
Data Center Residency (EU, US)	●	●
2-Factor Authentication	●	●
Report Abuse	●	●
IP Restrictions		●

Mobile Support*	Android Devices		iOS Devices	
	GoToAssist 5	Rescue 7	GoToAssist 5	Rescue 7
Connect via SMS	●	●	●	●
Connect via PIN code, Link, or Email	●	●	●	●
Remote view	●	●	●	●
Chat	●	●	●	●
Remote control**	●	●	●	●
Screen recording	●	●	●	●
System information (OS, device model, device screen)	●	●	●	●
Memory, network, and battery consumption info		●		
View application info	●	●	●	●
Transfer session	●	●	●	●
Screenshot	●	●	●	●
Mobile Software Development Kit	●	●	●	●

Unattended Access	GoToAssist 5	Rescue 7
Add Unattended Device in-session (Windows)	●	●
Add Unattended Device in-session (Mac)	●	●
Mass Deploy (MSI)	●	●
Add Device Groups	●	●
Rename, Move, Search, Delete device	●	●
Bulk operations (select, move, delete) of devices		●
Securely Store and update unattended credentials	●	●

* Mobile device support functionality only available with purchase of Mobile Upgrade.
 ** GoToAssist remote control of Android devices includes Samsung, LG, Motorola, Huawei running Android 6+ and the latest version. Rescue remote control of Android devices includes Samsung, Sony, Motorola, HTC, LG, Panasonic, HP, Lenovo and others.

Features and functionalities available as of August 2020. Subject to change in future product iterations.