



Survey Says: LogMeIn Rescue comes highly recommended

Recently, SSI, the sampling and research experts, sent an online survey on remote support software to a panel of IT decision makers and influencers from across the US. The organizations sampled, representing a broad range of industries, are using the leading remote support solutions - Bomgar, Citrix GoToAssist, LogMeIn Rescue, TeamViewer, WebEx Support Center, and others - to support employees, customers, and/or another company's customers. Here's what the survey found: LogMeIn Rescue had the highest Net Promoter Score (NPS)*. NPS is a widely-used metric that gauges customer loyalty. Scores can range from -100 to 100, and a score of over 50 is considered excellent. The net-net here is that:

What Rescue customers had to say:

- Rescue is powerful, and it's easy to use.
- Rescue is very simple to use — and inexpensive
- We've used Rescue for many years. It's reliable, effective, and trustworthy.

Those using LogMeIn Rescue were the most enthusiastic about their remote support solution.

It was a narrow win over TeamViewer, but a bigger win over Webex, Bomgar, and GoToAssist. Given our long tradition of loyal customers, we weren't at all surprised by this result. Still, it's always nice to have our experience confirmed!

The survey also says that the attributes most likely to influence a recommendation are user interface, professional services, security, initial system setup, administrative capabilities, and connection speed.

In each of these categories, LogMeIn had the highest ratings.

NPS	
52	
51	
44	
42	
38	

Attribute	Rescue	Bomgar	GoToAssist	TeamViewer	WebEx
User interface	8.9	8.1	8.4	8.1	8.1
Professional services/training	8.5	8.5	8.3	8.1	8.3
Security	8.7	8.5	8.5	8.5	8.3
Initial system setup	8.8	8.6	8.4	8.4	8.4
Administrative capabilities	8.5	8.5	8.4	8.3	8.4
Connection speed	8.7	8.3	8.3	8.4	8.4
Canned/Custom reports	8.3	8.4	7.8	8.0	8.0
Integration with CRM tools	8.5	8.2	8.2	7.9	8.1
Scripting capabilities	8.4	8.3	8.1	8.3	8.0
Mobile device support	8.5	8.1	8.0	7.8	8.1
Video streaming	8.1	8.2	8.1	8.1	8.3

Again, there are no surprises here. We've always been committed to making sure that we focus on the factors that matter the most.

* NPS is calculated by taking the percent of customers who are highly likely to recommend a product, ignoring those with a neutral attitude, and netting out those who are unhappy with it.

For remote support, why not go with what the survey says? LogMeIn Rescue: the most highly recommended solution on the market today.