Rescue by LogMeIn

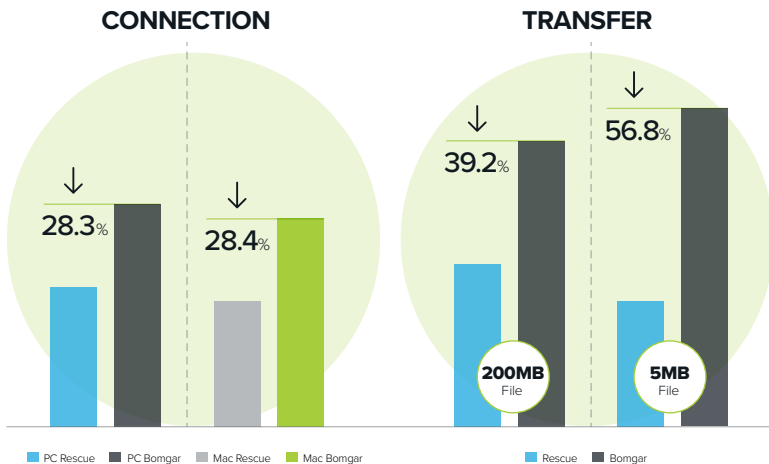# LogMeIn Rescue beats Bomgar: Here's why

In a third-party comparison of LogMeIn Rescue and Bomgar remote support software by QualiTest, Rescue provides tangible benefits that Bomgar just can't match.

> "Bomgar does not have the technical acumen of Rescue."

1. Faster connections and data transfers save valuable agent time.

LogMeIn Rescue **connects 28 percent faster** than Bomgar. Your agents start support sessions sooner – and find solutions sooner, too. Rescue exchanges files and programs – software installers, log files and sample data sets – up to **57 percent faster** than Bomgar.

CONNECTION

↓ 28.3%
↓ 28.4%

TRANSFER

↓ 39.2%
↓ 56.8%

200MB File
5MB File

PC Rescue   PC Bomgar   Mac Rescue   Mac Bomgar   Rescue   Bomgar

2. More intuitive interface shortens training, streamlines support.

The technician and administrative interfaces of LogMeIn Rescue are more user-friendly and intuitive than Bomgar. New hires learn faster and **become productive sooner.** Agents can quickly access the information they need to **resolve problems in less time** – a proven recipe for productivity and customer satisfaction.

> "Rescue is more user-friendly [than Bomgar], both from an admin and technician perspective. Important settings like administration privileges [are] hard to find [in Bomgar]."

> "The collection and presentation of Rescue's reboot features is much more intuitive and usable than Bomgar's."

> "[Bomgar] doesn't provide enough data for a technician to quickly view device specs and make an early diagnosis [which] slows down the speed to resolution."

3. Timely, accurate information makes managers more effective.

Rescue's built-in reports help your managers **monitor performance metrics,** such as agent and team efficiency and customer satisfaction, which is difficult or impossible with Bomgar.

> "The Rescue system is much more useful for finding out the things a manager might want to know about their system, customer and technicians."

> "[Bomgar] offers only four types of reports with many filters, a more involved process than just clicking on the kind of report you want with Rescue."

Customers are more satisfied with LogMeIn Rescue

When you choose LogMeIn Rescue instead of Bomgar, new hires get up to speed faster, agents work more efficiently and managers are more effective – adding up to greater customer satisfaction.

> "[Bomgar] came off as a cut-rate, rush-job version of Rescue."

To learn more, visit http://www.logmeinrescue.com.